

City of Philadelphia Service Design Studio

**Population:**

1,573,916 (No. 6)

Govt Employees:

25,000

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Capabilities Statement:

[Link](#)

Cage Code:

644Y5

UEI Number:

CRZ1A1JTLQB6

DUNS#

12-474-2474

**Site:**

<https://www.phila.gov/departments/office-of-the-chief-administrative-officer/service-design-studio/>

Mission:

The PHL Service Design Studio is a unit within the Office of the Chief Administrative Officer. We help City agencies make their services more accessible, equitable, and trauma-responsive.

We believe Philadelphia's most underserved residents deserve easy access to government services. Frontline staff also need to be able to deliver services with ease. To support these outcomes, we collaborate with residents and staff to design services that work for people.

Contacts and Stakeholders Information:

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Actsoft Workforce Manager for Gov:

- DHS signed the Authority to Operate (ATO) on Sept 12, 2024
- FPS completed their internal ATO in June 2025
- WFM for Gov passed three (3) Third Party Assessor Organizations (3PAO) Audits, the Initial Audit and two Annual Audits
- WFM for Gov is GovRAMP Authorized