

City Information Management Committee 2023 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. **Judy Siettmann**, IT Security & Audit Compliance Analyst, Dept. of Admin. Designee
Previously Richard Watt, Policy & Administration Manager
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 2, 2023
June 1, 2023
September 7, 2023
September 28, 2023 (Special Meeting)
December 7, 2023

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

MEMBERSHIP CHANGES

Judy Siettmann joined as a new member in August 2023 replacing previous member Richard Watt.

ITEMS DISCUSSED OR REVIEWED

2022 Annual Report

The report of activities of the City Information Management Committee for 2022, as prepared by clerk staff, was approved by the committee at its March 2, 2023 meeting. The report can be found within file number [221642](#).

2024 Meeting Schedule

Barring any issues the committee approved, at its December 7, 2023 meeting, the committee meeting schedule for the 2024 year to be at 10 a.m. for the following dates: March 7, June 6, September 5, and December 5, 2023.

City Records Center

Data Management and Governance, Data Governance Analyst/Consultant Position, Enterprise Records and Document Management System, and Problem Statement

At the March 2, 2023 meeting, the committee discussed pursuing an ERMS system, as proposed by Mr. Houston, to provide better records and data management, control, retrieval, storage, and centralization. The committee discussed to explore the proposal and to consider various aspects including a capital budget request, the City Records Center's ability to manage a system, incorporation of all separate IT systems into one, and doing a systems audit.

At the June 1, 2023 meeting, the committee discussed the need to acquire an ERMS system, which would be a big undertaking. The current depository system for the City was not sustainable in the future. Further discussion with departments was needed regarding current systems and databases, and a capital budget request would be sought. The committee discussed not being ready to move forward with an ERMS system request, that further research was needed on

onboarding a ERMS system with existing systems, and that a dedicated position with the City Records Center needed to be established to lead a system and the Data Governance Board.

At the September 7, 2023 meeting, the committee was updated on the estimated cost range (\$200k to \$600k) for an ERMS system capital request and the need to identify storage systems first prior to having a full system. Mr. Houston continued to advocate for a scalable record storage solution. The committee reviewed a job description proposing for a Data Governance Analyst and/or Consultant position. The new position would function to recommend long-term solutions, such as an ERMS system, for managing City records and to chair the Data Governance Board. After much discussion, the committee moved for a subgroup to develop and submit a problem statement for the committee's review. The problem statement would identify the City's data governance problem, risks, facts, and recommended solutions for policymakers to understand and support. Further details of the job description can be found within file number [230629](#).

At a special September 28, 2023 meeting, the committee reviewed a problem statement citing the City's potential administrative and legal problems and risks (absent adequate citywide data and record controls) and proposed data governance solutions. Proposed solutions included creating authority for a Data Governance Analyst position and procurement of an Electronic Records Management/Content Services platform. The committee approved the problem statement and directed that the statement be presented to the Common Council via a communication file. Further details on the problem statement can be found within file number [230807](#).

At the December 7, 2023 meeting, the committee discussed that the problem statement was positively received by the Finance and Personnel Committee. Next steps would include an ERMS system capital budget request and a Data Analyst Governance position request in the 2025 City budget. A stopgap solution would be explored as well, and File Direct would be extended for one year.

Microsoft Teams and Other Video-Conference Platform Video Recordings

At the December 7, 2023 meeting, the committee discussed the issues associated with employees making video recordings through their use of virtual platforms like Microsoft Teams. The committee discussed that the record retention schedule on these recordings would not be sufficient on its own, there was insufficient storage space to keep these recordings, internal meetings should not be recorded, and further dialogue was needed to find a comprehensive solution.

Record Retention Schedules for Approval

All schedules, close to 300, were approved at the March 2, 2023 meeting with an amendment to schedules 82-0100 and 82-0108 to make those schedules concerning MPD teletype messages be more broadly applicable, have a 7-year retention period for teletype messages received or sent by MPD Communications Division's Teletype Desk to or from other MPD, and have a 1-year retention period for teletype messages (informative in nature) received by MPD personnel from the MPD Communications Division's Teletype Desk for stolen vehicles, missing persons, officer-involved incidents, and other MPD events. Further details on the retention schedules can be found within file number [221642](#).

All 414 schedules were approved at the June 1, 2023 meeting with the exception of the schedule for MPD video surveillance recordings with no incidents, which was to be reconsidered and have its own separate retention schedule with a 72-hour retention period. Majority of approved schedules were from MPD, DPW, MPL, and MFD. Also discussed was ITMD having oversight over work voicemails. Further details on the retention schedules can be found within file number [230121](#).

All 163 schedules were approved at the September 7, 2023 meeting with the exception of schedule 23-0033 pending further reconsideration that the retention period be 10 years to support tax rolls. Schedule 23-0033 was a consolidation of DPW special assessments to tax roll information. Approved schedules included those from DEC for complaint files and emergency service recordings and MPD body/dashboard cam recordings and surveillance recordings with no incidents. Further details on the retention schedules can be found within file number [230629](#).

All 139 schedules were approved at the December 7, 2023 meeting. Included in the schedules were DPW schedules related to assessments, consolidation of MHD infectious disease COVID-19 reports, City Channel non-meeting recordings, FPC informal and formal complaints, addition of the Dept. of Emergency Communications, consolidation of Water Works quality data series, and meeting recordings through virtual platforms (Microsoft Teams, Zoom, GoToMeeting). Further details of the retention schedules can be found within file number [231227](#).

State Record Board Approval of Previous Schedules

All schedules from the December 8, 2022 meeting were not timely submitted to the State Records Board meeting within that cycle month and were subsequently submitted and approved at the next board meeting.

All schedules from the March 2, 2023 meeting were approved except the schedule on undeliverable mail, which was revised to clarify that the need for the schedule was based on compliance requirements.

All schedules from the June 1, 2023 meeting were approved; however, there were a number of functional and/or retention changes to several schedules, mostly MPD, to be in line with State practice and administrative rules. Other changes pertained to clarifications and clerical corrections.

All schedules from the September 7, 2023 meeting were approved.

Departmental Updates

At the March 2, 2023 meeting, various updates were given. Updates included (but were not limited to) a transition from Oracle to Microsoft SQL case management system for the Municipal Court, consolidation of records (historic) and adding accessibility to online collections and systems for the Library, replacing of Tyler Technologies' Citizen Self-Service with Resident Access as well as US Bank's E-Pay with Tyler Payments for the City Treasurer, pursuance of a new automated ERP system for the Comptroller, passage of a Homeland Security audit for Water Works, moving of Fire Department dispatchers (workflow operations and not location) to the Department of

Emergency Communications, operation of a new management records system for the City Records Center, adding functionality to the Licenses Division Accela online application system, and work to broadcast under a subchannel with CBS 58 for the City Channel. ITMD also provided updates related to adding cybersecurity personnel, MFA deployment, cybersecurity training, ERP (PeopleSoft environment), and user trainings. Information was also given regarding various personal achievements or accomplishments from members, departments, and participants.

At the June 1, 2023 meeting, various updates were given. Updates included (but were not limited to) the Common Council – City Clerk implementing paperless files, ITMD’s hiring of a second cybersecurity position, installation of Adel digital system with encryption ability for Water Works, Citizen Self Service to Resident Access transition for the City Treasurer, implementation of a new radio system for MPD, full deployment of MFA, City Purchasing Division updating its Buying Plan, and personal achievements or accomplishments from various members, departments, and participants.

At the September 7, 2023 meeting, various updates were given. Updates included (but were not limited to) getting Resident Access soon for the City Treasurer; opening of new MLK branch next year for the Library; a clean BakerTilly City IT financial statements assessment report and new audit manager for the Comptroller; digital conversion of MPD evidence management processes; effort to make Legistar more enterprise-wide from the Common Council – City Clerk; conversion of Oracle to Sequel for Municipal Court; City Purchasing dealing with RNC, ARPA deadlines, and early requisition deadlines; wireless management implementation of the water purification system for Water Works; upcoming record management trainings from the City Records Center; IT division being fully staffed for MFD; ITMD having good MFA compliance, phishing training, and a budget request for cybersecurity liability insurance; ongoing review of ERP project responses; and personal achievements or accomplishments from various members, departments, and participants.

At the special September 28, 2023 meeting, a brief update was given on the upcoming Cyber Security Month and mandatory training for all City employees.

At the December 7, 2023 meeting, various updates were given. Updates included (but were not limited to) the use of Munis Tax System and Tyler Payments for the City Treasurer; wireless network infrastructure replacement for the Library; upgrade from Oracle to SQL case management system for Municipal Court; IT market study for MPD IT positions; FMIS training and participation in ERP vendor demos for the Comptroller; Homeland Security and future audit on water purification system for Water Works; decreased retention schedules and anticipated upgrade of File Director for the City Records Center; work to fill vacancies from several departments; and various cyber security, phishing, and IT-related activities and training from ITMD. Also discussed was City Purchasing and/or DOA’s closing of procurement requests and development of an action plan for the RNC. Personal achievements or accomplishments from various members, departments, and participants were mentioned as well.

Information and Technology Management Division

Data Loss Prevention (DLP)

At the June 1, 2023 meeting, the committee was informed that ITMD would inform City employees via e-notification on how to encrypt external emails with sensitive information, which was lacking.

Data Governance Board

At the March 2, 2023 meeting, the committee discussed that the board be established informally, operate in similar fashion to CART, focus on sensitive data matters, be composed of various departments with staff support (to be determined), and report to the full committee.

Generative Artificial Intelligence (AI) Policy

At the December 7, 2023 meeting, the committee reviewed and discussed a draft policy. The committee discussed looking at what other cities were doing on generative AI, such as ChatGPT. Further details of the policy can be found within file number [231227](#).

Information Security and Policies

At the June 1, 2023 meeting, the committee had a discussion under closed session regarding information security.

At the December 7, 2023 meeting, the committee reviewed and approved an updated Information Security Overall Plan with associated categories, subcategories, and standards. Changes were technical and pertained to the combining of policies and standards and revisions to mirror the policies and standards of NIST. Further details of the plan can be found within file number [231227](#).

Mobile Device Management Policy

At the March 2, 2023 meeting, the committee reviewed and approved an amended policy to incorporate the Prohibited Foreign Products Standard from the State. The approved amended policy can be found within file number [221642](#).

At the June 1, 2023 meeting, the committee discussed the need to further amend the policy based on concerns raised from officials and departments in relation to the Prohibited Foreign Products Standard. The policy was amended 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. A revised policy can be found within file number [230121](#).

Password Policy

At the December 7, 2023 meeting, the committee reviewed and approved an updated Password Policy to reflect the reality of MFA authorization and to remove the 60-day password change requirement. Passwords would be changeable for compromised situations. Some passwords for other systems, like PeopleSoft and FMIS, would still require regular password changes.

Prohibited Foreign Products Standard and Policy

At the March 2, 2023 meeting, the committee reviewed and approved to amend the Social Media Policy and Mobile Device Management Policy to incorporate the State's new standard to remove the use of prohibited foreign products that posed the risks of data theft and malicious embedded softwares and hardwares. The new standard and policies would only apply to internal City systems, networks, and devices. Departments using a prohibited foreign product would have to cease use of that product. A focus would be the Library's use of TikTok. The approved amended policies can be found within file number [221642](#).

At the June 1, 2023 meeting, the committee was updated that both the Social Media Policy and Mobile Device Management Policy would need further revisions and review after concerns were raised at the Finance and Personnel Committee. The policies were revised again 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. The committee discussed that the main concern was restricting technology, especially prohibiting TikTok as a product. The committee held review of the policies and standard and directed that there be further meet-and-confers with those officials and departments who had concerns. Revised versions of the policies can be found within file number [230121](#).

At the September 7, 2023 meeting, a new standalone "Prohibited Foreign Products Policy" was review and approved by the committee. The policy was based on procurement and purchasing rather than on user and application. City purchasing authorities would be prohibited from the purchase of products from prohibited foreign countries as defined by the FCC "Covered List". The policy did not list any particular app, such as TikTok, as being prohibited. ITMD and City Purchasing would work together to update the City's purchasing documents and process with City Attorney review. Further details of the policy can be found within file number [230629](#).

Social Media Policy

At the March 2, 2023 meeting, the committee reviewed and approved an amended policy to incorporate the Prohibited Foreign Products Standard from the State. The approved amended policy can be found within file number [221642](#).

At the June 1, 2023 meeting, the committee was informed of the need to further amend the policy based on concerns raised from officials and departments in relation to the Prohibited Foreign Products Standard. The policy was also amended 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. A revised policy can be found within file number [230121](#).

At the September 7, 2023 meeting, the committee was presented with an updated policy that dealt with work-related use of social media. The updated policy was unrelated to the prohibited foreign products standard version that was before the committee previously. The committee moved to hold review of the policy to a subsequent special meeting to allow time for further review. Further details of the policy can be found within file number [230629](#).

At a special September 28, 2023 meeting, the committee reviewed and approved an updated policy with a number of revisions. Revisions pertained to adding or removing language to the user responsibility and official and acceptable use sections. Job descriptions would include official posting responsibility for those applicable City employees that that responsibility. Social media

accounts should be linkable to the policy. Key word filter should also be a manual process. Language regarding support or nonsupport to a political campaign or local ballot measure was removed. Further details on the problem statement can be found within file number [230807](#).

Supply Chain Risk Management Policy

At the December 7, 2023 meeting, the committee was informed of a draft policy. The draft policy was an addition to the new NIST revision and warranted further review. Further details of the policy can be found within file number [231227](#).

Documents and materials relating to record retention schedules, policies, presentations, audits, or other information for all meetings of the committee for 2023 can be found within the following files at <https://milwaukee.legistar.com/Legislation.aspx>:

- [221642](#) - Communication relating to the matters to be considered by the City Information Management Committee at its March 2, 2023 meeting.
- [230121](#) - Communication relating to the matters to be considered by the City Information Management Committee at its June 1, 2023 meeting.
- [230629](#) - Communication relating to the matters to be considered by the City Information Management Committee at its September 7, 2023 meeting.
- [230807](#) - Communication relating to the matters to be considered by the City Information Management Committee at its September 28, 2023 meeting.
- [231227](#) - Communication relating to the matters to be considered by the City Information Management Committee at its December 7, 2023 meeting.