



City of Milwaukee

200 E. Wells Street
Milwaukee, Wisconsin
53202

Meeting Minutes

CITY INFORMATION MANAGEMENT COMMITTEE

ALD. NIK KOVAC, CHAIR

David Henke, Vice-Chair

Timothy Richter, Karen Dettmer, James Klajbor, Jennifer Meyer, James Owczarski, Jeffrey Madison, Judy Pinger, David Klein, Richard Watt, and Jeffrey Larson.

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

Thursday, March 18, 2021

10:00 AM

Virtual Meeting

This will be a virtual meeting conducted via GoToMeeting. Should you wish to join this meeting from your phone, tablet, or computer you may go to <https://global.gotomeeting.com/join/117202293>. You can also dial in using your phone United States: +1 (872) 240-3212 and Access Code: 117-202-293.

1. Call to order.

The meeting was called to order at 10:04 a.m.

2. Roll call.

*Present 9 - Kovac, Henke, Richter, Kaminski, Klajbor, Owczarski, Pinger, Klein, Watt
Excused 2 - Larson, Meyer-Stearns
Absent 1 - Madison*

Also present:

*Bradley Houston, City Records Center
Peter Block, City Attorney's Office*

3. Review and approval of the previous meeting minutes from December 10, 2020.

The meeting minutes from December 10, 2020 were approved without objection.

4. Records Retention.

A. Proposed departmental record schedules for approval

Mr. Houston commented. Schedules contained a large number of closed ones and 13 new ones. Comptroller schedules were primarily dispositions of IT schedules, which would eventually become a citywide IT global schedule after input from IT departments. There was a separate subschedule for paper records regarding the old management system as opposed to microelectronic records. A new system was

discovered to simplify and merge all records into their master. Other schedules included MPD hospital reports and DNS enforcement orders for paper input and LMS records.

Member Klajbor inquired about the schedule for RITS tickets.

Mr. Houston replied that ITMD would retain the RITS tickets, which were support related records for the Comptroller's Office.

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

B. State Records Board approval of previous schedules

Mr. Houston commented. All schedules from last quarter were approved with two exceptions. Schedule #0700079 on police officer pension contribution forms would be resubmitted after clarification was made on its application. The other change was for "events of closure of a file" in lieu of "events of creation" for RDA 730083 regarding legislative referral files. His office was in agreement and made the change.

C. Communication on a policy for Microsoft Teams data and records retention

D. Communication on a policy for the City's DocuSign platform

Mr. Houston gave a presentation concurrently on the MS Teams and DocuSign platforms.

Microsoft Teams and DocuSign were two exciting and useful electronic opportunities. MS Teams was a great facilitator of meetings and document sharing. DocuSign was a facilitator of secure paperless documents, forms, and signatures. The electronic documents through both systems were legal and sufficient according to Wisconsin records law; however, these "invisible" records would create a governance and management problem. He was working with ITMD to develop a plan involving a 3-step process of developing guidelines and procedures, doing outreach and training, and implementing policy and enforcement.

MS Teams recommendations would include having a 2-year data retention policy on most content with exceptions, having a records custodian for each office, and discouraging meeting recording. In the works were possibly scheduling the entire Teams sites based on use cases and doing additional work on SharePoint/OneDrive retention rules. Retention of meeting videos was 90 days. Common Council meeting videos were permanently stored on Granicus presently. Internal staff meeting recordings should be discouraged, and their retention would depend on the purpose of those recordings. If for a project, those recordings should be kept for the duration of the project.

DocuSign recommendations would include having a guidance document with best practices for storage and purging of records on DocuSign site, to document owners and official records custodians, and addressing data-only retention and whole-form retention. In the works were RRDA for Certificates of Completion, formal onboarding template, and policies on use for confidential data.

Next steps would include the completion of testing and guideline documents, getting feedback from the committee and power users by June 2021; presenting

documents/schedules to the committee for approval, having training, and getting feedback from end users by August 2021; and continuing training, messaging, and further process development to the end of the year.

Members questioned Certificates of Completion and the maintenance and records custodian for MS Teams and DocuSign.

Member Klein added that Certificates of Completion contained more information than an original record pertaining to things such as dates of action and IP addresses.

Mr. Houston replied that staff would have to maintain records long-term, he would have to think about the retrieval of records from DocuSign, and possibly having a schedule to auto-redact personal/sensitive information for Certificates of Completion.

Vice-chair Henke added that ITMD would work to address those issues, include guidance in the trainings, and for everyone to work with Mr. Houston in the meantime prior to having formal standards.

5. Information and Technology Management Division.

A. Communication on hardware failure

Vice-chair Henke commented. The January 22, 2021 server failure stemmed from corrupted data during a hard drive replacement on the server by ITMD staff. The drive in question was not set up to standard and was replaced with the assumption that it was proper. Some data for that day was unfortunately lost and departments were impacted, especially the Health Department. Impacted drives had to be reconstituted, and everything else was restored in a week. One main cause for the failure was due to the impacted servers not being part of the replication process. Redundant systems were configured to replicate critical systems only and not to replicate all systems. Another cause was due to improper configuration for rate backup. ITMD had rebuilt the system with the proper protection and backup, checked remaining systems for proper rate configuration and redundancy, replaced multiple drives on other systems, and would move forward with replacing the current and outdated insane server environment. The Comptroller's Office would be doing an audit of this incident.

Charles Roedel, Internal Audit Manager, appeared and commented. His office was currently in the process to hire a consultant to lead an IT and disaster recovery audit. There would be light investigation to correctly identify the root causes of the issues from January. The audit was going to be forward looking to understand what is in place and what else needs to be remedied to prevent similar issues in the future.

Vice-chair Henke added that an ongoing issue would be the ability to adopt the latest technology because newer technology does not support older systems that the City has, the City's backup and restoration ability is hamstrung particularly for legacy systems, and ITMD would work with departments to try to move technology forward and mitigate issues.

6. Review and approval of the 2020 CIMC annual report.

Vice-chair Henke gave an update on the IT Acceptable Use Policy item in the report. The policy was passed by the Common Council in February 2021. DER is having new employees sign that policy. ITMD would start an electronic training and validation

process in the next few months via InfoSec for the rest of the City to complete the policy.

Member Klajbor moved approval of the 2020 CIMC annual report as presented. There was no objection.

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

- A. [191863](#)** Communication relating to the matters to be considered by the City Information Management Committee at its March 26, 2020 meeting.
Sponsors: THE CHAIR
This Communication was PLACED ON FILE
- B. [200654](#)** Communication relating to the matters to be considered by the City Information Management Committee at its September 17, 2020 meeting.
Sponsors: THE CHAIR
This Communication was PLACED ON FILE
- C. [201123](#)** Communication relating to the matters to be considered by the City Information Management Committee at its December 10, 2020 meeting.
Sponsors: THE CHAIR
This Communication was PLACED ON FILE

8. Agenda items for the next meeting.

Vice-chair Henke said that ITMD would be participating in a 3-day Microsoft 365 Office tools workshop from June 22 to 24, 2020 and would present from that experience.

Member Klein said that his office may potentially present on the 2020 IT Risk Assessment.

9. Next meeting date and time (June 10, 2021 at 10 am).

10. Adjournment.

Meeting adjourned at 10:50 a.m.

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

Meeting materials for this meeting can be found within the following file:

- [201491](#)** Communication relating to the matters to be considered by the City

Information Management Committee at its March 18, 2021 meeting.

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