



City of Milwaukee

200 E. Wells Street
Milwaukee, Wisconsin
53202

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,
and Deborah Wilichowski**

Executive Secretary, Nancy Olson

**Staff Assistant, Chris Lee, 286-2232, Fax: 286-3456,
clee@milwaukee.gov**

Thursday, September 3, 2015

10:00 AM

Room 303, Third Floor, City Hall

1. Call to Order.

Meeting called to order at 10:03 a.m.

2. Roll Call.

Glenn Steinbrecher present for Martin Matson.

Present 9 - Islo, Owczarski, Klajbor, Coggs, Watt, Wilichowski, Matson, Pinger and Burki

Absent 1 - Meyer

Individuals also present:

*Nancy Olson, Department of Administration - Information and Technology
Management Division*

Jacquelyn Block, Department of Administration - Business Operations Division

Peter Block, City Attorney's Office

Rhonda Kelsey, DOA - Business Operations

3. Review and Approval of the Previous Meeting Minutes from June 1, 2015.

Mr. Klajbor moved approval, seconded by Ms. Islo, of the meeting minutes from June 1, 2015. There were no objections.

4. Records Retention.

-Proposed Department Record Schedules for Approval

Ms. Block gave an overview of the 39 proposed department record retention schedules. Schedules from the Election Commission reflect new business practices of maintaining and managing voter registration records on the City's e-vault system, which will be used strictly for storage and retrieval. Voter registration cards will be contained in the system in the event of an inquiry or investigation. The office will rely on the state voter registration database for voter information and not the City's e-vault

system.

Schedules for the Department of Neighborhood Services (DNS) and the Department of City Development (DCD) relate to property records. The e-vault system is being upgraded for DNS. DNS intends to have all paper records scanned and retained on a permanent basis including microfilm records dating back to 1888 and native digital records. In DCD, changes pertain to the transfer of legal custodianship of records of the Development Center to DNS that occurred in 2013.

Schedules for the City Treasurer reflect digitalizing records and the retention of documents for two weeks. Although a concern, Ms. Block recommends approval since the office is meticulous in its reconciliation process with those records.

The police department has one schedule pertaining to body worn camera videos having an event based retention period as opposed to a time based retention period. A body camera is not a record but is a tool to generate many different types of video records that are captured on it.

Regarding body worn cameras members questioned the use of either an event based or time based policy, retention periods of other cities, process of determining and classifying videos, range of video retention, audits, authority to approve a policy and request for a retention schedule, and authority to oversee the videos or system.

Police Inspector Mary Hoerig, Mr. Burki, Ms. Block, and Mr. Block responded.

Other municipalities, such as Madison, have passed an event based policy and retention schedule. Under the preliminary police standard operating procedures for use of the cameras, officers will have the discretion to activate the cameras during interactions with the public. Cameras will not be on all day. Officers will have the ability to interact and categorize videos. Mostly every event and interaction, especially those with CAD and RMS numbers, will be captured. Very few items would not be an event. Video retention will mirror the statute of limitations for the crime committed: seven years for felonies and three years for misdemeanors. Critical incidents, such as homicides, will be retained permanently for litigation purposes. Videos will be retained at a minimum 120 days. The retention schedule of the videos will be set up for automation with regards to classification and purging. The system administrator will oversee the system, record classification, and record purging. There is a notification process to the administrator regarding items that will be purged. Categories will be broad. The system is user friendly. The plan is to eventually have an interface, with the taser system, that is able to download records from the CAD and RMS system. There will be some auditing systems in place. The police chief and police department has authority over the body camera policy and retention schedule request. The policy will be presented to the Fire and Police Commission for their input but not for approval.

Mr. Klajbor moved approval, seconded by Ms. Wilichowski, of the proposed retention schedules. There were no objections.

-State Record Board Approval of Previous Schedules

Ms. Block gave an update. The state record board approved the 92 schedules, which were approved by the committee from the August 24, 2015 meeting, with some modifications. The first modification is to create an account for global schedules for the police department rather than having multiple instances of schedules from work locations. Another modification is to use the word "destroy" rather than "purge" for digital records. Lastly, historical records from the DCD photo collection not wanted

by the City library shall be sent to the State Historical Society.

5. Old Business.

There was no old business.

6. New Business.

-MINT (Milwaukee Intranet) Changes

Ms. Olson gave an update. The change pertains to adding a username and password access for all employees to MINT where employees can log on with their current log-in and email credentials. The purpose is to use the intranet (MINT site) as an internal employee portal, especially where employees can access forms, messages, and information anywhere offsite with internet access. Departments are encouraged to use the MINT for employee-based purposes and can contact the Information Technology and Management Division to upload information to MINT. Anticipated for the end of the year is a new look to MINT to match the City's website. Also anticipated is for MINT to be responsive and resize appropriately to different devices.

Mr. Owczarski asked that his office be notified of any changes in frames and job applets so that his staff can work on their site on the MINT known as the HUB, which has been used as a platform to communicate policies and information to employees.

Members questioned security access and single sign-on access to both user accounts and the intranet.

Ms. Olson replied. The MINT will allow for departments to restrict to certain information not meant to be shared to all employees. ITMD is aware of the idea, but there is no current ability to have a single sign-on to both user accounts and the MINT. A single sign-on can be achieved but will require additional technology and resources.

-Email Account Termination Policy

Ms. Olson gave an overview on the proposed policy. An official policy should be adopted. Despite various different approaches, her office has had difficulty with disabling email accounts for employees who have left or separated service. Licenses are acquired for every active user. The purpose of the policy is to maintain security, provide a process for departing employees, reduce email licensing costs, and promptly remove email account access.

The first provision of the policy adopts the current protocol of terminating an employee and disabling his or her email access, especially in cases of difficult terminations and requests for prompt disabling of accounts. Once notified of a termination ITMD will have questions about the employee such as systems that he or she has access to and remote log-in access ability.

The second provision pertains to disabling access for voluntarily separated employees. The suggestion is to disable access after one pay period off the payroll. Disabling access would mean to make an email account inactive but retain the email and its records for open records searches and discovery.

The third provision pertains to a standard operating procedure for maintaining email accounts due to business needs. Some departments are leaving accounts open with an out of office message, and ITMD has discovered that some email accounts are left opened longer than necessary. Requests to maintain an email account should be made to ITMD in written form indicating the reason and length of time to keep an account active. The suggestion is to deactivate such accounts no longer than after six months of termination as six months should be sufficient time to notify people of personnel changes. The suggestion for elected officials in cases of vacancy is open for input, but the current idea is to have those email accounts remain active for up to one pay period after a successor takes office.

Mr. Owczarski said that his office has gone to a system in which each council member is identified at the administration level by "ALD" and a number. Names to those accounts are changed as necessary. There is a statutory obligation to turn over records of the council member office intact to the successors. The request is for his office to continue the administration level accounts in perpetuity so that future councilpersons are looking at and searching in one account rather than multiple ones.

Mr. Klajbor said that the city treasurer has two separate email accounts, one for the public and the other in the name of the city treasurer.

Ms. Olson said that further discussion is needed regarding the policy, but some of it should be implemented. The police and fire departments have big classes of recruits coming soon. State licenses should not be kept by departments. Those licenses should be moved and used as needed to prevent unnecessary additional licenses. No departmental charge backs will occur. The approach is to make the budgetary request to support email city-wide through the ITMD budget. Advance notice for additional notice should be given to her office instead of last minute notifications.

Mr. Owczarski said that Ms. Olson has the ability to shut down licenses and implement the policy under her authority in the interim. The policy should be brought back to be submitted for formalization when appropriate.

-Email Retention Policies of Various Wisconsin Municipalities

Mr. Owczarski said the Legislative Reference Bureau researched e-mail retention policies of other municipalities in the state. Chapter 19, opinions, and court decisions made the research challenging. The Wisconsin Public Records Law provides little guidance as to how e-mail or other technology-based communication should be preserved. Most municipalities treat e-mail the same as written communication, and it is retained as long as any written communications are required to be retained, which is generally 7 years in the absence of a records retention ordinance establishing a reduced retention period. Only the City of Madison has dealt with the same volume of e-mails as the City. Although the issue seems moot now, the attempt was to try to determine the best long term method of balancing email retention and preventing storage issues for the future. The ongoing challenge pertains to junk email messages as not enough is being done to purge these messages. Automating the purging of emails may not be effective or reliable. No program can decipher a record from junk, and employees may not be dependable to carefully flag messages as records. If such an automation system were to be in place, implementation of such as system would have to be done very carefully.

Ms. Olson made comments. It appears other municipalities have not done email record retention schedules. There is a full copy of every message received and sent in the inbox of every email account. It is this copy that is used for open records

request and discovery. Records are increasing in number, but there is no current storage issue. Another concern is the time it will take for discovery searches as time goes on. Purging emails can lower costs and time associated with open record requests.

Mr. Burki said that major cities, such as Dallas, have an email retention schedule of 90 days. Departments and employees in those cities are responsible to categorize and retain relevant emails.

Ms. Block said that state attorneys will finalize a document to all Wisconsin municipalities that email is not a record and should be treated in terms of its content.

Mr. Klajbor made comments. Emails should not be kept indefinitely and can be kept like paper records for seven years. Employees should be accountable, but the issue would be an educational one.

7. Adjournment.

*Meeting adjourned at 11:02 a.m.
Chris Lee, Staff Assistant*

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

[150510](#)

Communication relating to the matters to be considered by the City Information Management Committee at its September 3, 2015 meeting.

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