



# 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,  
clee@milwaukee.gov**

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Thursday, December 8, 2022

10:00 AM

Room 303, 3rd Floor, City Hall

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**1. Call to order.**

*The meeting was called to order at 10 a.m.*

**2. Roll call.**

*Present (11) - Borkowski, Henke, Richter, Zimmer, Klajbor, Meyer-Stearns, Owczarski, Madison, Klein, Watt, Larson  
Excused (1) - Jaeger*

*Also present:*

*Brad Houston, City Records Center*

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

*Judy Siettmann, ITMD*

*Charles Roedel, Comptroller Audit Division*

*Hakimah Terry, ITMD*

*Chair Borkowski said that he was glad to acquaint and familiarize himself better to everyone in-person.*

*Members gave brief introductions.*

**3. Review and approval of the previous meeting minutes from September 1, 2022.**

*The meeting minutes from September 1, 2022 were approved without objection.*

**4. Records Retention.**

*a. Proposed departmental record schedules for review and/or approval*

*Mr. Houston provided an overview. Under development was the creation of a new records management system and expansion of the vault. Due to that, the office was able to only work on personnel global schedules. HR department representatives used these schedules to manage their documents. The only change for most of these*

*series was the simplification of descriptions and language. There were a few new schedules related to professional development such as attendance records at trainings and events. Due to the number of requests, undeliverable returned mail schedule was added.*

*Member Klajbor moved approval, seconded by member Madison, of the departmental records schedules. There was no objection.*

*b. State Records Board approval of previous schedules update*

*Mr. Houston gave an update. All previous schedules were approved by the state board with some minor changes. The departmental mug shot series had a confusing trigger event, so language was simplified to "created plus 20 years or whenever there is a new one". Other changes were spelling corrections. Last quarter there was a rehash of all photograph schedules from the Forensics division due to the burden of handling their use of physical media (CD), which could become outdated in the future. Their schedules were changed to be format neutral with the hope that those records switch to digital media instead in the future.*

**5. Information and Technology Management Division.**

*a. Data Governance Board structure and composition for review and/or approval*

*Vice-chair Henke commented. The Data Governance Plan was approved earlier in the year by the Common Council. Part of the plan called for the establishment of a Data Governance Board. Since the last meeting not much feedback was received on the board. The committee should discuss the composition of the board and their manner of operation. The board could operate like the CART team, meet offline, and report to the committee as a standing agenda item. The committee could appoint and approve board appointments. The board and its structure could be codified. No membership has been decided. Membership would be based on those dealing with large data and security. Departments could include ITMD, MPD, MFD, MHD, and Comptroller. Membership was not meant to be too unwieldy.*

*Member Owczarski said that CART was not really a public body, it operated primarily via email communications to City Records Center, and the board would best be formed through legislation (ordinance) to set up its membership, policy, structure, and operation.*

*Ms. Sieltmann said the thought was for board membership to come from those dealing with security issues with data itself, privacy, HIPAA, and the like. CIMC should be the executive sponsor. Board leadership or membership should include data managers (like Mike Totoraitis), privacy officials (like Ali Reed), and department data stewards who deal with critical data that needs to be secured.*

*Member Klajbor inquired about a Comptroller audit and ranking on IT risk assessment for the City. Mr. Roedel said that he can share that audit with ITMD.*

*Mr. Houston said that City Records Center needed to be included in the board. Ms. Sieltmann concurred.*

*Member Klajbor said that page numbers needed to be added to the Data Governance Plan.*

*Member Owczarski said for there to be a presentation of the board composition and structure at the next meeting for the committee to review and approve.*

*b. Strategic Technology Plan for review and/or approval*

*Vice-chair Henke gave an in-depth overview. City ordinance required the Chief Information Officer to develop such a plan. A draft was before the committee for its review and approval. The plan was for 2022-2024 and would be updated on a 4-year cycle to coincide with the 4-year term of the CIO where he/she can change the plan according to his/her vision and goals. The CIO would update the plan annually and make it available to all departments and the public via the City's website. The plan described how the City intends to leverage technology for serving the public and achieving the City's business vision and objectives. It also described current technology and forecasted technology needs. The plan listed the vision, mission, goals, guiding principals, business environment, and strategic objectives for planning and implementing IT solutions for the City.*

*The vision was that Milwaukee would be a regional leader in enhancing the experience of every person who lived, worked, visited, or did business in the City through the effective use of technology. The mission was to empower the City and all residents, businesses, and visitors by delivering secure, cost-effective, reliable, equitable, and timely access to data, technology, training, and support. The City's IT goals were established, long term values of efficiency, public access and customer service, transparency and accountability, and risk management.*

*Guiding principles would act as a policy framework to promote standard and cost-effective approach to delivering and operating IT. Guiding principles included central review and coordination of IT, IT enabling effective and efficient service delivery, IT standards, access to information and services, business process improvement, and privacy/security. Business environment would include public sector market trends, re-engineering technology, new technology, access to information and services, increased cost efficiency, data records management and information exchange, and communications and virtual computing. The high cost of securing and maintaining the City's computing environment and information assets was identified as a large cost driver of City IT operations. There was identification of 18 strategic objectives that would support attaining the goals of efficiency, public access, transparency, and risk management.*

*Efficiency goal strategic objectives included implementing enterprise applications, institutionalizing IT project management, standardizing technology by managing IT assets, and standardizing data retrieval. Accomplishments to date included Accela LMS implementation and the decommission of multiple servers, purchased software (Novell & Magic), aging legacy in-house systems and applications (NSS & DCD), reclassification of ITMD legacy positions to create 4 project management positions, agile training for key staff members, maintaining of PC inventory, decommission of systems no longer in use, email archiving, and open data portal establishment. Future projects included conversion of City Clerk Licenses to LMS, conversion of in-house apps to LMS and cloud-based solutions, creation of business requirements for financial/HR system replacement, evaluation of project management tools and methodology, Information Technology Infrastructure Library (ITIL) implementation including IT service management (ITSM) and IT asset management (ITAM), formal change management process implementation for all IT projects, utilize purchase of*

*ManageEngine ServiceDesk Plus to track asset inventory lifecycle, establishing a portfolio management framework that addresses application and computing platforms, capturing portfolio information beginning with major projects, social media archiving, review options of redacting more efficiently, and publishing of applicable data on the Open Data portal to reduce records requests.*

*Public access goal strategic objective was to increase online options to the public for city services. Accomplishments to date included payment utility implementation for citywide use, online property tax and permit payments, online property assessment appeals, and tool to check broken web links automatically. Future projects included online scheduling of building inspectors, ongoing work on ADA compliance issues, rework and Optimize Click4Action and mobile app, improving online translation services, and enhancing search capabilities on the City's internet site.*

*Transparency and accountability goal strategic objective was to optimize technology functions. Accomplishments to date included consolidation of multiple department IT operations into DOA-ITMD and consolidation of multiple individual department applications into existing enterprise applications, such as Accela. Future projects included consolidation of separate police and fire dispatch centers into single public safety dispatch, consolidation of separate general city and public safety telephony groups into single organization, reorganization of Deferred Compensation IT support from Comptroller to DOA-ITMD, review of existing common IT platforms citywide for standardization, and review of operations citywide for simplification and standardization.*

*Risk management goal strategic objectives were to strengthen information security in the departments, strengthen information privacy practices in the departments, strengthen IT business continuity in City of Milwaukee government, and maintain IP network (voice, data, video). Accomplishments to date included creation and hiring of a new position of security analyst (Judy Siettmann), establishment of regular information security vulnerability training, adding materials to Mint, instituting 15 minute security awareness training to new employees during orientation, deployment of Microsoft 365 security and compliance features to protect personal information, implementation of off site cloud storage for system backup and files, implementation of immutable cyber-recovery vault for recovery in the event of a cyber attack, implementation of WiFi Public Access to provide wireless internet access at selected city facilities, supporting various Smart Cities Initiatives (traffic light remote monitoring and controls, etc.), and implementation of switch replacement cycle (7 years). Future projects included hiring additional security analysts; continuing to establish citywide information security policies, standards, and guidelines; implementing new citywide information security monitoring, management, and reporting system; implementing mandatory awareness testing and training; developing a citywide information privacy policy and notice; providing information privacy training to employees; monitoring and complying with federal security rules (HIPAA and CJIS) including policies, procedures, risk assessment, and technology changes; possible implementation of a customer identify management providing a secure and centralized source of information; establishing a data governance committee with an initial focus on proper management of personally identifiable information; developing citywide IT business continuity recovery strategies and implementation plan; adopting citywide IT business continuity policy and guidelines addressing IT needs to support Emergency Management and city essential business services for critical IT applications; conducting a desktop IT emergency exercise; identifying issues and making recommendations to mitigate unsupported equipment liability; continued implementation of wireless infrastructure*

*where appropriate; possible development of a master plan for City integrated voice, data, and video IP network including transition plan for shifting to VoIP; deploying public wireless services at selected sites, developing citywide network change management practices; and establishing network security standards.*

*Further details can be found under "Strategic Technology Plan" attached to Common Council File Number 221181.*

*Members and participants discussed departments being good record stewards (City Records Center for example), that standardizing data retrieval should be done at the front end as much as possible (LMS for example), for external customers to have better access to City services online via their City accounts by having a singular customer account or by reducing the number of customer accounts that they would have to use to access services, that departments may be hesitant to keep records in One Drive and Share Point, ITMD was updating those systems, most servers had active systems and backups, daily backups were being done, any loss of data would be one day's worth of work, for employees to follow the acceptable use policy to not use and save data on personal devices to prevent data loss.*

*Member Klajbor moved approval, seconded by member Meyer-Stearns, of the Strategic Technology Plan. There was no objection.*

*Members and participants further discussed the history of IT decentralization of offices back towards centralization to ITMD, that the decentralization had created silos, ITMD now served most departments with the exception of a few such as elected offices, for there to be less financial barriers to improving the quality of IT for the City that seem prevalent in the past, and that ITMD should be recognized for all the work it was doing which sometimes could be unnoticed or assumed that they were happening.*

*c. City website update and/or review*

*Ms. Terry gave an update. ITMD's biggest project on the website was contracting for management system backend upgrade involving all content contributors (135 total). There would be little to no changes on the frontend. The upgrade would improve the Titan content managing tool making it easier to navigate and edit pages, and it incorporate new features such as dragging and dropping photos onto pages. There would be training (virtual, videos, and online guides) for content managers in March/April 2023. Very little coding or html would be used. The City shares the contract with the County and was waiting for the County to sign the contract (anticipated May/June 2023).*

*Members inquired about the ability to do a test or beta site for his office (Municipal Court for example), total redesign of City website, and public input on the website.*

*Ms. Terry replied that a beta test site could be done, a total overhaul of the website was not anticipated, changes to the website would be incremental improvements rather than a total redesign, there has not been engagement with the public in the past, and there was interest in engaging test groups to provide feedback on the website for things like usability, language, literacy, and technical issues.*

**6. Next steps.**

*a. 2023 meeting schedule for review and/or approval*

*Quarterly meetings to occur at 10 a.m. in-person in Room 303, unless otherwise directed, for Thursdays on March 2, June 1, September 7, and December 7, 2023.*

*Member Klajbor moved approval, seconded by member Owczarski, of the committee 2023 meeting schedule. There was no objection.*

*The meeting schedule was altered to help accommodate City Records Center's retention schedules submission process to the State.*

*b. Agenda items for the next meeting*

*Mr. Houston said that perhaps there could be discussion on how an enterprise records and document management system would look due to the increase in offices becoming more paperless. There could be consideration to improve One Drive and SharePoint and having alternatives.*

*Further agenda items to be determined.*

*Member Klajbor announced that the City Treasurer's Office would be mailing out property tax bills soon.*

**7. Adjournment.**

*Meeting adjourned at 11:27 a.m.*

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

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

[221181](#)

Communication relating to the matters to be considered by the City Information Management Committee at its December 8, 2022 meeting.

**Sponsors:** THE CHAIR