



City of Milwaukee

200 E. Wells Street
Milwaukee, Wisconsin
53202

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,
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Thursday, June 1, 2023

10:00 AM

Room 303, Third Floor, City Hall

1. Call to order.

The meeting was called to order at 10:02 a.m.

2. Roll call.

Members, staff, and guests made brief introductions.

Present (10) - Borkowski, Henke, Richter, Zimmer, Klajbor, Meyer-Stearns, Owczarski, Jaeger, Watt, Larson

Excused (1) - Klein

Absent (1) - Madison

Also present:

Brad Houston, City Records Center

Atty. Peter Block, City Attorney's Office

Judy Siettmann, ITMD

Sang Han, ITMD

Rebekkah Lapwood, Comptroller's Office Audit Division

Ana Gutierrez, Comptroller's Office Audit Division

Kathy Brengosz, LRB

3. Review and approval of the previous meeting minutes from March 2, 2023.

The meeting minutes from March 2, 2023 were approved without objection.

4. Records Retention.

A. Proposed departmental record schedules for review and approval

Mr. Houston gave an overview. There were 414 total schedules with all but 64 being closed schedules. Majority of schedules were those from MPD, DPW (facilities, fleet, and infrastructure management global schedules), MPL, and MFD. DPW schedules were to be based on State facilities and municipal infrastructure retention periods or

global schedule, and there was consolidation of reports into one. Other global schedules included clarifying the schedule for undeliverable mail that was sent back from the State, one for informal meetings for a 3-year retention, first DEC schedule related to CAD data for a 7-year retention, telephone recordings for a retention of once reviewed subject to ITMD discretion, and MPD various expired records for a 75-year retention based on State practice. There was effort to consolidate departmental paper reports.

Members inquired further about retention of important work voicemails (including those relevant to adjudication matters), reconsideration of video storage retention for MPD videos to 72 hours (it was cost prohibitive to keep up to 7 years), MPL video storage retention, and retention for MS Teams, SharePoint, and OneDrive.

Mr. Houston replied. The 72-hour retention for video storage was for non-police video surveillance videos with no incidents. The relevant schedule on police video surveillance with no incidents may need to be revised. There was policy passed that records from the MS Teams, SharePoint, and OneDrive platforms would be subject to individual retention schedules. Some records were inherent to a platform and would follow a standard 3-year retention. He will work with MPD and MPL to address their respective video surveillance retention.

Atty. Block said that some video surveillance retention was set statutorily.

Member Klajbor moved approval, seconded by member Meyer-Stearns, of the proposed department record schedules and that Mr. Houston work to produce a separate retention schedule for MPD video surveillance recordings. There was no objection.

Mr. Henke replied. ITMD would have discretion and ability to hold onto voicemails if there was a request made. Voicemails are deleted by user actions and not via any automated method. ITMD now have oversight over public safety voicemail schedule.

B. State Records Board approval of previous schedules update

Mr. Houston gave an update. All schedules from the past meeting were approved except the one on undeliverable mail, which the State Records Board felt it was unnecessary. It was made more clear to show that the schedule was needed for undeliverable mail for due diligence, notification, and compliance with requirements purposes.

C. Enterprise Records and Document Management System RFP for discussion, review, and/or approval

Mr. Houston gave a presentation. A separate ERMS system was needed to make e-records be more legible, reliable, readable, accurate, authentic, accessible, and easily disposable. The goal was to acquire a system to manage and connect with all structured and unstructured data and platforms, including SharePoint. Of importance was to have interoperability between the repositories and the line-of-business systems. There should be automated deletion of unnecessary records. Further support was needed towards records imaging, capturing, and storage. Imaged records were at 6.5 million. An ERMS would link to all or a majority of systems and archive others. The system and its processes should be automated and invisible to the end user. Further information from ITMD was needed relative to technical environment for on-premises portion of a system, requirements for integration with cloud services, integration information with enterprise storage, and information security requirements. Further information from departments was needed such as

identifying City and non-City owned systems and databases currently in use with records. An ERMS project would be a big undertaking and require meet-and-confers, small steps, and a pilot.

Ms. Sieltmann said that there needed to be a dedicated leader from the Data Governance Board to help the board identify data and the security of data first before there be a purchase of an ERMS system.

Atty. Block said that the City Attorney's Office had an RFP out to purchase a new RMS system since their current two RMS systems were frequently broken.

Member Watt said that it would be challenging to take on a major ERMS project with departments already engaged with replacing the City's PeopleSoft system.

Mr. Houston added that he wanted members to think about scaling up the City's depository system and to be informed that the system was not manageable in the future.

Member Owczarski concurred that the current model was not sustainable relative to archiving, that there needed to be a more sustainable system, and he was in agreement with a capital improvements request for a ERMS system.

Members and participants discussed not being ready to move forward with an RFP; for there to be further research on the feasibility of an ERMS system interfacing with existing systems; and that a dedicated position, perhaps within the City Records Center, was needed to lead the Data Governance Board and set up an archival program.

5. Information and Technology Management Division.

A. IT policies relative to the removal of prohibited foreign products standard for review, discussion, and/or approval

i. Social Media Policy

ii. Mobile Device Management Policy

Vice-chair Henke commented. The two policies were brought back to the committee for further revisions after review by the Finance and Personnel Committee, who asked for further clarification on the prohibited foreign products. The primary concern related to the use of TikTok for promotional purposes for elected officials and MPL. There was confidence in the policies, and the reaction from the Finance and Personnel Committee was a surprise. The policies before the committee today were revised to add language clarifying city devices and that the use of prohibited foreign products for promotional or personal purposes would not apply to third party devices. Exemptions would be allowed subject to the approval of the ITMD CIO.

Member Owczarski said that the main concern was with TikTok as a prohibit product.

Vice-chair Henke said he would finalize the policies and come back to the committee in September and eventually the Common Council with more background and detailed information outlining the justifications for the prohibited vendor products. There should be a prohibited products standard for the City since there were State and FCC standards in place.

Chair Borkowski said for vice-chair Henke to consult with Ald. Coggs, Ald.

Dimitrijevic, and MPL who were most vocal about the use of TikTok.

Member Meyer-Stearns said that she was open to meet and confer, MPL had workarounds to the use of TikTok, that the policies needed some further edits, that general concerns from the Finance and Personnel Committee were with regards to restricting technology, and that she had no concerns on the exemptions provisions.

Member Klajbor moved to hold review of the IT policies, seconded by member Meyer-Stearns. There was no objection.

Ms. Sieltmann added that third party applications not approved by ITMD would not be allowed to be downloaded by users.

B. Data Loss Prevention (DLP) Implementation

Ms. Sieltmann that the DLP implementation thus far had found that many information in email correspondence to recipients outside the City required encrypted. ITMD will inform City employees on how to encrypt external emails with sensitive information via e-notification. Examples would be given. Key words would be required in an email.

Member Watt added that DLP was a catching system, internal emails had automated encryption, and departments needed to make sure encryption was being done.

Atty. Block said to not use third party applications to encrypt emails.

6. Department updates on information security.

The City Information Management Committee may convene into closed session, pursuant to s. 19.85(1)(d), Wis. Stats, except as provided in s. 304.06 (1) (eg) and by rule promulgated under s. 304.06 (1) (em), for the purpose considering strategy for crime detection or prevention. The committee may then reconvene into open session for the regular agenda.

Mr. Henke commented. There was a recent audit on public safety IT with findings for policy changes and for the CIMC to be an oversight committee over significant work. This agenda item would continue as an ongoing agenda item for the CIMC. There was a need for a closed session to discuss security vulnerabilities and recommendations to improve security from the consultant-led audit.

This matter was held until a later portion of the meeting after item 7 and prior to adjournment.

Prior to convening into closed session, members and various staff persons in attendance gave updates on IT activities from their respective departments. Central Library was celebrating its 125th anniversary in October. Common Council files would become paperless next cycle and would be archived digitally. MPL was given an award from VISIT Milwaukee and honored at their annual meeting for MPL's promotion of the City. ITMD hired a second cyber security person (Sang Han). Mr. Han had seen noticeable security improvement for the City over the years while working in ITMD and has caught and addressed malicious viruses. Maggie Turner, Document Services Manager for the City Records Center for 30 years, transferred to the City Clerk's Office as the new Business Operations Manager. She was recognized for her work in compiling the record retention schedule reports. Water Works was installing its new Adel digital system with encryption ability. Member

Klajbor was presented with the Joseph J. Krueger award for outstanding contributions to his profession and community. There was anticipated final purchasing sign-off for the City Treasurer's Office to transition from Citizen Self Service to Resident Access regarding access to property tax information and payments for residents. Municipal Court would work to familiarize new Judge Molly E. Gena to their case management system, and Judge Phil Chavez was the new chief judge. MPD would implement a new radio system soon interfacing with also MFD and DPW parking. ITMD has fully deployed multi-factor authentication (MFA), would work with departments on an ongoing basis to replace the ERP/PeopleSoft platform, and has EndPoint protection over ITMD-controlled devices. Ms. Lapwood and Ms. Gutierrez were new senior and associate auditors in the Comptroller's Office, respectively, and they, with other colleagues in the Comptroller's Office, had volunteered to clean a City park (Victory Over Violence Park). LRB was updating its standards on servicing the Common Council. ERS was making pension payments and taking in contributions from the City. City Purchasing Division recently updated its Buying Plan and published the plan on its website. Atty. Block has been involved in recent records request cases.

Atty. Block suggested to add a separate standing agenda item going forward to discuss IT activities of departments.

Member Owczarski moved that the committee convene into closed session, pursuant to s. 19.85(1)(d), Wis. Stats, except as provided in s. 304.06 (1) (eg) and by rule promulgated under s. 304.06 (1) (em), for the purpose considering strategy for crime detection or prevention.

*Ayes (10) - Borkowski, Henke, Richter, Zimmer, Klajbor, Meyer-Stearns, Owczarski, Jaeger, Watt, Larson
Excused (1) - Klein
Absent (1) - Madison*

The meeting convened into closed session at 11:34 a.m.

*Present (10) - Borkowski, Henke, Richter, Zimmer, Klajbor, Meyer-Stearns, Owczarski, Jaeger, Watt, Larson
Excused (1) - Klein
Absent (1) - Madison*

*Also present:
Atty. Peter Block, City Attorney's Office
Judy Sietzman, ITMD
Sang Han, ITMD*

7. Next steps.

A. Agenda items for the next meeting

To be determined. Add a standing item on updates and announcements on IT activities.

B. Next meeting date and time (Thursday, September 7, 2023 at 10 a.m.)

8. Adjournment.

Meeting adjourned at 11:47 a.m.

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

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

[230121](#)

Communication relating to the matters to be considered by the City Information Management Committee at its June 1, 2023 meeting.

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