City of Milwaukee

Meeting Minutes

CITY INFORMATION MANAGEMENT COMMITTEE

ALD. MILELE COGGS, CHAIR
Chuck Burki, Jane Islo, James Klajbor, Martin Matson,
Jennifer Meyer, James Owczarski, Judy Pinger, Richard Watt,
amd Deborah Wilichowski
Executive Secretary, Nancy Olson
Staff Assistant, Chris Lee, 286-2232, Fax: 286-3456,
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Thursday, March 12, 2015	**10:00 AM**	**City Hall, Room 303**

1. **Call to Order.**

Meeting was called to order at 10:42 a.m.

2. **Roll Call.**

Present 10 - Islo, Owczarski, Klajbor, Meyer, Coggs, Watt, Wilichowski, Matson, Pinger and Burki

Individuals also present:

Nancy Olson, Department of Administration – Information and Technology Management Division
Jacquelyn Block, Department of Administration - Business Operations Division
Peter Block, Assistant City Attorney

3. [141706](#) Communication relating to the matters to be considered by the City Information Management Committee at its March 12, 2015 meeting.

Sponsors: THE CHAIR

-- Review and Approval of the Previous Minutes from September 4, 2014.

Mr. Klajbor moved to approve minutes of the September 4, 2014 meeting. There were no objections.

-- City Information Management Committee 2014 Annual Report

The City Information Management Committee's 2014 Annual Report was accepted and placed on file as submitted.

-- Records Retention

Proposed department record schedules for approval

Ms. Block presented a series of twenty-four recommendations were made by the City Information Management Administrative Review Team (CART). Requirements

regarding the composition of CART will be changed. Items 11 and 15 were denied from the City Attorney's Office. Despite records being in digital format, the recommendation for item 11 is to retain a retention schedule and document digital and paper retention. Recommendation for item 15 is to transfer the custodianship of receipts to the Housing Authority of the City of Milwaukee (HACM). HACM schedules are listed due to item 15. Comptroller's Office has a few schedules regarding audit reports. It is recommended that the new global schedule for time owed and allowed reports be maintained for two years in keeping with the global schedule that the committee had approved for time keeping records.

Mr. Klajbor moved approval of the recommendations. There were no objections.

State Record Board approval or previous schedules

Ms. Block said that the state board approved a series of schedules in November 2014 from the committee's September 2014 meeting with a few changes in regards to the State Historic Society option out of review of certain City records, economic development records, district records, and a series of Department of City Development records. Change has been noted in the City's records.   State has reviewed the committee's current schedules without any changes or concerns.

Mr. Klajbor moved to accept and place on file the State Record Board schedules. There were no objections.

-- Old Business

Communication relating to Email Upgrade (Office 365)

Ms. Olson said that all City Employees have migrated to the Cloud for Email. The project was a complete success. Currently there are 800-1,000 mailboxes that are no longer active employees. ITMD is looking at how to maintain these inactive records outside of the old email system.

Email Retention and City Attorney opinion

Atty. Block discussed an earlier opinion relating to the retention of e-mail. The general rule is that retention schedules are determined by the content of the record and not the format of the record. It is not feasible to designate a specific record retention schedule for email records because the content of each email record varies. The content of most email could generally be set for a seven year record retention schedule.

Atty. Block provided further comments. A personal record on a work computer is a record. Private email or social media used for work purposes have to be retained. Response to record requests may be difficult from the retention of a large amount of email records.

Committee members and staff deliberated on possibly developing an email record retention schedule policy that could result in the adequate classification and maintenance of email records, identification of outlier email records for retention, and elimination of unnecessary email records. Due to the lack of automation or a system to decipher emails, users should be educated and endowed with maintaining and classifying email records. Discussed methods of possible email record classification and maintenance include an email folder management system, a junk or "not a record" email folder that can be purged routinely, or the classification of every email through the system by use of right-clicking. Left questioned was the appropriate

retention schedule to start purging business records.

Mr. Burki said that some larger cities, like the City of Dallas, have had its employees trained by their departments regarding retention policies; thus, shortening the length of its retention schedules and eliminating its liability.

Members discussed concerns. The general policy of a seven year email record retention schedule may result in the loss of vital records. Setting retention schedules on everyone's email folders may not be possible, feasible, and acceptable. Folders can be called various ways. Some records that have to be kept permanently may become unsustainable in the future relative to storage space. The classification of every email by users may be cumbersome. There can be no reasonable oversight over users and no simple record retention schedule created due to the personal nature of emails.

Members discussed a strategy moving forward. Ald. Coggs said that other municipalities and legal challenges from those municipalities should be studied. Comptroller Matson said he will survey other members of an upcoming CFO Leadership Council forum in Washington D.C. relative to the email retention schedule policies of other communities. Ms. Olson was asked to also survey for information with a group at her discretion. The Legislative Reference Bureau (LRB) was asked to seek out alternative retention schedules for e-mail that might be in use in the state of Wisconsin. Additionally, City departments may be surveyed regarding retention of emails within those departments. Once all information can be gathered, the committee may move forward with a policy.

City Clerk Owczarski said there be can a future discussion the issues of multiple devices, its impact on multiple accounts, and the conduct of official business on personal accounts.

IT Risk Insurance

Ms. Olson gave an update. She was asked by the City Attorney's Office to file an application for IT insurance. There are five different levels of insurance for different aspects, such as the loss of personal information and equipment level. She has reached out to many committee members to respond to her questionnaire. The cost of insurance is not known. She is still waiting on responses for price quotes.

Communication relating to Mobile App

Ms. Olson gave an update. The App is an initial success. It was released last September 2014. It is available from the iPhone store and Android marketplace. There have been about 3000 downloads of the App and 600 service requests made through the App. The public continues to be educated.

-- New Business

2015 Audit Plan by the Audit Division of the Comptroller

Greg Lotze of Internal Audit of the Office of Comptroller appeared and presented the 2015 Audit Plan to the Committee. All City departments were included in the risk evaluation. There are 200 auditable units from business to information technology. Each unit was evaluated objectively and interviewed. There were discussions with aldermanic offices and the City Attorney's Office. His office came up with the audit plan from these activities and from the data that his office compiled.

Further details of the audit plan can be found within file number 141706.

Committee members and Mr. Lotze reviewed the audit plan. There are 27 audits listed for 2015. The first seven audits have already commenced. The Homeland Security audit and 911 Security System audit will start soon. The TRACS application audit may be pushed back due to an upgrade application conversion taking place. The last audit regarding open records will likely occur next year, be made very specific, and not inclusive of all departments. The police department receives the most open records request on a daily basis.

Comptroller Matson said that the City's internal audit division has immensely improved. Risk assessment is updated and adjusted on a regular basis every year. Cases regarding requests for information will be given to LRB. The division is trying to be Yellow Book compliant and attain national government standards. The division's first Yellow Book audit two years ago was negative due to an inappropriate recommendation. There will be an external peer review this fall, which the division expects to pass.

E-Notify Opinion

City Clerk Owczarski said that he was tasked with asking the City Attorney's Office to opine on the appropriate use of e-notification for public purposes and perceived political situations. The opinion from the City Attorney's office stated that e-notification is not really different from email and that the City may wish to refine its email policy specific to e-notification.

Ald. Coggs said that the cleanest solution is to set a policy to prohibit the use of e-notification for political purposes. She added that she and other councilpersons have a clear understanding to not use e-notification for political purposes.

Mr. Burki said that the term "political endeavor" needs to be addressed and defined.

ITMD, LRB, and the office of the City Attorney were asked to work together to prepare a draft policy for the use of e-notify and can be an amendment to the existing e-mail policy.

Parking Mobile App

Thomas Woznick, Department of Public Works Parking Operations Manager, appeared and gave an update. As of January 20, 2015 the City entered into a contract with Park Mobile as the carrier for mobile payment solution program App for the public to pay for parking throughout the City's 6583 parking spaces it owns. Coin-metered spaces will be included and numbered with stickers. A soft roll out is scheduled for April 13-20. Full roll-out is scheduled for April 24 - May 1, 2015. The program is called MKE Park and offers customers a new innovative and convenient way to pay for parking anywhere and on practically any mobile device with internet access or via phone calls if registration has taken place. Payment can be made via credit card and other electronic payment options such as PayPal. Payment will be settled on the credit card process end. Park Mobile is the vendor. Mobile payment transactions are almost instantaneous.

The program is beneficial on many levels and is an enhancement to the City's parking system. The program can help customers understand parking regulations better, make appropriate notifications to customers, and block parking after legal maximum durations.

Ald. Coggs said that those responsible for the App should work with the business community to promote it and educate people of its usefulness.

4.   **Adjournment.**

The meeting was adjourned at 11:42 a.m.
Jim Owczarski, City Clerk
Chris Lee, Staff Assistant