



# City of Milwaukee

200 E. Wells Street  
Milwaukee, Wisconsin  
53202

## Meeting Minutes

### CITY INFORMATION MANAGEMENT COMMITTEE

**ALD. NIK KOVAC, CHAIR**

**Nancy Olson, Vice-Chair**

**Jane Islo, James Klajbor, Jennifer Meyer, James Owczarski,  
Judy Pinger, Mark Rohlfing, Aycha Sawa, Richard Watt, and  
Deborah Wilichowski**

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

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**Thursday, September 20, 2018**

**10:00 AM**

**Room 303, City Hall**

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**1. Call to order.**

*Meeting called to order at 10:05 a.m.*

**2. Roll call.**

*Rocky Wruck replacing Aycha Sawa as a member for this meeting.*

*Jeffrey Point replacing Chuck Burki as a member on the committee.*

**Present** 9 - Islo, Owczarski, Klajbor, Kovac, Watt, Olson, Pinger, Wruck and Point

**Excused** 1 - Wilichowski

**Individuals also present:**

*Bradley Houston, City Records Center*

*Atty. Peter Block, City Attorney's Office*

**3. Review and approval of the previous meeting minutes from June 14, 2018.**

*Member Klajbor moved approval of the meeting minutes from June 14, 2018 with the revisions to page 4, as provided by staff, to Atty. Block's comments. There was no objection.*

**4. Records retention.**

*a. Proposed departmental record schedules for approval.*

*Mr. Houston gave an overview. 22 new amended schedules are before the committee from 5 departments. The majority are from the Legislative Reference Bureau (LRB) and City Records Center. LRB is consolidating its research files by reducing its 6 series into 2. The Environmental Collaboration Office submitted its first ever retention schedule. There are 97 closed superseded schedules from 5 offices due to cleanup in the City Clerk's Office, archiving in LRB, and standard closes and digitization in the*

*Employees' Retirement System (ERS).*

*Member Klajbor moved approval of the proposed departmental record schedules. There was no objection.*

*b. State Records Board approval of previous schedules*

*Mr. Houston provided an update. All schedules from the last meeting have been approved by the State Records Board, and an official approval notice is expected from the board soon. Notifications will be sent to affected City offices and all offices (both department heads and record custodians) concerning high level global schedules. There will be forthcoming training open to departments concerning the global schedules. The schedules presented to the committee today were already sent in advance to the state board for review.*

*c. Records and Information Management (RIM) policy*

*Mr. Houston gave an overview. There were 3 major changes to the policy resulting from a meet and confer with union representatives. A statement on fraudulent alterations and destruction of records was added. A statement was added on the general applicability to city employees. Links to the email and social media policy were added. The policy would have to go the Common Council for approval with a recommendation from the committee.*

*Member Klajbor moved approval of the RIM policy. There was no objection.*

**5. Demonstration on E-Fax.**

*Individual appearing:*

*David Henke, Information and Technology Management Division*

*Member Owczarski said that hardcopy fax copies are still being utilized, especially in the medical field, and the City Clerk's Office served as a pilot to receive electronic faxes. Received e-faxes are being saved into e-records and are not being printed.*

*Mr. Henke gave an overview and demonstration. There is an effort to remove city fax lines and physical fax machines. After the record retention schedule for e-fax is set into place, the e-fax project can move forward. Work has been done with the City Clerk's Office, especially the License Division, to migrate into e-fax. ITMD is still troubleshooting issues between e-fax and fax lines and will move to other departments once issues with the City Clerk's Office have been resolved. The e-fax service has been adjusted from 7 days to 120 days for retention compliance, and departments will then have to appropriately store their fax records elsewhere after 120 days. Interchangeably, an e-fax can be sent and received both electronically and physically via a phone line. Electronically, an e-fax is a .PDF scanned copy of a document that is linked to an email (like an email attachment). A recipient can access an e-fax via email, as described, or receive a physical copy if using a traditional physical fax machine. An e-fax can be sent either from an e-fax or traditional fax machine. Due to being a scanned image copy, e-fax records are not easily searchable and present a problem for public record requests. HylaFAX is the system server agent being used for e-fax. The City can only receive an e-fax currently and will work on phase 2 of the project to be able to send out an e-fax through use of a multifunctional printer fax machine hooked to a phone line. Phase 2 is undetermined and will be based on*

*demand and priority. The e-fax link is secure. No pin or password is required to access the link but can be developed in the future as a next step.*

*Vice chair Olson and Mr. Houston stated that HIPAA compliance concerns for e-fax should be addressed by looking at one solution rather than at many.*

*Vice chair Olson further questioned access to an e-fax record and phone number.*

*Mr. Henke replied that access can be configurable. Multiple emails or a central group email can be assigned.*

*Mr. Houston said that an e-fax would be stored at one central place (HylaFAX server), which would be ideal for e-fax record retention purposes.*

**6. Discussion on National Cyber Security Month (October).**

*Vice chair Olson commented. October is National Cyber Security Month. ITMD will be disseminating educational materials to everyone about cyber security attacks and its prevention. ITMD is open and can offer a presentation regarding cyber security to departments and their employees. Last year was a bad year with viruses via city employee emails. ITMD spends much time keeping emails clean. 71 percent of cyber security attacks are user-based, and ITMD can only handle 29 percent of the attacks.*

*Mr. Houston added that a cyber security issue would also include the inappropriate retention or destruction of data, especially in situations of a data hack.*

*Member Islo inquired about a video presentation.*

*Vice chair Olson concurred and will explore developing a video presentation.*

*Member Klajbor said that his office would like to receive a presentation.*

**7. Agenda items for the next meeting.**

*Agenda items to be developed. Members to notice staff of items to schedule.*

**8. Next meeting date and time.**

*a. Thursday, December 13, 2018 at 10 a.m.*

**9. Adjournment.**

*Meeting adjourned at 10:36 a.m.*

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

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

[180723](#)

Communication relating to the matters to be considered by the City Information Management Committee at its September 20, 2018 meeting.

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