

**CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
AUGUST 26, 2021**

- I. The August 26, 2021 Technology Commission Meeting was called to order at 6:01 p.m. in the Hearing Room of Franklin City Hall by Vice Chair Strowig.

IT Director Jim Matelski took roll call; a quorum was present. Members present were Strowig, Webler, Rehberger, Surana, Mackensen, and Farney. Members Meade, Alderman Mayer, Galusha, and Kaur were excused. Also in attendance was IT Director Jim Matelski and Director of Administration Peggy Steeno.

- II. Citizen Comment Period – No citizens were present.

- III. Review and approval of the July 14, 2021 Meeting Minutes.

Motion made by Member Rehberger and seconded by Member Mackensen to approve the July 14, 2021 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

- IV. Mimecast Email Filtering Service

IT Director Matelski presented this item to the Commission. Discussion was held.

Motion made by Member Mackensen and seconded by Member Farney to recommend using Mimecast as the email filtering and smart host service provider, replacing the existing Symantec Email Security.Cloud (Broadcom) provider, as the additional security safeguards and product features are considered a best practices approach and justifies the additional costs. Upon vote, Ayes-All, motion carried.

- V. Security Incident Post Mortem Review

IT Director Matelski presented an overview of this item to the Commission. Discussion was held. Informational item only – no action taken.

- VI. Update on IT Staffing 2021/2022

IT Director Matelski presented an overview of this item to the Commission. Discussion was held. Informational item only – no action taken.

- VII. Technical Issues Review

- Redline documents distributed for review. The goal is to be able to see the changes within the entirety of the document.
- COVID-19 IT Department Status - With the resurgence of a second wave of COVID-19, employee health and safety has once again commanded attention. The City of Franklin IT Department and staff are well prepared for any future challenges. All IT Department staff, who often support front line employees, are all currently

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vaccinated. IT has a clean desk policy and strongly encourages employees to fully clean all work areas at the onset of each day. The City is well stocked and has plenty of protective equipment and disinfectant on hand. The IT Department is actively working on full cross-training of employees, allowing workers to be able to cover any office at any time. The IT Department regularly uses Dameware to remote access user's computers, allowing the technician to remediate problems without having to physically touch the equipment. The Spiceworks ticketing system is under a planned upgrade. All users are encouraged to place a ticket within Spiceworks instead of making a personal visit to the office. In the event of illness, employees are strongly encouraged to stay and work from home and only return when they are fully healthy. In many respects, this is a continuation of processes and procedures that were in place since the beginning of the pandemic.

**VIII. Director of Administration Updates
a. Electronic Meeting Recording Policy**

Director of Administration Peggy Steeno updated the Commission on the above item. Discussion was held. Informational item only – no action taken.

IX. Director's Report on IT Operations

IT Director Jim Matelski informed the Commission members on the following:

- August storms left their mark within all of Milwaukee County. Wisconsin Energies reported that down trees and lines created the largest number of service outages within the company's history. Power was fully available in all offices except the DPW. This building currently does not have external diesel generators, although workloads and IT changes were able to be implemented so calls and services could be performed within other facilities. On August 13, 2021, a lightning strike hit a Spectrum cable near City Hall. This created a good amount of line bleed within the cable vendor's "supernode" uplink box. This was fully diagnosed on August 17, 2021 and the errant cable was removed from the Spectrum network. This helped stabilize network connectivity. There was a significant interruption in Internet services from 8/13/2021 to 8/16/2021, due to the architecture of the coaxial network.
- The Milwaukee County planned 9/13/2021 to 9/15/2021 roll-out of the Tellus mutual aid dispatch system has been delayed. Pro Phoenix has changed the required based code version that all RMS/CAD systems must be running prior to implementing the finalized CAD and communication adapter services code. Currently the County is working with Pro Phoenix on reducing or eliminating some of these requirements. It is anticipated that the project will be delayed by at least 1.5 to 2 months. Planned testing for the week of August 30, 2021 has been postponed.

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- A kickoff meeting was held on 8/24/2021 for the newly announced Milwaukee County GCS systems. Instead of running tax management and reporting software locally, the County will be creating a new hosted environment on AWS and having all municipalities access the application entirely from a browser interface. The plan is to move away from the on-premise systems and to create a private cloud that is shared by the County and all municipalities. The County envisions going live with the new system somewhere between late October and early November, 2021.
- The vCenter server that is used by the VMWare clusters both at City Hall and Police Department was upgraded to version 7.2. Instead of a service running on dedicated Windows 2012 virtual machines, the databases and configuration were converted over to prebuilt VMWare OVF appliance. This is the first step to migrating all server farms from VMWare 6.x to the latest 7.x release. It is anticipated that the VMWare vSphere hosts will be upgraded to the new version of software when new server hardware is installed in Quarter 1 of 2022.

X. Future Agenda Items.

- Website Update
- Strategic Technology Plan & Cyber Security Component
- NIST Aligned Policies
- Exchange Migration
- Technology Commission Technical & Security Review Policy
- City of Franklin Identity Access & Control Policies
- City of Franklin Incident Response Policy and Plan
- Migration of Servers to the DMZ
- Security Patch Distribution and Issues
- GCS Migration to Web Application
- Risk Register

XI. Next Meeting Date: Wednesday, September 22, 2021 – 6 p.m.

XII. Adjournment

Motion made by Member Webler and seconded by Member Mackensen to adjourn the August 26, 2021 Technology Commission Meeting. Upon vote, Ayes-All, motion carried.