



City of Milwaukee

200 E. Wells Street
Milwaukee, Wisconsin
53202

Meeting Minutes

CITY INFORMATION MANAGEMENT COMMITTEE

ALD. NIK KOVAC, CHAIR

Nancy Olson, Vice-Chair

**Chuck Burki, Jane Islo, James Klajbor, Jennifer Meyer,
James Owczarski, Judy Pinger, Aycha Sirvanci, Richard Watt,
and Deborah Wilichowski**

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

Thursday, December 8, 2016

10:00 AM

Room 303, Third Floor, City Hall

1. Call to Order.

Meeting called to order at 10:01 a.m.

2. Roll Call.

Ms. Wilichowski joined the committee at 10:04 a.m. during discussion of agenda item 4.

Present 7 - Islo, Owczarski, Klajbor, Watt, Wilichowski, Pinger and Burki

Absent 2 - Meyer and Sirvanci

Excused 1 - Kovac

Individuals also present in participation:

Nancy Olson, DOA - Information and Technology Management Division (ITMD)

Maggie Turner, City Records Center

Jack Gaboury, City Records Center

Atty. Peter Block, City Attorney's Office

Rhonda Kelsey, DOA - Purchasing Division

David Henke, DOA - ITMD

Selection of a Chair Pro Tem.

Mr. Klajbor was nominated and elected as chair pro tem. There were no objections from those members present.

3. Review and Approval of the Previous Meeting Minutes from September 8, 2016.

Minutes from the September 8, 2016 meeting were approved as presented. There were no objections from those members present.

4. Records Retention

-Proposed Department Record Schedules for Approval

Ms. Turner gave a brief overview. There are 33 record schedules for the committee's review originating from the Licenses Division, Purchasing Division, ITMD, Department of Public Works, City Records Center, Comptroller's Office, and Department of City Development (DCD). There is the removal of the majority of Licenses Division record schedules, with the exception of the new municipal identification, due to licenses no longer being issued by this office. Two schedules will result in two new e-vault applications for scanning documents. There is mention for proposed future schedule for photos within the DCD record schedules. Local schedules for all departments will be explored.

Ms. Wilichowski joined the committee at 10:04 a.m.

Mr. Owczarski added remarks. Many licenses have been eliminated over the last several years, as reflected in the record schedules. There is ongoing discussion with various stakeholders regarding the municipal identification ordinance and records.

Mr. Watt moved approval, seconded by Ms. Pinger, of the record schedules as presented. There were no objections from those members present.

-State Records Board Approval of Previous Schedules

Ms. Turner gave an update. No response has been received yet regarding the approved schedules submitted to the November 14, 2016 State Records Board meeting. The State Records Board approved the record schedules submitted to its August 22, 2016 meeting.

-Review of Forms and Format for Retention Schedules

Ms. Turner said that the State Records Board will now require the completion of its forms for schedules submitted to the board going forward. The board will no longer accept the schedules in spreadsheet form as practiced. There are three forms and two different filling options for the committee to review and choose to complete going forward. All forms require every record to state personal identifiable information contained in the record. The committee's choice will affect the format of presenting the schedules to the committee going forward from staff.

The recommendation from staff is for the first option, the Records Retention / Disposition Authorization (PRB-001) form, which would be the most similar one to the current record retention schedule request form. The form is fillable and can be completed by departments via the MINT intranet. Certain fields are missing but can be added to the record description. Requests for changing custodians and deleting schedules would require completion of a separate Change Request (DOA-3806) form.

The second option is the Records Retention / Disposition Authorization Functional (PRB-003) form. This option would require each department to fill out a packet of forms as opposed to one sheet for a retention schedule. The form has fewer fields for the state board to review.

Mr. Klajbor said that the first option would be most similar to what is occurring now.

Mr. Owczarski moved that the Records Retention / Disposition Authorization (PRB-001) and Change Request (DOA-3806) forms be used to complete record retention schedules going forward. Seconded by Ms. Islo. There were no objections

from those members present.

Mr. Owczarski further moved that the new forms would suffice for committee review requiring no supplementary information. Seconded by Mr. Watt. There were no objections.

5. Status of Open Data Initiative.

Ms. Olson gave an update on a report on open data initiative for the City. Since the last committee meeting every department was asked to supply three to five datasets, either commonly requested ones or ones desired to be on the open data portal. 108 datasets have been received for the inventory on the open data portal page. 68 of them are available. 40 are under consideration. Datasets have been categorized into 7 areas. Public safety is not the biggest category. There is a list of all datasets that are on the open data inventory that are under consideration.

There were two new datasets added to the open data portal since the last meeting. The first dataset is an address listing of every city property with a lead service line in Excel spreadsheet format. The second dataset is from ITMD regarding service request only data from the 286-CITY call center phone line. 70 percent of calls are informational inquiries and do not result in a service response.

There was success in requesting in the 2017 City budget to receive funds for a data portal through the capital program. An RFP document will be prepared for open data portal software, which will change the portal page making it more navigable.

Anticipated for the next quarter is completion of the inventory, with participation for those departments that have yet to respond, and review of priorities. About 60 percent of departments have responded thus far.

6. Status of ADA DOJ Web Compliance.

Ms. Olson gave an update. The City had signed an agreement with the Department of Justice (DOJ) to comply with the American Disability Act (ADA), include ADA web compliance. City web pages and applications must be made to be Web Content Accessibility Guidelines(WCAG) 2.0 AA compliant. One requirement is to hire a consultant, and an RFP has gone out. RFP responses have been received and are being evaluated. Anticipated by the next meeting is a contract with the chosen consultant and completion of a preliminary report on the status of ADA web compliance for the City. Requested from departments is consideration of ADA web compliance for any new applications and agreements with software vendors. The consultant will survey the City's sites for the next three years as part of the agreement.

Ms. Kelsey asked about language being added to contracts for new purchases and bids.

Ms. Olson replied yes for any applications that are open to the public but not for applications that are only used internally. The agreement applies only to the external facing web pages and applications. She will contact city attorney Kathy Block about creating the contract language accordingly.

7. Demo of Land Management System (LMS) Citizen Access

Ms. Olson gave a demonstration and overview of the City's LMS access site at milwaukee.gov/lms.

LMS went live early back in January for the records of the Board of Zoning Appeals and the Department of Public Works. It expanded to include the Department of Neighborhood Services records in October. There is much functionality and searchable fields for records on the LMS access site open to the public. Significant data can be obtained on the access site by anyone without requiring registration. Examples include permitting, licensing, inspection, and property registration data. Citizens can pull permits and request services on the access site, but that requires them to create their own accounts and logins.

When searching on LMS, "show all content" must be selected to search all records. There are helpful guides and a helpful instructional video on the site. The NSS system remains unchanged and will remain open. Some migration issues are anticipated to be corrected by the end of the year. 2.5 million records were converted to the LMS. LMS will show every record, including historical records. A future addition to LMS will be the City Clerk Licenses Division records. There is much advanced searchable fields such as by address, address range, parcel number, tax key, data type, data range, and date range. "H" records are historical records and contain limited amounts of data details. Otherwise, LMS records will contain much live workflow data going forward, such as the various steps of permitting by field personnel. 35 iPad devices deployed in the field for inspectors to enter data by the end of the year. Document attachments can be accessed under record information.

8. Proposal of Virtual Fax Machine System.

Mr. Henke gave an overview. The system is part of the new retention schedule under consideration today to process faxes in a paperless matter. ITMD has been investigating on sending and receiving documents electronically through a fax number. The proposal is through a web portal that can be logged into to upload or download fax documents through a traditional fax number. Primary reasons for the system are difficulties in installing phone lines for fax machines, reducing cost, eliminating paper, producing electronic documents seamlessly, and reduce fax machine hardware. The web portal interface is in development and will be similar to the voicemail system for general city employees with a fax portal number, secure login, and pin number. The police and fire departments have different voicemail systems, and there can be discussion to include those departments to the proposed virtual fax machine system.

The system will save fax documents electronically to the portal. Recipients will be notified by email about fax documents that are received and transmitted through the system. Fax documents uploaded internally to or received externally through the portal will be retained for 120 days before being purged from the archive. Of importance are departments downloading fax documents from the portal prior to the documents getting purged and retaining documents, under other retention schedules, appropriately from the fax system. The system is an additional tool and may not be an appropriate replacement for all traditional fax machine solution.

Members inquired about notification from the portal system to recipients regarding documents that will be purged from the portal, testers for the portal, a desktop component, and HIPPA compliance.

Mr. Henke replied. A purge notification can be considered in developing the portal system. Testers are welcomed. Once the retention schedule is approved, the

application will be developed and be in testing phase early next year. There will only be a website and no desktop component. He is unsure about developing the system to be HIPPA compliant, but the system will have secure login. The intent is not for everyone to have their own fax phone line.

Mr. Burki said that the police department is interested in being a tester for the system.

Atty. Block said that Ellen Tangen of his office would need to address the HIPPA compliance.

Mr. Owczarski commented. A virtual fax machine portal, as proposed, would significantly be more secure than physical fax machines where anyone can access a physical fax machine. His office asked for this to eliminate the use of physical fax machines and to seamlessly receive and send documents electronically, which will likely be the practice in the foreseeable future.

Ms. Olson added comments. An eventual City Attorney opinion will be needed to address HIPPA compliance. Physical fax machines are not that active, especially in her office. There is flexibility in developing the system. The uniqueness of each department will have to be considered. There may be departments that still want to retain a standard fax machine. The development of the virtual system will not take significant time as currently envisioned.

9. Review of 2017 CIMC Meeting Schedule.

Proposed meetings for 2017 from clerk staff are:

Thursday, March 9, 2017 at 10 a.m. in Room 303, City Hall

Thursday, June 8, 2017 at 10 a.m. in Room 303, City Hall

Thursday, September 14, 2017 at 10 a.m. in Room 303, City Hall

Thursday, December 14, 2017 at 10 a.m. in Room 303, City Hall

Ms. Wilichowski moved approval, seconded by Ms. Pinger, of the 2017 CIMC meeting schedule as presented. There were no objections from those members present.

10. Adjournment.

Meeting adjourned at 11:00 a.m.

Chris Lee, Staff Assistant

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

[161089](#)

Communication relating to the matters to be considered by the City Information Management Committee at its December 8, 2016 meeting.

Sponsors: THE CHAIR