City Information Management Committee 2019 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 Nik Kovac**, Common Council

2. **Vice-chair Nancy Olson**, Chief Information Officer

3. **Jennifer Meyer-Stearns**, Assistant Director-Library Operations, Mayoral Designee

4. **Aycha Sawa**, Special Deputy Comptroller, City Comptroller Designee

5. **James Klajbor**, Deputy City Treasurer, City Treasurer Designee

6. **Jim Owczarski**, City Clerk

7. **Richard Watt**, Policy & Administration Manager, Dept. of Admin. Designee

8. **Judy Pinger**, Assistant Director – IT Technical Services and Collections, City Librarian Designee

9. **Jane E. T. Islo**, Municipal Court Asst. Court Administrator, Municipal Court Designee

10. **Jeffrey Madison,** IT Manager, Fire Chief Designee

    Joshua Parish, previous designee

11. **Jeffrey Point**, Captain of Police, Police Chief Designee

    Deborah Wilichowski, previous designee

12. **David Kaminski**, 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

March 21, 2019
June 13, 2019
September 19, 2019
December 12, 2019

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

Items, Reports, and Issues Considered or Discussed:

2018 Annual Report

The report of activities of the City Information Management Committee for 2018, as prepared by clerk staff, was approved by the committee at its March 21, 2019 meeting.

2020 Meeting Schedule

Barring any issues the committee approved, at its December 12, 2019 meeting, the committee meeting schedule for the 2020 year to be at 10 a.m. at City Hall for the following dates: March 19, June 11, September 17, and December 10.

City Records Center

2018 Annual Report

A report of 2018 activities for the City Records Center was given at the March 21, 2019 meeting. There were 559 total schedules for 2018 with half of the schedules coming from the Police and Public Works departments. Ongoing CRC initiatives would include addressing obsolete records and schedules from the Library, Police, and Public Works departments; reviewing Health Dept. record management processes; obtaining a city-wide records management policy; implementing a new record management system; doing city-wide records management development training; and providing basic archival description and archives services to the public.

Record Retention Schedules for Approval

All items, except items 31 and 32 (19-0001 and 19-A001) on global retention schedules for text messaging, were approved at the March 21, 2019 meeting. Included in the recommendations were: Comptroller records related to contracts, MPROP and property record files, longer retention schedule for Health Department lead program records, numerous Health Department schedules as part of a comprehensive review, Dept. of Employee Relations employee history cards, and grants files being archived. The text message record schedules (19-0001 and 19-A001) were held by the committee due to several concerns.

All items, except schedules 19-0001, 19-A001, and 19-0065, were approved at the June 13, 2019 meeting. Included in the recommendations were ITMD RIT tickets and related records in summarized forms, Election Commission consolidated schedules, ERS renewal schedules, more

secured health Dept. schedules, new global schedule for ITMD voice recording records, and a 7-year retention for legal files. Schedule 19-0020, relative to a retention period of 2 years for external complaints within the public safety departments, was amended to remove the Milwaukee Fire Department from the schedule. Schedules 19-0001 and 19-A001 on global retention schedules for text message records were held again due to ongoing concerns. Schedule 19-0065 on a 120-day retention period for all surveillance records, except police related videos, was held due to cost implication concerns.

All items, except schedule 19-0065 with a 120-day retention period for non-public safety monitoring and surveillance video recordings, were approved at the September 19, 2019 meeting with one amendment for schedule 18-0037 to remove language regarding website and social media pages. Included in the recommendations were title search forms, special project files, and clarification on historical significance (schedule 19-0037). Schedule 19-0065 was held due to cost and adherence concerns.

All items were approved at the December 12, 2019 meeting. Included in the recommendations were 27 new or revised schedules, 78 closed schedules, new payroll global schedule, and a 50-year retention period payroll registers schedule.

State Record Board Approval of Previous Schedules

The State Records Board approved all schedules from the December 13, 2018 meeting, except one schedule from the Fire and Police Commission, which was revised to remove the chief rollover component of records concerning end of employment.

The State Records Board approved all schedules from the March 21, 2019 meeting with a few technical corrections and a revised schedule 19-0021 regarding contract terminology.

The State Records Board approved all schedules, except schedules 19-0057 and 19-0065, from the June 13, 2019 meeting with various minor changes to some. Schedule 19-0057 was found to be too vague, and the board requested that schedule 19-0065 be withdrawn.

The State Records Board approved all schedules from the September 19, 2019 meeting with minor changes to schedules relating to public relations and historical significant correspondence records.

Text and E-mail Records Retention

There was request for a more nuance approach to managing, aligning, and retaining text and e-mail records.

Closed Sessions

The committee convened into closed session at its March 21, 2019 meeting, pursuant to s. 19.85(1)(g), Wis. Stats., for the purpose of conferring with the City Attorney who will render oral or written advice with respect to litigation in which the city is or is likely to become involved.

The committee convened into closed session at its December 12, 2019 meeting, 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 of considering strategy for crime detection or prevention.

City Watch

ITMD would be working with City Purchasing to do an RFP for a new mass-notification alert system via phone, text, and e-mail. The current system would no longer be supported by the manufacturer. Several departments have been using the system for their field safety employees.

Committee Membership

Adding a member to the committee from the Department of Public Works - Water Works, due to Water Works having its own IT, was discussed and realized after the September 19, 2019 meeting.

Election and Campaign Use of IT Resources

Per election rules use of City resources, such as work e-mail and e-notification, is prohibited for campaign activities for elected officials. An annual letter to elected officials would be updated and distributed.

Hack-a-Pipeline

This May 4, 2019 contest event was an effort to engage women reentering the IT workforce by creating IT apps. Two projects were accepted with one being a multi-modal app with information on bus routes, streetcar, and BUBLR bikes while the other being an Alexa app for the City with information on library locations, police stations, and permitting requirements and contacts.

IT Security

ITMD has been training and continues to offer training to departments and new employees on IT security and threats. ITMD would work on policies and exercises in preparation of IT threats. IT hacks are happening in other cities. The ransomware attack in Baltimore resulted in $17 million in costs to fix its IT system. Threats to the City include the 2020 Democratic National Convention, e-mail vulnerability, e-mail phishing, dormant viruses, e-mail hacking, and attacks from abroad. A goal is to develop security controls, such as locking idle desktops.

IT Security Plan

The committee was introduced to the plan at its September 19, 2019 meeting. The committee reviewed and approved the plan at its December 12, 2019 meeting. The plan is an updated citywide baseline policy for departments to use, at a minimum, or expand upon concerning IT security.   It uses federal and state standards, removes sensitive information, lists step-by-step procedures, is broadly based, sets policy only, serves as a guideline, and provides overview, compliance, rules, and responsibilities.   There was no major feedback from departments.

IT Security Workgroup

A workgroup was formed to discuss IT issues, monitoring of IT security, brainstorm ideas, offer solutions, and advise the Chief Information Officer.

Log-on Banner Security Warning Prompt

ITMD would be moving forward with implementing a security warning prompt for all City users each time they log onto their work desktop devices to have users consent to proper use of their work devices and to disclose to users that they may be subject to monitoring.

Office 365

ITMD would be deploying Office 365 city-wide with two plans, G1 and G3, regarding access to and use of Microsoft software products. Departments that are not supported by ITMD should hold off on Office purchases and work with ITMD on purchasing Office products. ITMD plans to centrally fund Office 365. Office 365 is being driven by licensing and is HIPAA compliant.

Open Data

As of the June 13, 2019 meeting, the open data portal had 271 datasets with the post popular datasets being Assessor's Office property sales data, crime data, and master property files.

Penetration Audit and Vulnerability Assessment

At the June 13, 2019 meeting, the Comptroller's Office - Audit Division notified the committee of the selected vendor and timeline to audit ITMD and almost all IT department networks. Benefits of the audit would include reducing risks, breaches, and better preparation against IT security attacks. The audit would be completed by mid-September, and results would be shared to the committee. At the December 12, 2019 meeting, an update on the audit was given to the committee under closed session.

Proprietary Technology

The committee had discussed a 2019 adopted budget footnote and Common Council resolution directive to reduce the City's dependence on proprietary technology regarding City contracting of services. Proprietary software, reduction ideas, and current approaches were discussed. ITMD would present back to the Common Council with reduction ideas, current approaches, better justifications, and better information on return on investments and cost benefits for contracts that are proprietary.

Text Archiving

The text archiving pilot program for archiving city employee work related text messages, starting with cabinet members with city-issued cellphones, has occurred with testing of SMARSH. There have been some onboarding difficulties, and other products are being explored.

Windows 7 End of Support

Departments would need to update to Windows 10 software for any devices that is still on Windows 7 due to Windows 7 no longer being supported by Microsoft come mid-January 2020.

Documents and materials relating to record retention schedules, policies, presentations, audits, or other information for all meetings of the committee for 2019 can be found within the following files at https://milwaukee.legistar.com/Legislation.aspx:

181727 -   Communication relating to the matters to be considered by the City Information Management Committee at its March 21, 2019 meeting.

190347 -   Communication relating to the matters to be considered by the City Information Management Committee at its June 13, 2019 meeting.

190710 -   Communication relating to the matters to be considered by the City Information Management Committee at its September 19, 2019 meeting.

191230 -   Communication relating to the matters to be considered by the City Information Management Committee at its December 12, 2019 meeting.