City of Milwaukee

200 E. Wells Street
Milwaukee, Wisconsin
53202

Meeting Minutes

CITY INFORMATION MANAGEMENT COMMITTEE

ALD. SCOTT SPIKER, CHAIR
David Henke, Vice-Chair
Timothy Richter, Robert Jaeger, LaQuisha H. Schroeder, Jennifer Meyer, James Owczarski, Jeffrey Madison, James Zimmer, David Klein, Judy Siettmann, and Jeffrey Larson.

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Thursday, March 5, 2026 | **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 - Larson, Roedel, Zimmer, Madison, Owczarski, Schroeder, Jaeger, Richter, Henke, Spiker
Excused - Siettmann, Meyer-Stearns

Charles Roedel serving as an alternate in lieu of David Klein for this meeting.

Also present:

Brad Houston, City Records Center
Atty. Peter Block, City Attorney's Office
Jim Bohl, DOA Innovation Office
Sreela Srinivasan, DOA Innovation Office
Kate Pawasarat, Dept. of Administration
Dan Keeley, Library

3. Review and approval of the previous meeting minutes from December 4, 2025.

The meeting minutes from December 4, 2025 were approved without objection.

4. Records Retention and Data Governance.

a. Proposed departmental record schedules for review and/or approval.

There were no comments regarding the record schedules, which were distributed to members in advance for their review.

Member Owczarski said that he was appreciative of the reduction in the number of record schedules through Mr. Houston's efforts.

Member Owczarski moved approval, seconded by member Roedel, of the record retention schedules. There was no objection.

b. Update on State Records Board approval of previous schedules.

Mr. Houston said that all previous schedules would be approved by the State Records Board with no changes.

c. Discussion on guidelines and training for use of Workday and other systems.

Mr. Houston commented. He was concerned with guidance for records management responsibilities when employees access records through systems such as Workday. Employees frequently asked whether records accessed through the Workday mobile application must be retained on their personal devices. Information displayed through the Workday mobile application represented only copies of records stored within the Workday system itself. The official record remains in the system of record, and employees were not responsible for separately retaining those records on their devices. A similar example would be the City's e-mail server system. He would like the committee's assistance to provide additional communication to ensure that employees understood this distinction.

Members discussed that there be training done via videos. City Records should work with ITMD, City Attorney, Ald. Spiker, City Clerk, City Channel and the Public Information Division. There could be general training on record storage for the mobile app and separate training onWorkday.

Members discussed Workday anticipating to go live at the end of September due to some delays and that training for Workday would be forthcoming closer to the implementation date as opposed to being done too soon.

d. Discussion on a citywide Electronic Records Design Study.

Mr. Houston commented. He had created and issued out an RFP for an ERD study. The RFP was closing on Friday. The purpose of the study would be to survey citywide database systems and evaluate how records were being created, stored, and managed across City systems. The study would also identify opportunities to improve data governance and records management practices, provide recommendations, and propose a platform to implement in 2027. The study would involve an external consultant. Members were asked to identify proper contacts in their departments to work with the consultant, who would be engaging them.

Members inquired about the intent of an ERMS system, 2027 budget requests concerning adjustments for current systems, and the request from Mr. Houston.

Mr. Houston replied. The ERMS system should be an invisible system running in the background of current systems. It should break down silos but respect current systems that need to remain separate for HIPAA or confidential reasons. It should both minimize the amount of systems users would have to look at and allow current systems to communicate with one another. The 2027 budget would include funding request for what would be needed to get a system started initially. Implementation of

the system would be in a phased approach as opposed to a complete implementation. He had wanted to inform the committee of the upcoming study and consultant engagement and to ask departments to be ready in identifying the proper contacts for the consultant to engage with.

5. Information and Technology Management Division.

a. Discussion on Artificial Intelligence Product Inventory.

Vice-chair Henke discussed the need to develop an inventory of artificial intelligence products used across City departments. Chair Ald. Spiker had put forth a 2026 budget amendment to request for an inventory. He would like input from the committee to determine the methodology to conduct the inventory and to determine which AI products to include in the inventory.

Members discussed that the inventory would be the first comprehensive look since 1994 and from past data loss prevention surveys.

Members discussed how AI should be defined for purposes of the inventory and how information could be collected from departments. Possible methods included surveys of departments and analysis of network usage and firewalls as a starting point. Scanning of firewalls would not detect all AI products and may misidentify some products as AI. The committee emphasized the importance of clearly defining AI before developing the inventory, which would not be easy to do.

Mr. Bohl and Ms. Srinivasan discussed considerations for a definition to include data source, performance metrics, risk, product manager, responsible party, and algorithm type (regular vs. unique). They were looking at determining the AI element in the Front Desk pilot system. An inventory list could be a management tool measuring risk, financial costs, and duplication.

Chair Ald. Spiker commented. Examples of AI technologies could be used for an inventory as a start prior to achieving a definition for AI. He would prefer for there to be a broad inventory of AI or AI-related technologies as opposed to creating a narrow inventory list confined to generative AI.

Members discussed the importance of knowing what was behind AI, not disclosing sensitive and protected information into AI, technology being susceptible to abuse, and incentivizing the sharing of technology.

Chair Ald. Spiker said that, aside from having oversight, an inventory could be a means to prompt assistance to departments on their technologies. An inventory would be a working document and remain an agenda item for the next meeting.

b. Update on AI Policy.

Vice-chair Henke said that there was a written proposal from the Innovation Office for the committee to consider to update the AI Policy.

Mr. Bohl and Ms. Srinivasan commented. The proposal contained recommendations for consideration from a proactive perspective and looked at comparisons with other cities.

Members discussed that the proposal provided a good breakdown of issues. A working group should be established to review the proposal in detail and bring recommendations back to the committee.

c. Discussion on the GovAI rollout plan.

Vice-chair Henke, Mr. Bohl, and Ms. Srinivasan commented. GovAI was the City's official generative AI product and would be implemented citywide in phases over the next 6 months. Training sessions were being developed in consideration of the vendor's schedule, would include as much employees as possible, and would offer information on basic capabilities and responsible use of GovAI (similar to past trainings). Further comprehensive details on training would be forthcoming.

Chair Ald. Spiker inquired about a communication channel for users to talk to one another and the manner of the rollout.

Mr. Bohl and Ms. Srinivasan replied. A Teams chat group could be established initially. There was opportunity to establish a formal communication channel between departmental users and a general user. Department-specific rollout was thought of initially, but the rollout was now a general citywide approach.

Member Larson commented. The Police Dept. was not cleared to use GovAI and should not be a part of it. If included, they should be given authority to approve users on a case-by-case basis. AI could be an asset to relay better publid facing data, such as crime stats, to consumers.

Vice-chair Henke said that one objective of the GovAI platform was to provide a controlled environment where employees can use AI safely while protecting City data. Access to the platform would be through an employee's email credentials. He was concerned about enforcing mandatory trainings and acknowledgments, which employees may not comply with.

Members discussed GovAI helping with mundane tasks while providing employees the opportunity to focus on strategic tasks, the importance of having practical cases and examples to accelerate training and buy-in, and that security protocols should be adhered to.

d. Discussion on the status of Front Desk AI multi-channeled solution pilot.

Vice-chair Henke gave an update. Front Desk was a pilot system offering a multi-channel solution to assist with UCC customer service inquiry intake and response. The system would provide automated responses to common inquiries, chat and email support, voice interaction through phone systems, multilingual assistance, and automated information retrieval. The pilot was for 6 months once a contract (still pending) was signed. Roll out of the pilot would be done with caution and be limited internally to the UCC, Common Council offices, and the Mayor's Office. They would assess the system's tools and see what works under the trial before expanding to other offices and to a broader audience. Parking enforcement had interest.

Mr. Bohl commented. Front Desk would incorporate input from ClickForAction and MobileApp, mesh with different feedback forms and call takers, and show viewable history logs. Useable data was to be determined and might not be readily available. Data from calls for service would be made functional towards making policy.

Chair Ald. Spiker inquired about how Front Desk would supplement the UCC and about internal testing prior to going live.

Vice-chair Henke and Mr. Bohl replied. Front Desk could be considered for nonemergency and permitting calls, to supplement after hours, for cases of unavailable or busy staff, or to skip a live person. Choice could be left to a caller to determine. There was no desire to replace a live call taker. The trial would be a test drive followed by consideration of options for future implementation. There would be careful and substantial testing done prior to making any final determinations and expansion.

Chair Ald. Spiker said that there should be consultation with policy makers prior to making any final determinations and expansion of the system.

6. Review and discussion on the duties and role of the City Information Management Committee.

a. Integrating data governance.

Mr. Houston commented. Data and retention were interwoven. It would be prudent for the committee to have oversight over data issues. Perhaps a working group, similar to the group for Workday, could be established to review issues on a granular level and then bring topics to the full committee for its review. Examples of topics to consider would include the Data Governance Policy and identification of data stewards.

Members and participants (Mr. Houston, Ms. Pawasarat and Mr. Bohl) discussed establishing a working group. Such a group would address a disconnect (lack of participants) with the committee presently. Additional individuals outside of the committee would be able to participate on addressing data issues, such as the RFP for the ERMS system, on the frontend rather than relying solely on and reacting to Mr. Houston, who should not be soley relied upon to take on data management.

b. Oversight over citywide and departmental technologies.

Chair Ald. Spiker discussed his intention to expand the committee to do more. There needed to be more robust and frequent meetings, better oversight over technologies and AI collectively, and more frontend efforts to drive AI. He welcomed feedback from members.

Members and participants discussed the committee's establishment and last revision. The committee was a merger between the City Records Committee and Information Policy Committee with the former meeting more frequently and the latter meeting quarterly. The committee's last revision pertained to review of computer purchase requests from departments for the very first time. The committee had evolved since then.

Members and participants discussed committee membership. The salary grade requirements, as codified in the City code of ordinances, for members was to ensure leadership representation at meetings. The committee presently lacked representation from a number of departments. Those departments were reliant upon ITMD with the consolidation of IT operations from those departments falling under ITMD's purview. There was a need to have those departments represented, especially to address records.

Chair Ald Spiker commented. He planned to look at increasing membership to include representation from other departments such as the Dept. of Emergency Communications, Dept. of Public Works, Dept. of City Development, and Health Dept. Also under consideration was to expand the committee's scope to add oversight over AI and data governance. Additional meetings would be for justifiable reasons. Meeting format would remain in-person. He would be open to remote participation; however, participants would have to be fully engaged.

7. Departmental IT updates and/or announcements.

a. Department of Administration

Vice-chair Henke gave an update. The City recently upgraded and migrated its voicemail system. The migration had generally gone smoothly. Some minor issues were still being resolved as staff continue to work through the transition. The upgrade had new features such as enabling web access. A presentation on cybersecurity training would occur at the next Finance and Personnel Committee meeting.

b. Library

Member Jaeger and Mr. Keeley gave an update. The Library's records review backlog at the City Records Center had been reduced to zero. A grant proposal to the Wisconsin Coastal Managemetn Program to preserve artifacts in the Great Lakes Marine Collection was accepted. AV upgrades to all branch community rooms were completed as well as updates made to patron sensors. Active IT projects included firewall replacements (3rd deployment of next generation firewalls), E-Rate Cybersecurity Pilot Program (firewall feature subscriptions,extended detection and response), hyperconverged infrastructure (partial cluster refresh), digital signage for expanded footprint and more efficient centralized management, and implementation of new Telestaff scheduling software (from Fire Dept.) in the Spring.

Chair Ald. Spiker asked for there to be follow-up to his inquiry to have telecommunication explored (in lieu of in-person staff) to serve patrons on Sundays as a cost savings measure.

Mr. Keeley said that telecommunication was explored during the COVID-19 pandemic and that he would follow up with Director Johnson and Deputy Director Meyer-Stearns.

c. Municipal Court

Member Richter gave an update. Municipal Court was implementing a new case management system. The City Attorney's Office was going through redlining items. The new online credit card fee feature was being implemented. They were working with DPW concerning the habitual parking violator and towing ordinance change. Their server room was merged with the Police Dept.'s sixth floor server room, which was a cost savings measure eliminating the need to acquire a new AC.

8. Review and approval of the 2025 City Information Management Committee Annual Report.

Member Owczarski moved approval, seconded by member Schroeder, of the 2025 CIMC Annual Report, as prepared by Mr. Lee. There was no objection.

9. The following files may be placed on file as being no longer necessary:

a. 241728 Communication relating to the matters to be considered by the City Information Management Committee at its March 13, 2025 meeting.

Sponsors: THE CHAIR

Member Owczarski moved to place on file, seconded by member Roedel. There was no objection.

This Communication was PLACED ON FILE

b. 250238 Communication relating to the matters to be considered by the City Information Management Committee at its June 5, 2025 meeting.

Sponsors: THE CHAIR

Member Owczarski moved to place on file, seconded by member Roedel. There was no objection.

This Communication was PLACED ON FILE

c. 250690 Communication relating to the matters to be considered by the City Information Management Committee at its September 4, 2025 meeting.

Sponsors: THE CHAIR

Member Owczarski moved to place on file, seconded by member Roedel. There was no objection.

This Communication was PLACED ON FILE

d. 251285 Communication relating to the matters to be considered by the City Information Management Committee at its December 4, 2025 meeting.

Sponsors: THE CHAIR

Member Owczarski moved to place on file, seconded by member Roedel. There was no objection.

This Communication was PLACED ON FILE

10. Next steps.

a. Agenda items for the next meeting.

To be determined.

b. Next meeting date and time (Thurs., June 4, 2026 at 10 a.m.)

Future meetings may occur more frequently, which is to be determined.

11. Adjournment.

Meeting adjourned at 12:18 p.m.

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

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

251802 Communication relating to the matters to be considered by the City Information Management Committee at its March 5, 2026 meeting.

Sponsors: THE CHAIR