



City of Milwaukee

200 E. Wells Street
Milwaukee, Wisconsin
53202

Meeting Minutes

CITY INFORMATION MANAGEMENT COMMITTEE

VACANT, CHAIR

David Henke, Vice-Chair

Timothy Richter, Robert Jaeger, James Klajbor, Jennifer Meyer, James Owczarski, Jeffrey Madison, James Zimmer, David Klein, Judy Siettmann, and Jeffrey Larson.

**Staff Assistant, Chris Lee, 414-286-2232, Fax: 286-3456,
clee@milwaukee.gov**

Thursday, June 6, 2024

10:00 AM

Room 303, City Hall

1. Call to order.

The meeting was called to order at 10 a.m.

2. Roll call.

Present (9) - Henke, Klajbor, Meyer-Stearns, Owczarski, Madison, Zimmer, Roedel, Siettmann, Larson

Excused (2) - Richter, Jaeger

Also present:

Brad Houston, City Records Center

Atty. Travis Gresham, City Attorney's Office

Dan Keeley, Library

Kate Pawasarat, Dept. of Administration

Mr. Roedel serving in place of member Klein for this meeting.

3. Review and approval of the previous meeting minutes from March 7, 2024.

Meeting minutes from March 7, 2024 were approved without objection.

4. Records Retention.

a. Proposed departmental record schedules for review and approval

Mr. Houston gave an overview. There were 382 overall schedules. 361 schedules possessed no records and were of the legacy variety type to be closed out. 126 schedules were non-legacy. 106 were standard closed schedules. The schedule for payroll time keeping records was being renewed with a retention period of 2 years. Other renewal schedules included contract and charter school related schedules. The schedule for city property management files for the Dept. of City Development would change the retention period from 4 years to 7 years due to legal requirements associated with the buying and selling of real estate. The schedule for water quality data for Water Works changed its retention period to archival disposition at the request of the State Records Board. The schedule for compliance loan program files

in the Dept. of Neighborhood Services changed its retention period to destroy confidentially to coincide with the end of a non-forgivable loan for a homebuyer. Remaining schedules were straightforward.

Vice-chair Henke questioned the impact, if any, that the ERP transition from PeopleSoft to Workday would have on the time keeping records schedule, especially as some records become unnecessary.

Mr. Houston replied that he did not believe there would be much impact, concern would be on how records would be stored, and that he doubt offices would ever get to the point of being totally paperless.

Member Klajbor moved approval of the proposed departmental record schedules. There was no objection.

b. State Records Board approval of previous schedules update

Mr. Houston gave an update. There were minor changes made to the previous record schedules in addition to the aforementioned change that was made to the water quality data record schedule. The additional changes included changing verbiage from 3 months to 120 days for the retention period of a schedule, adding language to indicate images being moved to the incident case report file for the license plate reader record schedule, changing a trigger event from date of payment to date of last annual payment, and withdrawing the transitional record schedules of #RA120012 and #970120 (department garage parking tickets). The previous schedules have not been officially approved yet and would be reviewed by the State Records Board at its upcoming June 10th meeting.

5. Information and Technology Management Division

a. Generative Artificial Intelligence (AI) Policy for review and discussion

Atty. Gresham commented. He had reviewed policies of other cities regarding generative AI through his involvement with the International Lawyers Association. Other policies would include those from Phoenix and San Jose. The City's draft policy was more exploratory in nature, had no issues, and fell in line with the key concepts of those from other cities.

Member Siettmann commented. The draft policy was at a high level and served to provide guidelines for departments to follow.

Member Larson questioned if the policy had prescriptive or restrictive restraints on law enforcement for technologies like license plate readers and facial recognition.

Atty. Gresham replied. The policy cited for departments to comply with existing policies and law, including those that requiring non-discriminatory practices. The policy was broad, was intentional in not being prescriptive, and would allow departments to carve out their own unique policies.

Members and participants further discussed concerns and changes to make to the draft policy. Concerns included vendor use of their own AI, use of the term "conversation", ownership of information, and information or content being publicly or harmfully disclosed elsewhere. Language should be added to enable departments to create their own policies. The term "conversation" should be further clarified concerning ChatGPT. Language should be added for users to not include sensitive

and inaccurate information.

Member Meyer-Stearns said that she would forward considerations that the Library has on ChatGPT to members.

Atty. Gresham further commented. It would be difficult to enforce vendors on the use of their own AI. Vendors would have strong rights to both input and output data. Vendors would highly unlikely contract or license with the City. Account creation would be under City control according to the policy. Other surrounding jurisdictions had very vague or short generative AI policies. The policy would come back to the committee to review routinely due to generative AI evolving, new risks, and security concerns.

Vice-chair Henke said that the draft policy framework made sense with further revisions to be made, the policy should be broad, references should be made to other ITMD and/or Library guidelines, departments would be able to create further policies or guidelines of their own, the City Attorney's Office would review and assist with revisions to the draft policy, and the draft policy would be reviewed again by the committee and hopefully approved at the next regular meeting.

b. 4-year Strategic Technology Plan for review and discussion

Vice-chair Henke gave an overview.

The last plan was from 2022. The new plan served to be a new 4-year plan to coincide with the new 4-year term of officials and his term as Chief Information Officer. The plan contained the following 5 goals: 1) secure information technology systems and data from targeted and accidental threats; 2) improve resident and employee access to information and services through technology; 3) expand community communication and regional partnerships to innovate and improve services; 4) provide modern, resilient, effective technology services and solutions aligned with current and future City needs; and 5) refine service delivery through technology for process improvement.

These goals were captured through review of other city technology plans and/or were goals that he wanted to see occur. There were a total of about 60 project ideas in a focus point category throughout all goals. Focus categories included data protection, system optimization, Endpoint management and monitoring, employee technology training, fully leverage enterprise tools, constituent communications, data dashboards, community outreach, inter-government partnerships, public-private partnerships, system replacements, field automation, system consolidation, cost savings, operations, field technology, and enterprise tools.

Members were to provide input on making changes to the plan. He would add to the plan a new project, proposed by Ald. Jonathan Brostoff, to create a one-stop multi-modal app.

Members discussed and recommended to add equity language goal 3 concerning community; to broaden the plan scope; include data governance; include records management relating to records (such as text messaging) outside of social media, a records management platform, training on records retention, updating and maintaining records, and handling of technology; make the Data Use Policy more explicit and to guard against secondary data usage; pursue grants such as those for infrastructure and security; include data protection; include LMS for Workday; survey other departments outside of the committee; and include security training.

Member Zimmier inquired about cyber security liability insurance.

Vice-chair Henke replied. Cyber security liability insurance proposal was under City Attorney's Office review, and he was hopeful for it to be realized this year. He would add a statement and focus point on data governance. He would create dedicated goals for data and reorganize the focus points under the goals. Many of the projects, goals, and focus points were intertwined and cross referenced. He would add grants that ITMD were pursuing.

Vice-chair Henke inquired if members had any concerns if he was to use the draft strategic plan as part of his presentation for his upcoming reappointment hearing as Chief Information Officer.

There were no concerns from members.

6. Department updates.

Members gave updates. Fire Dept. was joining the Milwaukee.gov domain for the RNC. Police Dept. was migrating its fingerprint system to the cloud in partnership with DOJ and the State. City Treasurer was migrating its iNovah cashiering platform by June 14th. Water Works was prepared for the RNC regarding security with their systems. City Records Center was now at 1,337 total record retention schedules and made capital budget requests for a new records replacement system and a citywide ERMS system. City Attorney's Office was migrating its case management system, which would no longer be ProLaw. ITMD had conducted successful vulnerability and penetration tabletop exercises, gained ideas from those exercises, and were continuing with phishing exercises. Comptroller's Office was involved with the ERP project. Milwaukee Public Library was doing a RFP to distribute broadband to communities, enhancing its security enterprise system, segmenting out the public usage system from its private system, and participating with ITMD on the penetration and vulnerability tests. Common Council - City Clerk had in place its new Common Council and committees, was preparing for the RNC, and pushing out its ERM system.

Members commended Jill Price for her leadership with the ERP project.

7. Next steps.

a. Agenda items for the next meeting

Member Owczarski suggested to add discussion on the use of proper cloud storage facilities. New, younger, and more tech-savvy Councilpersons have questioned the proper cloud storage platform to use. There was lacking guidance and training on using OneDrive and distinction with other platforms like SharePoint and Dropbox.

Member Siettmann said that the City was supposed to use OneDrive, SharePoint, and Microsoft products only.

Vice-chair Henke said that the City needed to renew its license with Microsoft, downgrading was an option, the City was at the G1 level (lowest among 3 levels), current users each had 1 TB of SharePoint storage under G1, a new F3 frontline level was introduced but would lower SharePoint storage to 2 GB for each user, and a challenge going forward was determining the proper licensing levels across departments.

b. Next meeting (Thursday, September 5, 2024)

8. Adjournment.

Meeting adjourned at 11:11 a.m.

*Chris Lee, Staff Assistant
Council Records Section
City Clerk's Office*

Meeting materials for this meeting can be found within the following file:

[240203](#)

Communication relating to the matters to be considered by the City Information Management Committee at its June 6, 2024 meeting.

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