

City of Phoenix Information Technology Department

**Population:**

1,673,164 (No. 5)

Govt Employees:

14,000

Address:

251 W. Washington St.
6th floor
Phoenix, AZ 85003-2295

Phone:

(602) 262-4481

Email:

its.phx@phoenix.gov

Capabilities Statement:

[Link](#)

Cage Code:

644Y5

UEI Number:

CRZ1A1JTLQB6

DUNS#

12-474-2474

**Site:**

<https://www.phoenix.gov/administration/departments/its.html>

Mission:

Deliver secure, responsible, sustainable, and flexible IT services, solutions, and governance for the city of Phoenix.

Guided by a commitment to innovation and security, the ITS department is led by the Chief Information Officer (CIO), Steen Hambric, who oversees citywide IT strategy, initiatives, and operations. ITS also provides federated IT leadership for critical city services, including Aviation, Water Services, Police, and Fire. Working closely with city leadership—including the Mayor, Council, and the City Manager’s Office—ITS is dedicated to enhancing digital access for residents and employees, strengthening cybersecurity, improving IT service delivery, and ensuring responsible oversight of IT investments.

Our Vision

To be recognized as the best-in-class IT service organization within municipal government.

Contacts and Stakeholders Information:

Mitch Kohlbecker - Chief Information Security Office

Mitch.kohlbecker@phoenix.gov

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