

City Information Management Committee 2025 Annual Report

This report is submitted pursuant to s. 320-1 of the Milwaukee Code of Ordinances.

Purpose: (Per s. 320-31 of the Milwaukee Code of Ordinances)

The City Information Management Committee recommends policies and guidelines to the Mayor and Common Council for management of the City's information resource, promote interdepartmental and intergovernmental sharing of information resources, and promulgate guidelines for development and maintenance of City records.

MEMBERS

1. **Chairman Alderman Scott Spiker**, Common Council
2. **Vice-chair, David Henke**, Chief Information Officer
3. **Jennifer Meyer-Stearns**, Assistant Director-Library Operations, Mayoral Designee
4. **David Klein**, Systems Support Manager, City Comptroller Designee
5. **LaQuisha Schroeder**, Deputy City Treasurer, City Treasurer Designee
6. **Jim Owczarski**, City Clerk
7. **Judy Siettmann**, IT Security & Audit Compliance Analyst, Dept. of Admin. Designee
8. **Robert Jaeger**, Library Services Manager, City Librarian Designee
9. **Timothy Richter**, IT Manager, Municipal Court Designee
10. **Jeffrey Madison**, IT Manager, Fire Chief Designee
11. **Jeff Larson**, Police Information Systems Director, Police Chief Designee
12. **James Zimmer**, Water IT Manager, Dept. of Public Works - Water Works Designee

STAFF

1. **Bradley Houston**, City Records Officer, Staff Support
2. **Peter Block**, Assistant City Attorney, Legal Advisor
3. **Chris Lee**, Staff Assistant, City Clerk, Clerical Support

MEETINGS HELD

March 13, 2025
June 5, 2025
September 4, 2025
December 4, 2025

Complete agendas and minutes of these meetings can be found at <https://milwaukee.legistar.com/Calendar.aspx>.

MEMBERSHIP CHANGES

LaQuisha Schroeder jointed as a new designee member in March 2025 replacing Margarita Gutierrez from the City Treasurer's Office.

ITEMS DISCUSSED OR REVIEWED

2024 Annual Report

The report of activities of the City Information Management Committee for 2024, as prepared by clerk staff, was approved by the committee at its March 13, 2025 meeting. The report can be found within file number [241728](#).

2026 Meeting Schedule

Barring any issues the committee approved, at its December 4, 2025 meeting, the committee meeting schedule for the 2026 year to be for the following dates and times: March 5 at 10 a.m., June 4 at 10 a.m., September 3 at 10 a.m., and December 3 at 1 p.m.

City Records Center

Data Governance and Records Management

At the September 4, 2025 meeting, there was discussion, led by Mr. Houston, on establishing a formal data governance work group in order to provide formal recommendations and guidance on data governance similar to the County. The proposal for a formal work group would be discussed offline with the chair and brought back to the committee to evaluate.

At the December 4, 2025 meeting, a presentation was given by Steve Weissman, a lead consultant at the Holly Group, emphasizing the importance of data governance, data governance and records management being interconnected, and opportunity for the City to establish a road map to address and govern its data systems. Further details of the presentation can be found within file number [251285](#).

Record Retention Schedules for Approval

All 38 schedules were approved at the March 13, 2025 meeting. Included were schedules for the Common Council-City Clerk regarding Administrative Review Board of Appeals rejected case records and municipal ID related records, Department of Neighborhood Services' Standards and Appeal variance case related records, global payroll schedules, and other schedules. Further details on the retention schedules can be found within file number [241728](#).

All 40 schedules were approved with one schedule amended and one schedule held at the June 5, 2025 meeting. Included were schedules for various Department of Employee Relations administrative and compensation related records for Work Day migration; schedules for Computer-Aided Dispatch audio call recordings, dispatch data, and response to call records; and schedules for Employee Assistance Program related records. The retention period for the Recordings of Incoming Communications – Emergency Services schedule was amended to 4 months. The schedule for Liability Records was held. Further details on the retention schedules can be found within file number [250238](#).

All 45 schedules were approved, with one schedule amended, at the September 4, 2025 meeting. The retention period for the citywide global schedule for liability waivers was amended from 1 year to 3 years. Other approved schedules included those from the Comptroller's Office being obsolete or superseded by global schedules, citywide global schedule for commodity/service specification records, citywide global schedule for visitor access and appointment logs, X-File schedule, new schedules for Preference Program related records, DNS schedules for permit/premises related records, and Health Department renewal schedules or new series. Further details on the retention schedules can be found within file number [250690](#).

All 41 schedules were approved at the December 4, 2025 meeting. Included were closed schedules for DPW and the Health Department, new DNS schedule for vacant building registration files, amended DPW schedule for engineer certificates, new Health Department schedule for establishment inspection files, and amended Health Department schedule for epidemiology campaign files. Further details on the retention schedules can be found within file number [251285](#).

Secure Structure Ordinance

At the September 4, 2025 meeting, the committee discussed a concern, raised by Mr. Houston, regarding the inconsistent enforcement of the Secure Structure Ordinance. Posting of sensitive building plan records into City public-facing systems was occurring for departments. The issue would be forwarded and scheduled as an agenda item at the next meeting of the City Hall Campus Emergency Preparedness Committee to address.

State Record Board Approval of Previous Schedules

At the March 13, 2025 meeting, it was reported that the State Records Board had approved all schedules from the December 12, 2024 meeting with changes made to the retention for claim investigation files schedule, descriptions for MPD global schedules on arrest warrants and related records, and retention period for tax foreclosure schedule.

At the June 5, 2025 meeting, it was reported that the State Records Board had requested for technical changes to various schedules from the March 13, 2025 meeting and to increase the retention period from 3 months to 6 months for the License and Administrative Appeal schedule. Mr. Houston would confer further with the board regarding these changes.

At the September 4, 2025 meeting, it was reported that the State Records Board had yet to officially meet and had initial objections to 3 Department of Emergency Communications record schedules from the June 5, 2025 meeting. There would be technical correction made to one schedule while the schedule for personnel related audio files would be withdrawn.

At the December 4, 2025 meeting, it was reported that the State Records Board had approved all schedules from the September 4, 2025 meeting with one change made to the disposition for the new City Purchasing schedule regarding slavery era business and profit disclosures.

Comptroller's Office

IT Risk Assessment

At the March 13, 2025 meeting, an IT Risk Assessment presentation was given by the Comptroller's Office under closed session.

Departmental Updates

At the June 5, 2025 meeting, updates were provided by the Fire and Police departments. MFD completed its transition to cloud-based server for their UKG Telestaff workforce management system and looked to join the City's website domain. MPD had 6 ongoing system implementations relating to an internal investigation system analyzing officer behavior and risk, new public radio system being online, and development of an in-house case management system (within the Microsoft environment) for the Investigations Bureau. Members had concerns regarding risk, applicability, and lack of review of independently created systems. The committee would discuss at the next meeting whether to formalize review of independently created internal systems and applications.

In lieu of being considered and discussed at the December 4, 2025 meeting, written updates from the Common Council-City Clerk, City Treasurer, and City Comptroller were provided offline. Further information regarding the written updates from these offices can be found within file number [251285](#).

Information and Technology Management Division

Citywide IT Compliance

At the June 5, 2025 meeting, the committee discussed how to review compliance of the City's IT policies, which was a finding from an IT Risk Assessment from the Comptroller's Office. The committee discussed surveying departmental internal policies against citywide policies. ITMD would conduct the survey, and the committee would review the survey at the next meeting. Future audits of specific departments could be done, as needed.

At the September 4, 2025 meeting, ITMD concluded, via its survey of departments, that all departments, except the Police Department due to having more restrictive internal policies, responded to being in compliance with the City's IT policies. Departmental internal policies should be shared and reviewed by ITMD.

Front Desk (AI Assistant Technology for the Unified Call Center)

At the December 4, 2025 meeting, a presentation was given by Travis Noll of JustAppraised regarding their Front Desk product that the City could possibly acquire as a centralized voice AI-powered platform for the Unified Call Center. The committee discussed that Front Desk technology was cost effective and would enhance automation, efficiencies, system integration, delivery, transparency, tracking and monitoring, and multiple communication channels. The committee further discussed the goal of getting buy-in from the committee and Common Council prior to acquiring Front Desk on a trial basis, costs associated with a pilot and regular use of Front Desk, RFP selection process, Front Desk implementations in other cities, language translation capabilities, records retention for Front Desk data, and review of a contract. The chair would work further offline to help inform the Common Council regarding Front Desk.

Cyber Liability Insurance

At the December 4, 2025 meeting, the committee was provided an update on the acquisition of a citywide cyber liability insurance policy for the City, effective October 27, 2025, at a cost effective rate and at \$5,000 in limited liability. The policy was active, had different coverage types, covered scanning of external assets, and would look at vulnerabilities.

Cyber Security and Training

At the September 4, 2025 meeting, an update was given on ITMD's phishing campaign showing a test fail rate of 20%. The committee discussed the increased in the phishing test fail rate being attributable to lack of training and increased sophistication for phishing. The committee discussed various ways to increase cyber security awareness and incentives for employees. Examples include implementing mandatory trainings, sharing phishing test results to department heads, department heads enforcing trainings, incorporation trainings into the Healthy Rewards Program, and legislation to assist ITMD.

At the December 4, 2025 meeting, the committee was provided an update on grants acquired to provide an update to Black Carbon and to implement contactless smart card readers for the DEC dispatch center. The committee also discussed implementing mandatory monthly trainings on various cyber security topics (including phishing trainings) for all City employees starting in February 2026.

Generative Artificial Intelligence (AI) and GovAI

At the March 13, 2025 meeting, the committee discussed the availability of the Generative AI Policy, select employee AI Infosec trainings, making AI trainings mandatory citywide, forming of an AI user group, responsibility of departments to monitor employee trainings on AI, an offer to pursue Civia's Gov AI 4.0 platform product for a 120-day pretrial use, and including the Acceptable Use Policy for new employees (ITMD to further work with DER).

At the June 5, 2025 meeting, the committee discussed the trial use of GovAI as an internal facing platform for governmental agencies. Select departmental participants were using GovAI as part of the trial. GovAI had been useful for some departments, such as the Unified Call Center, and has been limited in others, such as the Police Department. A concern was the speed of GovAI's output.

At the September 4, 2025 meeting, the committee discussed the expiration of the free trial of GovAI, plan to extend the trial to the end of 2025 at a discount, and plan to include GovAI in the 2026 budget to be an enterprise tool. The chair would ask departments to look at making efficiencies and respond to their use of and impacts from AI.

At the December 4, 2025 meeting, the committee discussed the recommendation to fully employ GovAI for 2026 after expiration of the pilot, the phased approach to implement GovAI for 2026, and direction from the chair to inform the Common Council on GovAI via a communication file.

Independently Created Internal Systems and Applications

At the September 4, 2025 meeting, the committee discussed the lack of oversight, monitoring, and review of independently created systems and applications developed internally by departments. The committee further discussed ways to formalize a review mechanism. ITMD would establish an enterprise software catalog for next year and update its annual budgetary IT survey instructions to departments to direct them to list all their applications and softwares.

Work Day

At the June 5, 2025 meeting, the committee was given an update on the progress of Work Day. Testing would finalize in September 2025. There was concern on staff morale, and consultants would be brought in to assist. There was ongoing conversion and aligning of data from PeopleSoft into Work Day. Budgeting was on track. Data retention concerns would be considered.

Documents and materials relating to record retention schedules, policies, presentations, audits, or other information for all meetings of the committee for 2024 can be found within the following files at <https://milwaukee.legistar.com/Legislation.aspx>:

[241728](#) - Communication relating to the matters to be considered by the City Information Management Committee at its March 13, 2025 meeting.

[250238](#) - Communication relating to the matters to be considered by the City Information Management Committee at its June 5, 2025 meeting.

[250690](#) - Communication relating to the matters to be considered by the City Information Management Committee at its September 4, 2025 meeting.

[251285](#) - Communication relating to the matters to be considered by the City Information Management Committee at its December 4, 2025 meeting.