City of Milwaukee

Meeting Minutes

CITY INFORMATION MANAGEMENT COMMITTEE

ALD. SCOTT SPIKER, CHAIR
David Henke, Vice-Chair
Timothy Richter, Robert Jaeger, LaQuisha H. Schroeder,
Jennifer Meyer, James Owczarski, Jeffrey Madison, James
Zimmer, David Klein, Judy Siettmann, and Jeffrey Larson.

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Thursday, June 5, 2025	10:00 AM	Room 303, City Hall

1.   Call to order.

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

2.   Roll call.

Present (12) - Spiker, Henke, Richter, Zimmer, Schroeder, Meyer-Stearns, Owczarski, Madison, Jaeger, Roedel, Siettmann, Larson

Charles Roedel serving as a member in place of David Klein for this meeting.

Also present:

Brad Houston, City Records Center Manager
Peter Block, Assistant City Attorney
Adriana Molina, Comptroller's Office Audit Manager
Rhonda Kelsey, City Purchasing Director
Megan Kemmerling, Dept. of Employee Relations

3.   Review and approval of the previous meeting minutes from March 13, 2025.

The meeting minutes from March 13, 2025 were approved without objection.

4.   Records Retention.

a. Proposed departmental record schedules for review and/or approval.

Mr. Houston gave an overview. Schedules totaled 40 with 23 being new, amended, or renewals. The first group of schedules pertained to various Dept. of Employee Relations related administration and compensation documentation and forms. These schedules were prepared for the Workday migration and would discourage end users from entering attachments into Workday. Such records would be redundant, pose a security problem, and be difficult to purge from the new Workday platform. Another

group of schedules pertained to incoming audio call recordings, records of response to calls for emergency services, and dispatch data in the Computer-Aided Dispatch system. There was concern that the Dept. of Emergency Communications was recording everything and the City did not own the software doing the recordings. The retention period was lowered from 1 year to 4 months (bare minimum) for recordings of incoming communications for emergency services, but the belief was that the State may not accept it. The global schedule for Computer-Aided Dispatch data (emergency management) would have a retention period of 7 years. Fire, Police, and DEC would have to determine whether or not to handle the new Computer-Aided Dispatch system (and records) as one system or 3 separate systems respective to their operations.

There was discussion to correct retention schedule no. 23-0030 (recordings of incoming communications (emergency services) to show a retention period of 4 months (erroneously missing), that DEC representatives were unable to attend today's meeting, and for DEC to attend future meetings if possible.

Mr. Houston continued. Remaining schedules pertained to records for Employee Assistance Program client files, employee benefits, code enforcement violations, and liability waivers.

There was discussion on the value of the 1-year retention period for the liability waivers schedule.

Atty. Block said that the liability waivers should be kept as long as possible, statute of limitations exists for different things, and he would check with his colleagues for their legal opinion.

Mr. Houston said that he did not oppose holding the liability waivers schedule.

Member Siettmann moved to amend the departmental record schedules to insert a retention period of 4 months for schedule no. 23-0030 (Recordings of Incoming Communications - Emergency Services) and to hold schedule no. 25-0006 (Liability Waivers). There was no objection.

Member Schroeder moved approval of the departmental record schedules, as amended. There was no objection.

b. Update on State Records Board approval of previous schedules

Mr. Houston gave an update. The board requested for some changes, mostly technical in nature like using "shall" or "must" instead of "should". They were not receptive to a 3-month (as opposed to 6 months) retention period on the license and administrative appeal related schedules. The rationale for the 3-month period was to dispose sensitive information as soon as possible. He will meet with the board next Monday to further discuss these schedules.

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

a. Review of citywide compliance of IT policies.

Member Siettmann commented. The citywide IT risk assessment last year had a finding that the City lacked annual review of citywide compliance of IT policies. It was discussed that the City Information Management Committee be the responsible body to provide that review. A mitigation pathway would be to survey departments on

compliance, whether departments had their own internal policies, and to compare those internal policies with citywide policies.

Ms. Molina said that there should at minimum be the identification, comparison, and marrying of departmental internal and citywide policies. Specific department audits could be performed as needed.

Member Siettman commented. It is expected that all City Departments meet at a minimum, the Security Policies which were approved by the CIMC, and adopted by the Common Council. These departmental policies will be reviewed by the CIMC annually. Any changes that need to be made to a citywide policy would require CIMC and Common Council approval. Comparison of policies helps to build awareness.

Vice-chair Henke added that the citywide IT policies can be found on the MINT webpage. Their office was working on make MINT accessible and be a part of an employee's single sign-on account.

Chair Spiker said that ITMD should conduct a policy survey of departments, CIMC would be responsible to review the survey, the Comptroller's Office should conduct future audits of specific departments as needed, and for the committee to review the structure of the survey at the next meeting.

b. Update on Work Day progress.

Vice-chair Henke gave an update. The City has been doing end-to-end testing since last month. Testing was in 3 phases, would finalize in September, consisted of 2300 test scenarios, and involved 125 staff user roles. An going concern was staff morale. Significant strides made, and accomplishments and efforts should be recognized. There was ongoing significant effort to convert and align data (42 data sets) from PeopleSoft into Workday and to address gaps. On staff morale specialized consultants would be brought in to assist, and a vacant project coordinator will be refilled. Budget and staff morale have been the biggest pressure points. The project was on track. A Workday forum was held and well attended last week. Ongoing forums would occur to provide updates. Regarding the record schedule concern with Workday, he hoped to utilize a third party depository to store data and a separate data analysis tool (such as Prism) to help align and clean up data.

Mr. Houston said that he was concerned with data never coming out of Workday, life events being a problem, and Workday being unable to destroy data (unless an employee retires).

Vice-chair Henke said that those concerns would be considered.

c. Discussion on trial of GovAI.

Vice-chair Henke commented. They have been using and exploring GovAI via a 120-day free trial since May. GovAI was an internal facing platform designed for governmental agencies. It uses City datasets only, and has protections in place. A survey would be done to determine whether or not to buy the product. Between 30-40 users had signed up. Participants have been wide and well represented (including DER, Police, and Fire). A specialized intern in DPW-Forestry has been using GovAI to review workforce development and efficiencies in hiring. GovAI could possibly help to evaluate, organize, and edit City ordinances. Use of AI in the Unified Call Center has helped to free up resources there.

Member Larson said that GovAI had limited use for the Police Dept. since it was not

CJIS certified.

Member Siettmann said that GovAI response and output has been slow. It was not there yet with other AI tools.

Mr. Houston commented. Obsolete or incorrect data should be deleted. The tracking of processes may be a factor in the speed of GovAI's output; however, he liked the transparency in GovAI tracking its processes.

6.   Department IT updates and/or announcements.

a. Fire Department.

Member Madison gave an update. They completed on Monday the transition to cloud based server for their UKV Telestaff (now known as UKG Telestaff) workforce management system. The Fire Dept. is working to join the City website domain. He questioned whether Workday will link with the Telestaff system in the future.

Vice-chair Henke replied. They will explore a possible later implementation to link the two systems among other systems for other departments. With joining the City domain the Fire Dept. will gain efficiencies and access to Microsoft tools.

b. Police Department.

Member Larson gave an update. The Police Dept. has 6 ongoing system implementations with one being completed. They were using AI as a tool, such as with their internal investigative system analyzing officer behaviors and risk indicators. That system would be implemented at year's end. The large public radio network was well into production. The new radio system was online, not integrated with the current system, and has far more coverage for their operations. They were developing their own in-house case management system within the Microsoft environment for their Investigations Bureau, which would save money. Procurement with a vendor to create a system was estimated at $1.2 million. They would hire two new budgeted positions for a Systems Analyst and Systems Analyst Project Leader to help manage, integrate, and interface their systems and data.

Questions were raised regarding procurement for a case management system, decision to create a system in-house, and operation of the system long-term should the developer of the system leave employment.

Member Larson replied. They have other in-house developed systems, such as their DNA tracking and ballistic applications. They have experienced issues with contractors leaving them high and dry without documentation regarding some of their system developments. The case management system that they would like to replicate exists in SharePoint and was created by investigators. They were not able to migrate that system into the new SharePoint. Faced with two options, they decided to create the system in-house rather than buying one. Many of the products from outside vendors were expensive and had unnecessary features. They would have their technical writer document the new application.

Vice-chair Henke commented. His office typically would allow for custom development for small applications that do not require much scripting. A line would be drawn for bigger systems, such as a case management system. Some things to consider on such a system would include staff support, common programming language, and applicability with other systems across departments.

Chair Ald. Spiker questioned the mechanism, if any, for ITMD to review or be notified of independently created systems.

Vice-chair Henke replied that ITMD does review of all IT procurements, but there was no formal mechanism to review for independently created internal systems.

Ms. Molina added that it would be important to consider security and risk regarding independent systems. They have an upcoming application administration audit for the departments of City Attorney, Common Council - City Clerk, and Municipal Court.

Member Owczarski said that it would be prudent to have ITMD have a holistic look at all systems and be communicated about independent internal systems. There have been past instances of rogue systems causing risk. The matter could be a future agenda item.

Chair Ald. Spiker concurred and said that for the committee to discuss at the next meeting on whether or not to formalize review of independently created systems.

7.   Next steps.

a. Agenda items for the next meeting.

Items to include review of citywide compliance of IT policies and discussion on formalizing review of independently created internal systems and applications.

Mr. Houston said that additional items should include revisiting the Data Governance subcommittee and the secure structure ordinance. The Data Governance subcommittee, approved in 2023, failed to materialized. A work group, led by Dept. of Administration, was structurally limited on the basis of its composition. The desire was to constitute a formal group with members of various communities of practice and interest. Additionally, there was concern with people being able to obtain information that they were not permitted to access.

b. Next meeting date and time (Thursday, September 4, 2025 at 10 am).

8.   Adjournment.

Ms. Kemmerling gave insight on some initial hiring and business processes in Workday.

Vice-chair Henke added that videos were available online and there would be citywide training in early 2026 regarding Workday.

The meeting adjourned at 11:42 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:

250238   Communication relating to the matters to be considered by the City

Information Management Committee at its June 5, 2025 meeting.

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