City of Milwaukee

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

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Thursday, March 9, 2017	**10:00 AM**	**Room 303, Third Floor, City Hall**

1.   Call to order.

Meeting called to order at 10:02 a.m.

2.   Roll Call.

Vice-chair Olson presiding over meeting.

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

Absent   1 -   Burki

Excused   2 -   Meyer and Kovac

Individuals also present in participation:

Maggie Turner, City Records Center
Jack Gaboury, City Records Center
Commissioner Preston Cole, Department of Neighborhood Services
Erick Shambarger, Environmental Collaboration Office
Jeff Anthony, Mid-West Energy Research Consortium
Rhonda Kelsey, Purchasing Division

3.   Review and approval of the previous meeting minutes from December 8, 2016.

Member Klajbor moved approval, seconded by member Wilichowski, of the meeting minutes from December 8, 2016. There were no objections from those members present.

4.   Records retention.

-Proposed department record schedules for approval

Ms. Turner gave an overview. There are 50 schedules comprised of those from the offices of the Comptroller, Deferred Compensation, Forestry, Health, Treasurer, Water

Works, and citywide global schedules. Majority of the schedules are those being renewed or removed. There are not a lot of deleted schedules. Majority of the schedules come from Forestry with nearly 20 new schedules created from new personnel and records that were found not to be included. There are two new e-vault applications. Her office is digitizing 11 years of reports from Deferred Compensation into e-vault. The Health Department is scanning oversized structural drawings of food establishments. Two citywide global schedules are up for renewal, and one is a new schedule for copies of iRIS for departments.

Mr. Klajbor questioned Forestry personnel schedules and global schedules.

Ms. Turner said that schedules need to be listed under each individual department for identification despite adopting global schedules that are in place.   Departments should inform City Records if they are following global schedules or their own. Global schedules are listed on the MINT, one for administrative and one for personnel.

Mr. Klajbor moved approval, second by Ms. Wilichowski, of the proposed department record schedules as presented. There were no objections from those members present.

Ms. Olson said that a short summary document would be useful to the committee if it would not pose a great deal of effort on staff. Further details can be found through the actual forms.

Ms. Wilichowski concurred and said that a description of a record should be on the summary document.

Ms. Turner said a summary page can be done.

Mr. Klajbor said that City Records should notify each department to make its description shorter and in Word format instead of .PDF for ease of copy and paste.

-State Records Board approval of previous schedules

Ms. Turner gave an overview. The state board approved in its November 2016 meeting the committee's 2016 third quarter 33 record schedules. The committee's 30 schedules from its December 2016 meeting will be heard by the state board next week. From those 30 schedules from December, 13 were returned for revision. Some were due to format errors and for further clarification. All were revised except the DCD schedules, which were returned for increasing the retention from 3 to 4 years to match state global schedules. DCD was not in agreement with the increase, and the state will review them unchanged.   Language about creating a global schedule for photos was removed.

Ms. Olson commented. City records staff should perhaps appear to present the City's case regarding its schedules to the state when appropriate. The State returned the schedule for electronic fax records.

Mr. Gaboury and Ms. Turner replied. The state board requests that appearances be made at its management meetings prior to the board meetings. Staff will consider going to the next management meeting in May regarding today's schedules. The schedule for the electronic fax records was returned to remove the type of medium from the title to prevent multiple schedules based on medium type: paper, electronic,

and microfilm. One schedule form with a box to select the type of medium is preferred. Going forward the number of schedules that are submitted to the state board will be less than the number of schedules considered by the committee.

Ms. Olson said that the committee will hear both paper and electronic retention schedules, but only the electronic schedules will be sent to the state board. City Records staff should indicate in the summary the schedules that will be sent to the state board and those that will not.

Mr. Klajbor said that the City can have two forms with each one referencing a different medium in the title.

Ms. Turner said that the schedules from Deferred Compensation and Health Department numbered 86M35 and 17S001, respectively, will not go the state board.

5.   Communication on Land Management System (LMS).

Ms. Olson gave an update on the implementation of LMS in city departments. DPW permitting, BOZA appeals, and DCD planning were converted to LMS in February 2016. DNS was converted to LMS in October 2016 and is the bulk of the system. LMS replaced several aging home grown systems, some with history such as the NISC. ITMD will ultimately turn down the NISC. Conversion was not without incident, and ITMD has addressed incidents along the way. LMS is continually being modified as problems and opportunities are presented. Current data going into LMS are those from the Development Center permitting. There have been 2.5 million records converted into LMS. Since October 3, 2016, there have been over 40,000 inspections that resulted in LMS. ITMD are deploying 20 iPads to the DNS field inspectors. There are apps specific to code enforcement or inspections and are easier for the inspectors to use. 30 more iPads will be ready to go in stages in the next few months. ITMD did deploy mobile device management where iPads can be wiped if lost or stolen and refreshed or updated remotely. Through LMS there is more real time data for internal and public users, such as inspection resolutions that can be seen immediately.

Mr. Cole commented. The conversion to LMS from NISC for DNS had some difficulties, was a gradual process initially, and is now quickly being utilized.   There are various neighborhood organizations outside of the City that use DNS records to manage landlords, tenants, and properties.   Nancy and he have gone out to several communities to assist them in using LMS. Some paper records were kept as a backup to conversion.   LMS is proving to be a better tool than NISC, works better in tablet form than desktop form, presents a robust system for DNS. There is excitement with LMS today from DNS, especially the development center section regarding metrics going forward. iPads offer a new dynamic where inspectors can go right to work rather than coming downtown first.

Mr. Owczarski commented.   Staff and external customers have significant concerns about user interface of LMS on the customer end, especially for those who used the old system.   The issue is the functionality of the system. Feedback has been that LMS does not do certain things the right way. The right channels should be made aware of these concerns to address them without being burdensome. The address records retention of NISC needs to be addressed. His office wants to use LMS and is looking to integrate the License Division licensing process into LMS.

Mr. Cole added comments. DNS will help ITMD take the lead on addressing concerns

about using LMS. Contacts can be forwarded to his office to meet with those neighborhood organizations with concerns. DNS went through the process with those same concerns and has manipulated the system to meet its needs. There is psychology in changing systems.

Ms. Olson added comments.   The LMS homepage has video instructions and written instructions for both community groups and contractors. LMS allows for pulling permits online. More online training can be done, but it is difficult to get to people. Clerk staff have expressed that there is more data, functionality, and progress in LMS. No one likes changing into a new system but people typically will come to embrace a new system once it's in place. Concerns can be due to system-related or office-related issues. System-related issues can be directed to ITMD while office-related issues can be directed to DNS. There is a meeting next week to discuss the address records retention of NISC. ITMD will soo move to integrate and implement the City Clerk's office into LMS, especially for the licensing and historic preservation processes.

6.   **Report on Smart Cities Initiative.**

Mr. Shambarger gave an overview.

The goal of the initiative is to make the City an eco-class city.   Mid-West Energy Research Consortium (M-WERC) and ECO have been working on smart cities issues for over a year. The smart cities initiative stemmed from a conference with peers around information technology improvement (IT) and using IT to be resource efficient, process efficient, decrease pollution and carbon, be more transparent, and be all positive things that technology offers. There is synergy for the City to have a culture of innovation. The City has technology strength but does not show that strength on its website or through marketing. The City needs to embrace its technology, publicize it, and become a smart city. Milwaukee is not behind other cities. The City has two industry clusters built around technology and clean technology through the Water Council and M-WERC. The City has technology strength through its universities.

A smart city means finding ways to use information technology to enhance the quality of life, and make urban services more efficient, such as energy utility and transportation sectors, in order to reduce resource consumption, waste, and overall costs. The overall goal is to improve the quality of life for residents.

The internet-of-things is the inter-networking of physical devices, vehicles, buildings, and other times embedded with electronics, software, sensors, actuators, and network connectivity that enable these objects to collect and exchange data. Examples are the BUBLR bike system infrastructure and apps on phones.   The City should no create duplicative services.

His involvement started with the Urban Sustainability Directors Network where he was referred to and attended Envision America, a 10 city competition conference in Charlotte. At the conference cities came and created dialogue with private and public sectors about possibilities. A possibility is using technology on a city scale in eco-industrial districts like Century City, Menomonee Valley, Harbor District, and Water Technology District. Much was learned about what other cities were doing. Columbus, Ohio was a recipient of $40 million smart cities challenge grant through US DOT to rethink its transportation structure.   Technologies that the City should consider relative to transportation include electronic vehicles and driverless cars.

Boston, Massachusetts is timing its traffic signals from real data from people's smart phones. Kansas City, through the private sector, put in digital kiosks around its downtown paid through sponsorship dollars. Other cities at the conference were Charlotte, San Diego, and Copenhagen. The City should get into the game for federal grant dollars. The City of Charlotte are using its streetlight infrastructure as platform for other apps, sensors, and cameras to the fixtures.

The technology sectors that he is focused on are building energy efficiency and eco-industrial districts. Building owners should cut energy use by 20% over a decade and implement new building technologies and controls. There is unique opportunity on a district scale. Pilot programs should be done on a small scale initially.

Next steps are planned. Committee feedback is sought on what has been working on thus far. An immediate task is to form a working group from the public-private sectors to look at possibilities, identify technology to implement at a district scale in eco-industrial districts, and acquire financing. Large private sector investments can be obtained if done right, such as selling advertising in kiosks like in Kansas City. Companies can have demonstration sites to show their customers. The City needs to get in early to get products for free. The Water Council and M-WERC wants to showcase their IT products at those clusters and for the City to act as an IT laboratory. A smart cities website will be created.

Ms. Olson said an interest is to leverage and share technology cohesively amongst ourselves. Of importance are marketing apps, building marketing theme, starting early, branding, and showcasing technology together. An example would include integrating Milwaukee Mobile Park app, small cells on streets with Verizon, smart street lights, and parking meters together in the same space.

Mr. Anthony commented. The number of technology companies is exploding. M-WERC wants to create a framework to manage technology interest by acting as a clearing house to bring technologies and groups in a controlled manner and figure out what type of pilot projects make the most sense in the eco-districts.

Mr. Owczarski commented. The leveraging of technology for internal purposes has been inadequate. The City is a leading example for the Granicus system but more could have been leveraged from it. The City has not done a good job of creating a culture of technology thinkers at the management level where there are and could be lost opportunities.

Ms. Olson added remarks. Granicus was very innovative. The City does not do a good job of marketing. LMS is an example of an innovative new system that should be embraced internally and externally. The committee will have a role on the smart city initiative. More of the internet-of-things are being seen, including for records retention schedules and data.

7.   Email Encryption Instructions.

Ms. Olson gave an overview. Instructions have been provided to members. These instructions are an approach for City personnel to send encrypted emails outside of the city if the emails contain personal or sensitive information. Encrypted emails sent out will remain in the sent box in the email system, which will allow the emails to be searchable and recoverable for open records or litigation purposes. Everyone will be able to send an encrypted email like normal but will require the word "SENDENCRYPT"

be in the subject line. Recipients of these encrypted emails can either login with Microsoft 365 credentials or get a one-time password to get the encrypted emails. The email use policy included a section on encryption emails referencing that ITMD can provide instructions on encryption emails to departments as requested.

Ms. Kelsey inquired about the instructions being disseminated to all departments and employees.

Mr. Owczarski questioned an authority feature for encryption emails.

Ms. Islo asked about those who abuse and send everything encrypted.

Ms. Olson replied. She will consider sending information to department heads but do not want to encourage wide use of encryption emails. Departments that have a need for encryption emails should contact ITMD. The wording that prompts an encryption email can be changed at the discretion of ITMD. The desire is to not be engaged in managing authorized accounts. People will not like to receive many encrypted emails, which involves extra steps to open them. People who are carbon copied on encrypted email will receive plain text emails and not encrypted email. The email use policy states that there is no expectation for privacy. Departments can let her office know of any employees inappropriately using encryption emails. ITMD can do an e-discovery search.

8.   **Updates.**

-Open Data

Ms. Olson said that ITMD will issue a RFP soon for an open data portal.

-ADA DOJ project progress

Ms. Olson said that ITMD has put out an RFP for a third party consultant to evaluate the City's public facing websites for ADA compliance as required by an agreement with the Department of Justice. Contract details are being worked out with a prospective consultant. Departments need to be aware of this requirement and track public facing City websites, which there are some that are popping up that ITMD does not know about. Members are to inform ITMD of any City websites outside of ITMD's scope.

-Security appliance

Ms. Olson said ITMD is evaluating a RFP for a security appliance with the Purchasing Division. A security appliance will increase ITMD 's pasture on the network, give ITMD more insight to malware, and make it easier for ITMD to observe external attacks. A security appliance will replace existing hardware on ITMD's network , which currently does it in form of firewalls and VPNs.

9.   **Review and approval of CIMC 2016 annual report.**

Member Klajbor said that the report was well done by clerk staff and should be submitted to the Common Council.

Member Klajbor moved approval, seconded by member Owczarski, of the CIMC 2016 annual report. There were no objections from those members present.

10.   **The following files may be placed on file as no longer necessary:**

A.   151552   Communication relating to the matters to be considered by the City Information Management Committee at its March 10, 2016 meeting.

    Sponsors: THE CHAIR

A motion was made by James Klajbor, seconded by Deborah Wilichowski, that this Communication be PLACED ON FILE. This motion PREVAILED by the following vote:

    Aye 7 - Islo, Owczarski, Klajbor, Watt, Wilichowski, Sirvanciand Pinger

    No 0

    Absent 1 - Burki

    Excused 2 - Meyerand Kovac

B.   160157   Communication relating to the matters to be considered by the City Information Management Committee at its June 9, 2016 meeting.

    Sponsors: THE CHAIR

A motion was made by James Klajbor, seconded by Deborah Wilichowski, that this Communication be PLACED ON FILE. This motion PREVAILED by the following vote:

    Aye 7 - Islo, Owczarski, Klajbor, Watt, Wilichowski, Sirvanciand Pinger

    No 0

    Absent 1 - Burki

    Excused 2 - Meyerand Kovac

C.   160578   Communication relating to the matters to be considered by the City Information Management Committee at its September 8, 2016 meeting.

    Sponsors: THE CHAIR

A motion was made by James Klajbor, seconded by Deborah Wilichowski, that this Communication be PLACED ON FILE. This motion PREVAILED by the following vote:

    Aye 7 - Islo, Owczarski, Klajbor, Watt, Wilichowski, Sirvanciand Pinger

    No 0

    Absent 1 - Burki

    Excused 2 - Meyerand Kovac

D.   161089   Communication relating to the matters to be considered by the City Information Management Committee at its December 8, 2016 meeting.

Sponsors: THE CHAIR

A motion was made by James Klajbor, seconded by Deborah Wilichowski, that this Communication be PLACED ON FILE. This motion PREVAILED by the following vote:

Aye   7 -   Islo, Owczarski, Klajbor, Watt, Wilichowski, Sirvanciand Pinger

No   0

Absent   1 -   Burki

Excused   2 -   Meyerand Kovac

11.   Adjournment.

Meeting adjourned at 11:10 a.m.

Chris Lee, Staff Assistant
Council Records Section
City Clerk's Office

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

161509   Communication relating to the matters to be considered by the City Information Management Committee at its March 9, 2017 meeting.

Sponsors: THE CHAIR