

City Information Management Committee 2022 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 Mark Borkowski**, Common Council
Previously Alderman Nik Kovac
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. **James Klajbor**, Deputy City Treasurer, City Treasurer Designee
6. **Jim Owczarski**, City Clerk
7. **Richard Watt**, Policy & Administration Manager, 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 17, 2022

June 16, 2022

September 1, 2022

December 8, 2022

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

MEMBERSHIP CHANGES

Ald. Mark Borkowski was appointed as a new member and chair in June 2022 replacing previous member and chair Ald. Nik Kovac.

ITEMS DISCUSSED OR REVIEWED

2022 Annual Report

The report of activities of the City Information Management Committee for 2021, as prepared by clerk staff, was approved by the committee at its March 17, 2022 meeting. The report can be found within file number [211775](#).

2023 Meeting Schedule

Barring any issues the committee approved, at its December 8, 2022 meeting, the committee meeting schedule for the 2023 year to be at 10 a.m. for the following dates: March 2, June 1, September 7, and December 7, 2023.

City Records Center

DocuSign Records Maintenance and Retention Best Practices

At the March 17, 2022 meeting, the committee recommended approval of the DocuSign Records Maintenance and Retention Best Practices policy. The policy can be found within file number [211775](#).

Microsoft 365 Data Retention Policy

At the March 17, 2022 meeting, the committee recommended approval of the DocuSign Records Maintenance and Retention Best Practices policy. The policy can be found within file number [211775](#).

Record Retention Schedules for Approval

All schedules were approved at the March 17, 2022 meeting. Included in the schedule recommendations were updated schedules for the new Office of Equity and Inclusion office,

Department of City Development Planning schedules for the e-vault, and consolidation of Library out-of-date schedules. The policy can be found within file number [211775](#).

All schedules were approved at the June 16, 2022 meeting. Included in the schedule recommendations were the consolidation of individual schedules for individual programs, City property records and real estate transaction files, consolidation of client loan administration records, cleanup of Health Department personal health information records, and amended City Treasurer's Office consolidation schedules. The policy can be found within file number [220189](#).

All schedules were approved at the September 1, 2022 meeting. Included in the schedule recommendations were the retention period for non-police video recordings (72 hours, 3 months for recordings of substance, and after disposition of incidents under claim or litigation), MPD Forensic Division global schedules for photos from case files, and other MPD global schedules on departmental correspondence. There would be effort to change MPD policy to use non-physical mediums. The policy can be found within file number [220575](#).

All schedules were approved at the December 8, 2022 meeting. Included in the schedule recommendations were personnel related global schedules from HR departments related to descriptions, language, professional development, and undeliverable returned mail. The policy can be found within file number [221181](#).

State Record Board Approval of Previous Schedules

All schedules from the December 9, 2021 meeting were approved with minor revisions to two schedules.

All schedules from the March 17, 2022 meeting were approved with administrative revisions inclusive of the record schedules for use of force incidents and internal investigations. A global schedule would be submitted to match the State's global schedule regarding the retention period for footage without identification of incidents.

All schedules from the June 16, 2022 meeting were approved with one minor correction.

All schedules from the September 1, 2022 meeting were approved with minor corrections, including corrections made to the departmental mug shot series and MPD Forensics Division photograph schedules.

Information and Technology Management Division

CISA Cyber-Response Table Top Exercise (Quarter 3, 2022)

At the June 16, 2022 meeting, the committee was updated that an exercise going over scenarios and response with CISA would occur in Quarter 3. The exercise was a result of an audit finding.

City Website

At the December 8, 2022 meeting, the committee was given an update on a management system backend upgrade project to the website involving all content contributors. The City shared a

contract with the County, and the upgrade was awaiting County signature anticipated for May/June 2023. The upgrade would improve and simplify Titan content managing tools for easier navigation and editing, incorporate new features, and would have little to no changes on the frontend. There would be training for content managers. There would be no overhaul of the website but rather incremental improvements would be made. A beta test site and public engagement could be done.

Cyber Security

At the September 1, 2022 meeting, the committee was updated that much of cyber security updates and improvements were due to security updates and preparation for the upcoming Republican National Convention. A centrally enterprise solution would be considered for the 2024 budget. Also to be considered was improving the City website, which was shared with the County.

Data Governance Board

At the September 1, 2022 meeting, the committee discussed membership, priorities, and codification of the board. Board membership to include department data stewards and consultant/staff support. Priorities to include protecting critical and private data. Board could be codified into creation or operate similarly to CART. Further discussion of board composition and structure to occur at the next meeting.

At the December 8, 2022 meeting, the committee discussed again membership and codification of the board. Proposal would be to codify the board to be a public body and to set up official membership, policy, structure, and operation. Board leadership and membership to include those stewards or managers dealing or managing large/critical data, security, and privacy. Formal presentation and review of board composition and structure to occur at the next meeting.

Endpoint Detection Reponse, Antivirus, and AntiMalware Tools

At the September 1, 2022 meeting, the committee was updated on Carbon Black replacing Malwarebytes by late December. Carbon Black would provide third party security desk help and response to incidents. Departments may continue to use Malwarebytes, Microsoft Defender, Carbon Black, or another product.

IT Infrastructure Improvements

At the March 17, 2022 meeting, the committee was given updates on the deployment of new applications and file/server/storage infrastructure, the moving of enterprise SQL database servers to redundant hardware with DR site, spring installation of new dedicated database servers, deployment of cyber-recovery solution, and deployment status of Office 365 Multi-factor Authentication (MFA).

ManageEngine ServiceDesk Plus

At the June 16, 2022 meeting, the committee was updated that the Plus product would replace RITS due to being a better enterprise management software for asset/software inventory and ITMD to delivery better service.

At the September 1, 2022 meeting, the committee was updated on the loading of 2,200 assets and that incident requests would be sent into the new system by the end of the month.

Multi-factor Authentication and Password Policy

At the June 16, 2022 meeting, the committee was informed that MFA participation from City employees was at 10%. MFA required employees to do secondary verification via a text or phone call when logging into their city accounts. The goal was to have 100% participation by the end of the year. The intent was to eliminate regular password updates should there be full MFA implementation.

At the September 1, 2022 meeting, the committee was informed that MFA participation was succeeding and had doubled to about 1,100.

Phishing Test Campaign

At the June 16, 2022 meeting, the committee was informed of a decreased phishing test fail rate of 8% for 2022 compared to 25% for 2021. The decreased rate was attributable to training and an easier template. The campaign would continue. Next steps to include annual mandatory training for those who failed, follow-up with departments on phishing issues, security trainings, and possible dashboards for departments.

Strategic Technology Plan

At the September 1, 2022 meeting, the committee was updated on the development of a plan to be presented at the next meeting for review.

At the December 8, 2022 meeting, the committee reviewed in depth and approved the plan submitted by ITMD Chief Information Officer and CIMC vice-chair David Henke. The plan was required by City ordinance, would be updated every 4-year cycle to coincide with the 4-year term of the ITMD CIO as well as annually, and be made available to departments and the public via the City website. The plan describes how the City intends to leverage technology for serving the public, achieve the City's business vision and objectives, and identifies current technology and forecasted technology needs. Components of the plan included vision, mission, goals, guiding principles, business environment, and strategic objectives for planning and implementing IT solutions for the City. The plan can be found within file number [221181](#).

Text Message Archiving

At the June 16, 2022 meeting, the committee discussed the end of the archiving trial project via Smarsh in making text message records of City employees conducting City business on city-issued or personal devices archival, searchable and retrievable. The project was found to be impractical for a variety of reasons. ITMD would work with City Records Center and City Attorney's Office to draft instructions and guidance on maintaining non-transitory texts prior to having a

communication file before the Common Council on best practices as opposed to citywide text archiving.

At the September 1, 2022 meeting, the committee discussed ITMD continuing to provide guidance to departments on text messaging and archiving. ITMD was working to find upgrading solutions. The general guidance was to avoid using text messaging for work. ITMD was working with Microsoft, Google, and Apple toward a City business manager connection for users to login into their City accounts and download company portals and software.

Documents and materials relating to record retention schedules, policies, presentations, audits, or other information for all meetings of the committee for 2022 can be found within the following files at <https://milwaukee.legistar.com/Legislation.aspx>:

[211775](#) - Communication relating to the matters to be considered by the City Information Management Committee at its March 17, 2022 meeting.

[220189](#) - Communication relating to the matters to be considered by the City Information Management Committee at its June 16, 2022 meeting.

[220575](#) - Communication relating to the matters to be considered by the City Information Management Committee at its September 1, 2022 meeting.

[221181](#) - Communication relating to the matters to be considered by the City Information Management Committee at its December 8, 2022 meeting.