Lee, Chris

From:	Murphy, Michael (Alderman)
Sent:	Wednesday, July 1, 2020 10:18 AM
To:	Lee, Chris
Subject:	Fwd: David Henke

Sent from my iPhone

Begin forwarded message:

> **From:** "Henke, David A." <dhenke@milwaukee.gov>
> **Date:** June 29, 2020 at 1:42:01 PM CDT
> **To:** "Murphy, Michael (Alderman)" <mmurph@milwaukee.gov>
> **Subject: RE: David Henke**

Ald. Murphy,

Thank you for taking the time to meet last week.

During our call, you asked that I provide some of my priorities and resources needed over the next four years. While this year, more so than most, has shown the need to be flexible in planning and response, over the next four years it is my intent to focus on four key areas for development of City IT:

- First, is the continued modernization of existing enterprise systems. For example, the existing financial and HR platform has been in place since 1999 and is anticipated to cease being supported by the manufacturer later this decade. Additionally, the health department needs a modern Electronic Medical Records (EMR) solution. This was planned prior to the COVID outbreak, but the current pandemic only makes the need more pressing. Both projects are potentially multi-million dollar efforts, although the health EMR solution deployment maybe be accelerated using available COVID grant funds.
- Second is the continued emphasis on IT security. This includes user training, systems updates, monitoring, and restoration plans in the event of a system compromise. We've had a jump start on reviewing IT security with resources provided by the federal government for DNC convention planning. ITMD is also in the process of implementing an enhanced backup and restoration solution at this time.
- Third is leveraging the short-term efforts to support work from home into long-term solutions (including virtual meeting solutions, deployment of laptops for a more mobile workforce, cloud applications, and use of electronic signatures). Several of these initiatives have been previously budgeted, some utilize available COVID grant funds that are available this year.
- Finally, modernizing how the City interacts with residents via technology. A new service request mobile application and website were deployed in May. A new mobile-friendly website will be launched shortly after the 4th of July holiday. Additionally, a social media management tool, which is currently budgeted, will provide departments with tools to better engage with the community and monitor feedback and input.

The intent with all of these initiatives is to use limited resources to address multiple aspects related to maintaining and improving resident interaction with the City, cost savings or efficiencies, standardizing IT operations throughout the City, and keeping systems available and secure.

David

-----Original Appointment-----
From: Murphy, Michael (Alderman) <mmurph@milwaukee.gov>
Sent: Thursday, June 25, 2020 2:16 PM
To: Murphy, Michael (Alderman); Henke, David A.
Subject: David Henke
When: Friday, June 26, 2020 11:00 AM-11:30 AM (UTC-06:00) Central Time (US & Canada).
Where: Phone Call x3248