



City of Milwaukee

200 E. Wells Street
Milwaukee, Wisconsin
53202

Meeting Minutes

CITY INFORMATION MANAGEMENT COMMITTEE

ALD. MARK BORKOWSKI, CHAIR

David Henke, Vice-Chair

Timothy Richter, Robert Jaeger, James Klajbor, Jennifer Meyer, James Owczarski, Jeffrey Madison, James Zimmer, David Klein, Richard Watt, and Jeffrey Larson.

**Staff Assistant, Chris Lee, 414-286-2232, Fax: 286-3456,
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Thursday, September 1, 2022

1:00 PM

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://meet.goto.com/412435405>. You can also dial in using your phone United States: +1 (872) 240-3412 and Access Code: 412-435-405.

1. Call to order.

The meeting was called to order at 1:03 p.m.

2. Roll call.

*Present (10) - Borkowski, Henke, Richter, Klajbor, Owczarski, Madison, Jaeger, Riesing, Watt, Larson
Excused (2) - Zimmer, Meyer-Stearns*

Mr. Riesing serving as a member in place of member David Klein for this meeting.

Also present:

*Brad Houston, City Records Center
Peter Block, City Attorney's Office
Judy Sieltmann, ITMD
Robert Surita, ITMD
Kathy Brengosz, LRB
Kate Pawasarat, Office of Equity and Inclusion
Casey Lapworth, MPL*

3. Review and approval of the previous meeting minutes from June 16, 2022.

Atty. Block said to correct page 3 of the minutes to replace the language "there was not a legal requirement to archive text" with "there was not a legal requirement to use archiving software".

The minutes from June 16, 2022 were amended and approved with the corrections as given by Atty. Block. There was no objection.

4. Records Retention.

A. Proposed departmental record schedules for approval

Mr. Houston commented. There were 63 total schedules. Most were superseded schedules. There were two main schedules pertaining to non-police video surveillance recordings. Retention for those video recordings without incidents would be nominal at 72 hours to follow the State's retention. Retention for those video recordings with substance would be at 3 months. If any of the video recording types were found relevant to a claim or litigation, they would be retained beyond their retention period until after disposition of the incident and extracted, disposed of, or maintained according to the RRDAs relevant to the claim or litigation. There were global schedules for MPD Forensics Division photos from case files where photos related to fatal cases would be kept permanently and photos related to non-fatal cases would be kept 7 years. Other MPD global schedules were related to departmental correspondence. He was working to change MPD policy to use non-physical mediums, like cloud storage, to retain media records as opposed to using physical mediums like CDs. Total record schedules in the database have decreased to 2875. The total number was about 5000 when he first came to work at the City Records Center.

B. State Records Board approval of previous schedules

Mr. Houston said that previous schedules were all approved by the State Records Board with one minor correction and that those schedules had been distributed to departments.

5. Communications from the Information and Technology Management Division.

A. Text Message Archiving

Mr. Henke and Surita gave an update. The committee was informed at the last meeting of ITMD discontinuing the trial software for text archiving. They were still working to create and provide guidance to departments on text archiving. The general guidance was to avoid using text messaging for work. They have been working behind the scenes to find upgrading solutions. There were fundamental improvements that were being made to Google and Apple smartphones related to linking user accounts to City enterprise accounts. They were working with Microsoft, Google, and Apple towards using a City business manager connection for users to log into their City accounts on their devices and be able to download company portals and software. There has been success with Apple. Text messaging would be backed up to OneDrive.

Mr. Houston said that the City Records Center had offered workshops on general avoidance from text messaging, text messaging as records have been in the national news for governments, archiving solutions were welcomed, and end users should not be relied upon to determine text messaging records.

B. Data Governance

Mr. Henke and Ms. Siettmann gave an update. The Data Governance Policy was adopted by the Common Council back in January. One major component to solicit input from members was the creating of the Data Governance Board. Board

membership should consist of department data stewards (such as from Health Department, MPD, MFD, and DER) and have consultant or staff support from City Attorney's Office, City Records Center, and ITMD. Protecting critical and private data would best be a focus of the board. The board could perhaps be codified into creation like the CIMC or internally function similarly to CART. Further details on the Data Governance Board composition and structure would be brought to the committee in the future for formal review.

Members did not have any additional input.

Atty. Block said that data with legal protections should be considered.

Ms. Pawasarat added that the Office of Equity and Inclusion should be included on matters and demographic data relating to race and ethnicity.

C. Project Updates

Mr. Henke, Surita, and Ms. Sieltmann gave ITMD project updates as follows:

A Strategic Technology Plan, as required by City code, was in the works and would be brought to the next meeting for review.

Multi-Factor Authentication (MFA) for the City had doubled to about 1,100 presently since the last update, was going well, would continue, and possibly finish by the end of the year.

Service Desk Plus has been in the works for several months, would replace RITS, was an improvement as an asset management tool, would deal with trouble tickets, and was a full ITIL system. 2,200 assets have been loaded. Incident requests would be sent into the new system by the end of September.

Concerning Endpoint Detection Response, Antivirus, and AntiMalware tools, ITMD would be switching to Carbon Black from Malwarebytes by late December. Carbon Black would provide third party security desk help and response to incidents. ITMD had purchased about 2,400 licenses from Malwarebytes. Devices would have to uninstall and install between the two products. Departments may continue to use Malwarebytes, Microsoft Defender (not ideal), or switch to Carbon Black or another product. Carbon Black would cost \$28 annually per device. SCCM would be used to deploy products to machines and not individually.

Much of the cyber security updates and improvements were the result of improvements made available to security and to prepare for the upcoming Republican National Convention. They were working with Homeland Security on the RNC and would be doing tabletop exercises in November.

Members said that cybersecurity software for the City should be centrally configured and there should be a look at making improvements to the City's website as there have been some complaints received on navigating through it.

Mr. Henke responded that central enterprise solutions were not considered in the 2023 budget, they would consider having centrally enterprise solutions for the 2024 budget, they would also have to consider the different enterprise groups and obligations that other departments were using, the County held the contract to the joint website that the

City uses with the County, the contract was being updated, and the timing would be ripe to look at the City's website.

6. Agenda items for the next meeting.

Agenda items to include review of Data Governance Board structure and composition and a Strategic Technology Plan.

7. Next meeting date and time.

A. Thursday, December 8, 2022 at 10 a.m.

Chair Borkowski commended Mr. Lee for his staff support and said that he would like for the committee to start meeting in-person to gain a better sense of participation.

Ms. Brengosz said she would assist the committee as the LRB liaison assigned to the committee.

Ms. Lapworth said that she handled city archive processing at the Milwaukee Public Library.

8. Adjournment.

The meeting adjourned at 1:51 p.m.

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

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

[220575](#)

Communication relating to the matters to be considered by the City Information Management Committee at its September 1, 2022 meeting.

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