City of Milwaukee

Meeting Minutes

CITY INFORMATION MANAGEMENT COMMITTEE

ALD. MARK BORKOWSKI, 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, December 7, 2023	**10:00 AM**	**Room 303, Third Floor, City Hall**

1.   Call to order.

Meeting called to order at 10:02 a.m.

2.   Roll call.

Present (10) - Borkowski, Henke, Richter, Zimmer, Klajbor, Owczarski, Jaeger, Riesing, Siettmann, Larson
Excused (2) - Madison, Meyer-Stearns

Max Riesing replacing David Klein as a member for this meeting.

Also present:

Brad Houston, City Records Center
Atty. Peter Block, City Attorney's Office
Dan Keeley, Library
Rhonda Kelsey, City Purchasing Division
Sang Han, ITMD
Adrianna Molina, Comptroller - Audit Division
Kathleen Brengosz, LRB
Kate Pawasarat, Dept. of Administration

3.   Review and approval of the previous meeting minutes from September 28, 2023.

Meeting minutes from September 28, 2023 were approved without objection.

4.   Records Retention.

a. Proposed departmental records schedules

Mr. Houston gave an overview. There were 139 schedules. 117 schedules were closes, including 20 from DPW with a retention of 10 years related to assessments.

Member Klajbor inquired about the 15 year retention for special assessment records related to lead lateral replacement.

Mr. Houston continued. He would create a separate schedule for the special assessment records. There was consolidation of Health Dept. local copies of infectious disease reports covering COVID-19 data given to the Dept. of Health Services. Other schedules pertained to City Channel non-meeting recordings, revisions to Fire and Police Commission informal and formal complaints with 7 year and 45 years after cases (respectively), addition of the Dept. or Emergency Communications, and consolidation of Water Works quality data series related to different record mediums for different plant locations. Aldermanic videos would remain in the operational schedule series, and there was work to preserve archived videos. Also included was the schedule for meeting recordings through virtual platforms of Microsoft Teams, Zoom, and GoToMeeting. This schedule dealt with administrative framework and retention of 120 days. He would like to further discuss publicizing and enforcing this schedule under item 4, c.

Member Klajbor moved approval, seconded by member Owczarski, of the proposed retention schedules, as presented. There was no objection.

b. State Records Board approval of previous schedules update

Mr. Houston said that all 9 schedules from the last meeting were approved by the State Records Board, and he would send out the schedules to departments by the end of the year.

c. Creation and retention of Microsoft Teams videos and other video-conference recordings for discussion

Mr. Houston commented. The retention schedule approved earlier was one way to deal with these recordings, but the schedule itself would not be sufficient. Employees were using Microsoft Teams for internal meetings. There was not enough space to keep these recordings, some as much as up to 10 years like for procurement records, to which the City was responsible in keeping them. The committee should discuss further on possible solutions.

Members and participants discussed that these recordings could not be extracted due to their significant size (they contain other ancillary functions and data like transcripts and chat logs), departments were using these ancillary functions, the general practice should be to not make these video recordings, possibly putting out a disclaimer within the platforms to alert people of video recordings being subject to public records law, recordings that were not open to public records law generally had a retention of at least 120 days to 3 years, the City typically did not sign NDAs (if so there would be carve outs to address records and retention), the recordings may fall into routine correspondence but there would be cases otherwise, recordings were being deleted, and further dialogue would be needed to find a comprehensive solution.

d. *Data governance initiative and problem statement update*

Mr. Houston gave an update. The problem statement was positively received by the Finance and Personnel Committee. Next steps would include an ERMS system capital request and Data Analyst Governance position request in next year's budget. There would also be a look into a stopgap solution. The contract with File Direct would be extended for 1 year while there was a look at a better solution to do both capture and management functions for records. Artificial intelligence would help. Other cities had such a fully electronic system, had a content service platform, and/or just started a records management program. These cities included Oakland County, Michigan, Omaha, Portland, New York City, and Chicago. Milwaukee was well positioned. The version that the City needed requires the ability to do analysis, like the E5 version. However, the cost for E5 per user was at $35 compared to $9 per user for the E1 version.

Member Siettmann added that she had only been using Microsoft policy to run reports for sensitive data, that a ERMS system and dedicated position would follow help define a record, and she was doing E5 analysis manually.

5.   **Information and Technology Management Division.**

a. *Updated Security Policies for review and/or approval*

Member Siettmann gave a presentation. Last approval and adoption of security policies was in 2019 and 2021, respectively. Changes pertained to the combining of policies, standards, and revisions to NIST. Milwaukee used NIST, which was a widely used cyber security framework nationally. Cyber security framework consisted of the 3 components of core, tiers, and profile. The committee was focused on the core component, which its framework helped to address security concerns (a combination of 22 categories and 97 sub-categories). There was an overall security plan, categories, subcategories, and standards totaling 90 pages. There were some changes in terminology.

Vice-chair Henke added that the updates were comparable to technical in nature and not content-based.

Member Klajbor moved approval, seconded by member Larson, of the Updated Security Policies. There was no objection.

b. *Updated Password Policy for review and/or approval*

Vice-chair Henke said that the policy was changed to reflect the reality of MFA authorization and the removal of the 60-day password change requirement wherever allowed in systems. There would no longer be a given interval for regular password

updates. People would be able to change passwords on their own accord if there were any compromised indicators.

Inquiries were made on the password policy for certain systems (FMIS and PeopleSoft) and a physical single sign-on system.

Vice-chair Henke replied. The default would be that one's password would not require further changes going forward; however, passwords would still require regular changes within systems like PeopleSoft. It would be cost prohibitive to change those systems, and there would be a new ERP system soon. Remote accessibility required MFA but not for every system.

Member Siettmann added that passwords should not be written down. Password managers may be used for storing log-in information, but it would not be mandatory.

Member Klajbor moved approval, seconded by member Riesing, of the Updated Password Policy. There was no objection.

c. Supply Chain Risk Management Policy for discussion

Member Siettmann said that the policy was an addition to the new NIST revision, started with a policy statement, and followed by subcategories.

Ms. Kelsey said that she wanted to review the policy further, especially considering the new ERP system.

Vice-chair Henke said that the policy was only being introduced today for information purposes only.

d. Generative Artificial Intelligence (AI) Policy for discussion

Vice-chair Henke commented. ChatGPT was in its 1-year anniversary. Other cities have tentative AI policies, which provided a template for Milwaukee. Many things were out there, and existing tools should be adopted. There should be equity for all.

Atty. Block said he would look into what other cities were doing.

Ms. Siettmann said she would look at Seattle and that privacy date was included in the policy.

Mr. Houston said that the City should get out in front of AI, inform people of the policy, and that Chicago was also concerned with ChatGPT.

Mr. Keeley added that the Library was also discussing this and considering the data.

6. Review and approval of the 2024 meeting schedule.

Meeting dates for 2024 were approved without objection for the following:

Thursday, March 7, 2024 at 10 a.m.
Thursday, June 6, 2024 at 10 a.m.
Thursday, September 5, 2024 at 10 a.m.
Thursday, December 5, 2024 at 10 a.m.

7.　　　**Department updates.**

Members and participants provided updates and/or announcements.

For the Treasurer's Office, the iNovah cashier system interface with the Munis Tax System was working, Tyler Payments replaced US Bank ePay for online and telephone property tax and special improvement bill payments, Tyler Payments IVR system was implemented, and property tax bills would be mailed out soon. The Library replaced the wireless network infrastructure and has a new coffee shop at the Central Library branch, was working on filling vacancies, and has a new Rare Books Manager. The Municipal Court upgraded its case management system from Oracle to SQL, and the new judges were assimilating well. The Police Dept. had a new market study to help recruit for IT positions, and the department has the Republican National Convention on their radar. The Comptroller's Office finished FMIS training for users and had been attending vendor demos for the new ERP system.

Water Works would soon have their audit from the Dept. of Homeland Security and another audit on their water purification system, was working on automating their SCADA system plant pumps, and would look into the elevation difference from Lake Michigan to Waukesha. City Records Center has had a 68% reduction (5000 in 2017 down to 1598 to present) in retention schedules, will upgrade File Director to a new version in 2024 to solve some storage pace issues. LRB was working to filling some vacancies due to recent retirements. The City Attorney's Office was down 8 attorneys. Atty. Block was doing public records law training, presented at the National Treasurer's Association Conference, and helped win a public records case for the Police Dept.

City Purchasing was closing procurement requests, would update the City buying plan forecast for local services and opportunities, would notify departments to get responses, and was engaged with the new ERP initiative and RNC planning. Dept. of Administration would now house the Office of Community Wellness and Safety (formerly Office of Violence Prevention). City Purchasing was indirectly involved with RNC procurement and was not involved with the RNC host committee RFP and bidding process. City Purchasing would RFP for security purchases and partner on the local piece. Information would be conveyed on the City website for the City side and on the RNC host committee website on the RNC side. DOA was developing an action plan and would have a team in place for the action plan.

ITMD had obtained Albert Sensor to monitor and track the network. There had been no cyber security incidents. An internal cyber security group was convening monthly. Cyber security training mandatory training was at 90%. About 500 employees (mostly HACM, MPD, and MFD) would be at risk to being disabled from their accounts. The training was a 3-minute video followed by a short quiz. Additional training was required for those clicking on phishing training emails. ITMD had been helping to fix or install wireless networks in underserved communities in the north and south sides, especially on HACM sites. ITMD was also working to deploy a combined public safety software on February 20, 2024.

8.   Next steps.

> *a. Agenda items for the next meeting*
>
> *To be determined.*
>
> *b. Next meeting date and time*
>
> *Thursday, March 7, 2024 at 10 a.m.*

9.   Adjournment.

> *Meeting adjourned at 11:29 a.m.*
>
> *Chris Lee, Staff Assistant*
> *Council Records Section*
> *City Clerk's Office*

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

[231227](#)   Communication relating to the matters to be considered by the City Information Management Committee at its December 7, 2023 meeting.

Sponsors: THE CHAIR