Reappointment of David Henke to serve as the Chief Information Officer by the Mayor

File # 240122

City of Milwaukee

DEPARTMENT OF
ADMINISTRATION

Department of Administration - ITMD
Information and Technology Management Division – Department Leadership

- ITMD and vendor hosted applications
- GIS development and support
- Open data portal
- City web pages

John Enos
Systems Integration Manager

Ann-Elizabeth Shapera
UCC Operations Manager

- Manage UCC Staffing Operations
- Oversee calls to (414) 286-CITY
- Support online request portals
- Facilitate public/city connection

- Executive Leadership
- Strategic Planning

- Telecommunications and Networking
- Cybersecurity

David Henke

Chief Information Officer

- Budgetary and Fiscal Management
- HR Administration
- Policy development and implementation
- Purchasing and contracting
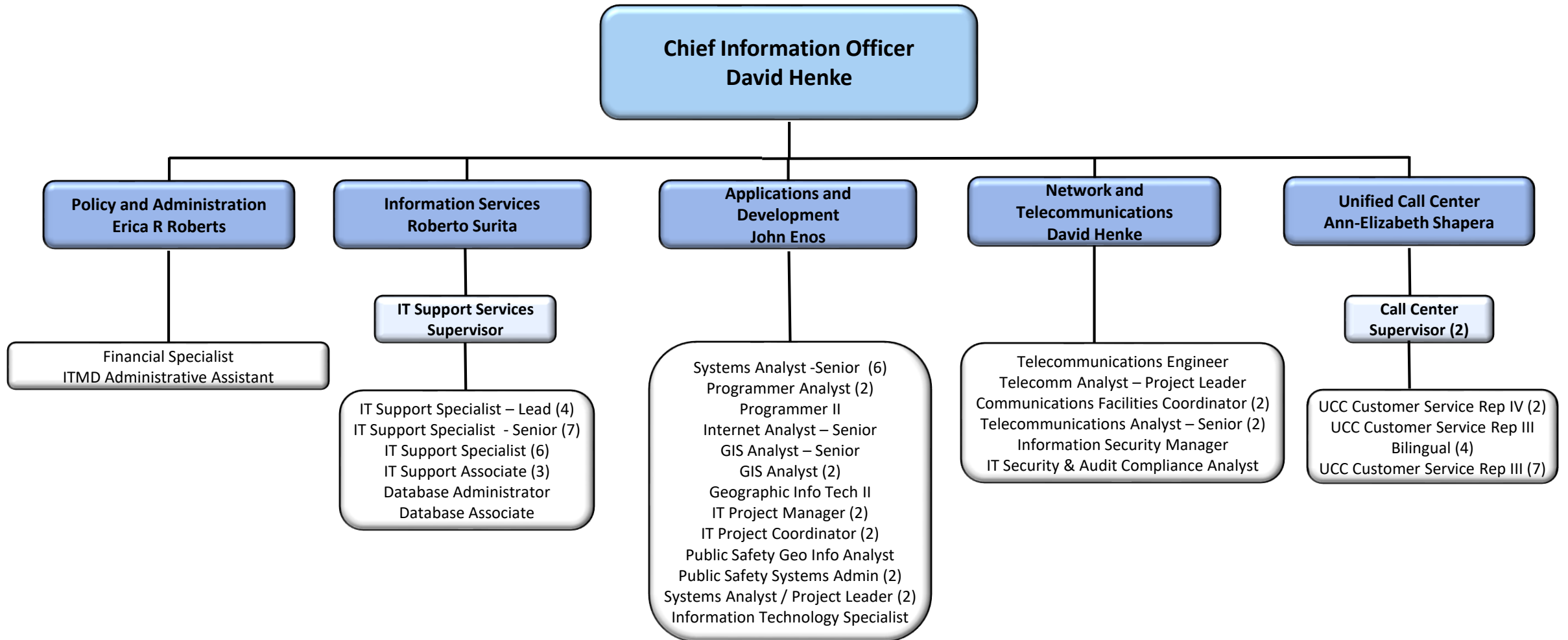
Erica Roberts
Policy & Administration Manager

Bob Surita
Information Services Manager

- City Helpdesk
- Desktops, laptops and tablets
- Server Infrastructure, Backup and Recovery
- Database Administration

Department of Administration - ITMD
Information and Technology Management Division - Organization Chart

City of Milwaukee — DEPARTMENT OF ADMINISTRATION

Chief Information Officer
David Henke

Policy and Administration
Erica R Roberts

Financial Specialist
ITMD Administrative Assistant

Information Services
Roberto Surita

IT Support Services Supervisor

IT Support Specialist – Lead (4)
IT Support Specialist - Senior (7)
IT Support Specialist (6)
IT Support Associate (3)
Database Administrator
Database Associate

Applications and Development
John Enos

Systems Analyst -Senior (6)
Programmer Analyst (2)
Programmer II
Internet Analyst – Senior
GIS Analyst – Senior
GIS Analyst (2)
Geographic Info Tech II
IT Project Manager (2)
IT Project Coordinator (2)
Public Safety Geo Info Analyst
Public Safety Systems Admin (2)
Systems Analyst / Project Leader (2)
Information Technology Specialist

Network and Telecommunications
David Henke

Telecommunications Engineer
Telecomm Analyst – Project Leader
Communications Facilities Coordinator (2)
Telecommunications Analyst – Senior (2)
Information Security Manager
IT Security & Audit Compliance Analyst

Unified Call Center
Ann-Elizabeth Shapera

Call Center Supervisor (2)

UCC Customer Service Rep IV (2)
UCC Customer Service Rep III
Bilingual (4)
UCC Customer Service Rep III (7)

- **COVID Response**
  - Supporting COVID response, remote work, and introduction of tools such as Teams and SharePoint

- **Cybersecurity Improvements**
  - Deployment of MFA, hardening of systems, eligibility to apply for cyber insurance

- **Public Safety Dispatch**
  - Consolidation of public safety dispatch software and assumption of public safety telephony responsibilities

- **National Special Security Events (NSSE)**
  - Support for both DNC (2020) and RNC (2024) conventions

Department of Administration - ITMD
Future Plans – 2024 through 2028

- **2024-2028 Strategic Technology Plan**
    - Goal #1 – Secure information technology systems and data from targeted and accidental threats
    - Goal #2 – Improve resident and employee access to information and services through technology
    - Goal #3 – Expand community communication and regional partnerships to innovate and improve services
    - Goal #4 – Provide modern, resilient, effective technology services and solutions aligned with current and future city needs
    - Goal #5 – Refine service delivery through technology for process improvement
    - 60+ specific projects within 17 focused areas under the 5 goals.
    - Draft presented at CIMC on 6/5/24 is available at file no. 240203.

- **Long-Term Objectives**

  - Replacement of PeopleSoft with Workday (new ERP solution) is a foundation for many opportunities for modernization and organizational efficiency

  - IT operational efficacies, either through organizational change or collaboration on use and support of common tools

  - Continued improvements in cyber security and the acquisition of cyber-liability insurance

  - Support of DOA innovation initiatives through applied use of technology

  - Equity in terms of technology accessibility

- **Unified Contact Center**
  - MKE Mobile Application – https://milwaukee.gov/ucc/mkemobile
  - Online @ Click for Action – https://milwaukee.gov/clickforaction
  - Phone – 414-286-CITY (2489)
  - Email – UCCWebHelp@milwaukee.gov

- **IT Service Requests**
  - Online @ https://mkesdp.milwaukee.gov/
  - ITMD Support Desk – 414-286-2777
  - Email – itmdhelp@milwaukee.gov

- **Chief Information Officer**
  - Phone – 414-286-3248
  - Email – David.Henke@milwaukee.gov
  - ITMD Website – https://milwaukee.gov/doa/itmd