



# City of Milwaukee

200 E. Wells Street  
Milwaukee, Wisconsin 53202

## Meeting Minutes

### CITY INFORMATION MANAGEMENT COMMITTEE

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Thursday, September 14, 2017

10:00 AM

Room 303, Third Floor, City Hall

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**1. Call to order.**

*Meeting called to order at 10:05 a.m.*

**2. Roll call.**

**Present** 8 - Islo, Owczarski, Meyer, Kovac, Watt, Wilichowski, Olson and Pinger

**Absent** 1 - Burki

**Excused** 1 - Klajbor

**Individual also present:**

*Peter Block, Assistant City Attorney*

**3. Review and approval of the previous meeting minutes from March 9, 2017.**

*Meeting minutes from March 9, 2017 were approved without objection.*

**4. Records retention.**

*a. Proposed department record schedules for approval*

*Individual appearing:*

*Bradley Houston, City Records Center*

*Member Owczarski introduced Mr. Houston as the new City Records Officer and gave initial remarks. The records center has had a significant problem with high volume. Mr. Houston has goals of restricting the inflow for actual records only and holding only those records that should be held.*

*Mr. Houston gave an overview. There are two sets of schedules for review, one from the cancelled June meeting and one for this meeting.*

*The first set has 69 schedules from the Legislative Reference Bureau, City Clerk, Document Services, Election Commission, Dept. of Employee Relations, Dept. of City Development, Dept. of Neighborhood Services, Health Dept., and Dept. of Public Works. Some schedules were administrative ones. 19 schedules were sent to and approved by the State Records Board with 4 exceptions. The exceptions relate to changing Election Commission notices to be destroyed after elections, changing*

*election official application process trigger event to be the end of an election cycle, being more clear on final disposition for property registration, and having DNS property inspection photos be held until the end of the appeals process as opposed to the end of an inspection. 25 additional schedules were carried over to this meeting and submitted to the State Records Board November 20th meeting.*

*There are 120 schedules in the second set from Deferred Compensation, Legislative Reference Bureau, City Clerk, Municipal Court, Document Services, Election Commission, Dept. of City Development, Police Dept., Health Dept., and License Division. 36 total schedules were submitted to the State Records Board November 20th meeting, and initial comments from the board are expected shortly. Licenses Division has 38 closed schedules stemming from an initiative to make one general 4-year retention license schedule for all licenses, with a few exceptions for certain licenses, to reduce administrative overhead. Health disease history cards will be retained permanently for the Wisconsin Dept. of Health Services database for tracking disease, and the cards will be transferred once approved by the State Records Board. The Police Dept. changed its schedule for surveillance cameras to a minimum of 120 days set by the State Records Board, which corresponds to the duration of misconduct suit filings. Body camera footage was excluded from the schedule due to pending state legislation on body camera footage retention, and a schedule on body camera footage will be based on the pending state legislation. Schedules for Employees' Retirement System were changed from 100 years to 10 years after last payment benefits to reduce administrative burden and data breach risks. Retention for paper copies of litigation files are needed for authenticity purposes. The last schedule, relative to historic records of water levels in City, is for proper tracking of the records in the vault and to transfer the data to the city archive for the Library.*

*Member Islo questioned retention schedules for city employees who transfers departments, some schedules having retention periods referenced while others do not, and making the record retention schedule summaries clearer in terms of changes occurring.*

*Mr. Houston replied. The retention for departmental copies of employee information can start from a date of transfer. Departments should notify the Department of Employee Relations (DER) of a transfer, and DER will determine the employee information to be transferred to the master copy. The master copy applies to the total separation of an employee from the City. The State Records Board has, in the last five years, become more stringent on approvals. His office has started to put in references to statutory requirements and administrative needs to better justify periods or new series. He will start attending State Records Board meetings to explain the City's records. He will try to better clarify amendments on the summary.*

*Member Wilichowski moved approval of the proposed department record schedules. There were no objections.*

*b. State Records Board approval of previous schedules*

*State Records Board approval of previous schedules was already discussed.*

*Mr. Houston commented on global schedules. There are 5152 non-obsolete schedules in the database of which 3556 (78%) plus an additional 878 that are either expired or have no information on expiration dates. State Records Board is requires to have renewal of schedules every 10 years. Many schedules are problematic due to*

*having no expiration dates. Some are renewals and updates. Most schedules will be closed due to not being created anymore or will need to be updated for the future. 37 schedules in License Division are examples. The assumption is that the committee does not want to review all schedules individually. As expired schedules or those that can be superseded into global schedules are identified, the desire is to move into a batch form rather than filling individual forms. The State Records Board is allowing for batch forms with Form DOA-3806. Schedules would be put on a list and given to departments to sign off on everything on the list as oppose to individual forms. It would be the assumption that departments are opted in into global schedules unless departments notifies otherwise. After SRB approval of schedules, he will send a memorandum to all department heads or record coordinators to allow for a certain amount of time, such as 3 months, for opting out. If opting out a department may have up to a year to produce a schedule to cover the records.*

*Ald. Kovac concurred to go with batch form DOA-3806.*

*Member Wilichowski question a list of all global schedules and a remedy for record schedule reference numbers through the City Records Center.*

*Mr. Houston replied. A list of all global schedules is on the MINT and will be made more visible. Departments will be trained soon on the global schedules soon. The current system still requires opting in into a particular schedule. A different preference is to link schedules to departments instead to better identify departments that are using a schedule versus identifying schedules used by each department. It would allow for the City Records Center to have one copy of a schedule rather than many.*

*c. Review of policy for the release of structure plans, designs, specifications and related materials*

*Mr. Houston commented. There is new version of the policy for committee review. There will still be notification to every plan submitter and property owner that is being requested, which allows the City Records Center to provide more lineate access to a more variety of structures. There was attempt to limit structures to those referenced in the ordinance and a few obvious ones like house of worship. The goals are to protect the City, promote access to records, and simplify access to records. The City would have exceptions and reserve rights to restrict access. The intention is not to amend the ordinance but bring the City Records Center back in line with the ordinance.*

*Atty. Block said he was concerned that the new policy version seems to violate the ordinance and adds more complexity by going down another level. The ordinance references 5 types of structures and was expanded by the Common Council to other types of facilities. For open records requests, state and city ordinance identifies certain structure plans that should not be accessible.*

*Member Owczarski commented. The new version does not amend the ordinance, does not violate the ordinance from review, and was expanded in the wake of 911. Over time the City Record Center's predecessor added structures that were not in the ordinance, such as libraries. The concern is that the current policy, which is 15 years old, does not reflect the ordinance. The extra structures in the policy were removed in the new version.*

*Member Meyer-Stearns said that libraries can still fall under the other types of*

*structures listed on the new version even if deleted.*

*Member Watt said that the City Attorney's Office should review the new policy version further.*

## **5. Review of draft mobile device policy.**

*Member Olson gave an overview. The purpose of the draft policy is to address the deployment of many mobile devices, in response to the LMS system, with a high level citywide policy. About 120 total iPads have been deployed to DNS, DPW Forestry, and DPW Sanitation. Some departments, such as DNS, have created their own work rules on iPad issues. Further discussion is needed to address elected officials and others who are not supported by ITMD. ITMD is also deploying a mobile device management tool to allow push new apps out to all LMS iPads enabling ITMD to wipe clean all stolen or lost devices and locate lost devices. David Henke is the telecommunications manager responsible for city cell phone and mobile devices purchased by Verizon and other providers.*

*Member Pinger questioned records on social media webpages, personal devices, and City webpages showing social media content.*

*Member Wilichowski inquired about the inclusion of the fire department.*

*Atty. Block commented. It is likely that the record on a personal device used for city purpose may likely be a city record. There is some case law. The general rule of thumb is content, not form. There is issue with maintaining the records on social media and mobile devices. There is real danger to one's own privacy by using personal devices for work purposes, especially in cases of subpoenas. It is not too expensive to monitor social media.*

*Mr. Houston commented. Records are city records if pertaining to city business, can possibly fall under a record schedule, and can be requested. Item 9 of the policy concerning further City-related business should be defined more. The policy draft prohibits permanently storing records on mobile devices.*

*Member Olson replied. Social media records on a City webpage does not reside on the webpage and does not get backed up or saved. Personal email accounts should not be used for work related purposes. There is a capital request in ITMD's 2018 budget to fund a social media records retention tool that would not be too expensive. There would be a cloud service monthly cost. Departments would have to opt into the recording of their social media post and tell ITMD what they have. The draft policy can be refined. The policy addresses field staff and does not include the police and fire departments.*

*Ald. Kovac said that the easiest solution is to avoiding using personal devices and that there are records of emails regardless of device used.*

*Member Meyer-Stearns moved approval of the draft policy and that the policy address the police and fire departments' inclusion or non-inclusion prior to review by the Common Council. There was no objection.*

## **6. Open data update.**

*Member Olson gave an update. There has not been much progress on a number of datasets. The focus has been on the portal project. Two committee members are on the panel on the portal project. There has not been a decision made on a product selection. Costs and features have been review. There will be a demonstration and a decision would follow shortly. She will inform the committee at its next meeting on the chosen product and vendor.*

*Ald. Kovac questioned the status of COMPASS crime and police data, sharing of that data, and changes within the last 9 months.*

*Ms. Rhonda Kelsey inquired about purchasing division scoring on its datasets.*

*Member Olson replied. The police department will be able to upload its data once there is the new product, and its data would become public. The police department has been part of the discussions as it relates to the Bloomberg initiative. The fire department is heavily involved with the RFP. There are some appropriate fire department datasets to put out. ITMD did not update data COMPASS data within the last 9 months. The assumption was that the data was not being used. She was not aware of its use and will have to review COMPASS use. She just received priorities from the Purchasing Division, and she will prepare her justification with purchasing early next week.*

## **7. Discussion on Comptroller IT audit activities.**

*Individuals appearing:*

*Adam Figon, Comptroller Audit Manager*

*Gregory Lotze, Comptroller Audit Division*

*Mr. Figon gave an overview of 2017 audit activities relating to completed audits, initiated and ongoing audits, and upcoming audits. Completed audits include 9-1-1 System Application Controls (to be submitted to Finance and Personnel Committee) and Department of Public Works License Plate Recognition System (in draft phase of development). Initiated and ongoing audits include Citizen Relationship Management Application Controls (UCC and ITMD; to be completed end of October) and Data Center Controls (to be completed end of November). Upcoming audits include Enterprise-wide Information Technology Risk Assessment (RFP for a consultant submitted and open for bidding), Network Security Controls - Penetration Testing and Scanning (RFP in development for a consultant), and Land Management System (to focus on implementation and change control management).*

*Member Wilichowski questioned the coordination of the penetration and scanning audit.*

*Member Olson questioned the audit of data center controls.*

*Mr. Lotze replied. For the penetration and scanning audit, there will be meetings with every city data manager. The tester will be onsite with each manager under manager control. Meetings will take place later in the winter months. A RFP request will be sent to the Purchasing Division soon. Anticipated start date for the audit is January 2018 or later. For the audit of data center controls, the audit will include all 8 data centers.*

*Mr. Figon added comments. ITMD was audited first. The plan is to randomly audit 2*

*data centers per year. The next 2 data centers have not been chosen yet.*

**8. Update on LMS.**

*Individuals appearing:  
Yari Rosa, ITMD  
Angela Ferrill, DNS*

*Ms. Olson gave an update. Since the last update to the committee back in March, there have been 18,178 building permits pulled in the LMS system, 44,650 enforcement cases created in the system (DNS and DPW), and 8,128 DPW permits pulled for right of way permits and special events. ITMD has converted raised violations and deployed 120 iPads to DNS field staff and some to DPW Forestry. A significant change is the auto-attachments of building permits. Emails are being sent to applicants from the system once permits have been approved and fees are assessed. The emails help remind citizens to pay fees. Emails are set up now to be sent out to DPW customers if permits are denied. ITMD is implementing more features in the LMS system as it learns more about the software. The conversion on historical data, now pending DNS approval, has required ongoing work due to new issues being encountered every time. There have been many requests for property recordings. Property recording data will be added to MyMilwaukee home when the conversion is complete. DNS needs to approve that data. She is unaware of any issues with new recordings. LMS has allowed citizens to pull permits remotely rather than coming into the office, especially on the weekends. Since LMS went live there have almost been 1000 permits initiated and paid for on weekends out of 26,000 initiated permits on the citizen side. Customers are self-serving themselves.*

*Ald. Kovac said that property recording data has been an issue with alders.*

*Ms. Ferrill commented. The approval of property recording data is anticipated by the end of tomorrow. DNS is functional in LMS to date, has issued over 23,000 orders, and has performed over 60,000 inspections. There are ongoing bugs, and DNS will work with ITMD to address those. Progress is being made.*

*Ms. Rosa added that with DNS approval the turnaround time is between 4 to 5 days.*

**9. Adjournment.**

*Meeting adjourned at 11:09 a.m.*

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

**Materials for this meeting can be found within the following file:**

**170781** Communication relating to the matters to be considered by the City Information Management Committee at its September 14, 2017 meeting.

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