CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
FEBRUARY 24, 2021

I.   The February 24, 2021 Technology Commission Meeting was called to order at 6:05 p.m. in the Hearing Room of Franklin City Hall by Chair Meade.

IT Director Jim Matelski took roll call; a quorum was present. Members present were Meade, Strowig, Alderman Mayer (left at 7 p.m.), Webler, Rehberger, Mackensen, Farney, and Kaur (all members attended remotely via a Zoom Meeting link). Member Galusha was excused and Member Surana was absent. 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 November 11, 2020 Meeting Minutes.

Motion made by Member Strowig and seconded by Alderman Mayer to approve the November 11, 2020 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

IV.   TIPSS Point & Pay Integration

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

Motion made by Member Webler and seconded by Member Mackensen to recommend the implementation of the Point and Pay for TIPSS credit card processing with the following requirements: All TIPSS servers are Windows Server 2016 or higher; All databases are hosted on a SQL Server 2019 or higher; NAT communication is restricted to allow inbound access only for the IP addresses specifically assigned to the Point and Pay Processors; A DigiCert SSL certificate be purchased for the TIPSS server that uses 256 bit encryption, 2048-bit public key encryption, and a RSA SHA-2 hash of 256 bits or greater; No Internet access to the PD-COURT-01 server be granted to any other user or entity other than Point and Pay; The Technology Commission and IT will work at implementing a long-term strategy and security plan to eliminate the usage of NAT port forwarding within the environment; and the Technology Commission will perform a full security architecture review within 30-90 days of all new credit card processors, with a SOC 2 security report review on an annual basis. Upon vote, Ayes-All, motion carried.

V.   Commission & Committee Meetings – Audio/Video Recording

Director of Administration Peggy Steeno presented this item to the Commission members. Discussion was held. Informational item only; no action was taken. Will be brought back to the Commission with further detail/policy.

VI.   City of Franklin Website Information Update

Director of Administration Peggy Steeno presented this item to the Commission members. Discussion was held. Informational item only; no action was taken.

VII.   Technical Issues Review

No major technical issues to report.

VIII.   Director's Report on IT Operations

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

- **BS&A ERP Migration Project** - The main ERP system used by the City of Franklin, MS-Govern, has been successfully converted via three distinct phases. Harris Govern was a client-server application that was originally installed in 2003 and is based on legacy VB 6 code. The EditApp, the middleware integration application that copied database changes between Govern, GIS and Assessor applications, has also been retired. The upgrade project used Scrum based project management techniques, which allowed for rapid prototyping, configuration, and accelerated roll-in of applications. The entire project was completed in less than two months' time.

  o   Phase 1 - The Building Management module was converted and brought live on Monday 1/18/2021. Land Management, Permits, Code Enforcement Letters, Complaints, Inspections, and Plan Reviews were migrated over to the new system. On Wednesday 1/20/2021 the Govern database was officially frozen and placed into permanent read-only mode.

  o   Phase 2 - On Monday 1/25/2021, Business Licenses were converted over to the new system along with all license reporting. Due to the direct integration with the financial system, invoices were assigned to the Treasury Department within a single workflow. This eliminated duplicate data entry and the possibility of human error.

  o   Phase 3 - BS&A Online has been extended to include the new Citizen Request for Action (CRA) portal. This utility allows for online submission of information and complaint requests, which are then directly forwarded to the Clerk's office for routing and generation of code enforcement tickets. The product may also be extended to eventually allow for the submission of online permits and building inspections. CRA is expected a go-live date around 3/2/2021.

  o   The Inspection Services Department has been issued seven new Microsoft Surface laptops. These will be used on site to record the status of all building inspections, which may include taking pictures using the rear camera on the tablet. Instead of performing checklists on paper forms and then later transcribing the information back at the office, the entire inspection report will be performed on the laptop and then synced back to the master database.

- **Phoenix RMS/CAD 2020 Upgrade** - On February 2, 2021, the Pro Phoenix record management system was upgraded at the Police Department and brought to the latest 2020 version. This was a mandatory upgrade requested by Milwaukee County. The County integrated Tellus system was programmed using the Phoenix 2020 source code; hence all municipalities were asked to upgrade their RMS/CAD systems to a common platform. Instead of an in-place upgrade, it was decided that the best course was to migrate to brand new virtual machines built on the Windows 2016 / SQL 2019 platform. This had two clear advantages. First, the system was built on an absolutely clean installation platform that mirrored the lab "best practices" environment. Second, all Microsoft operating systems and applications were on a platform that is fully supported for at least 10 years with easy migration paths to Windows Server 2019/2021 if necessary. This should help preserve the longevity of the system. The migration went extremely well with only very minor issues being encountered. So far, the new software has been extremely stable, mirroring the stability for the Phoenix 2018 software that has been performing extremely well for the past 3-5 years.

- **Milwaukee County Tellus -** The Milwaukee County integrated CAD system is now officially live and is able to fully send two-way mutual aid requests amongst the municipalities. The City of Milwaukee, who is on a completely different CAD system, is using the Phoenix Notify product (middleware) to translate messages between the two CAD platforms. All other municipalities that are on Phoenix 2020 will be rolling in a new integration-messaging adapter, that will be able to send mutual aid request messages to the neighboring community's CAD system. Franklin is assigned to go live the last two weeks of March. During this time period, new source code will be installed on the server, and various test cases will be executed in order to confirm that the software is working as designed. By the end of March, nearly all Milwaukee County municipalities will be on the new system. This will create a "single pane of glass" view of all EMS resources and their availability throughout the County.

IX.   Future Agenda Items.
      -Strategic Technology Plan
      -NIST Aligned Policies
      -Exchange Migration
      -Point & Pay Security Review
      -Franklin Website – Review of Ongoing Activities

X.   Next Meeting Date: Wednesday, March 24, 2021 – 6 p.m.

XI.   Adjournment

      Motion made by Member Webler and seconded by Member Kaur to adjourn the February 24, 2021 Technology Commission Meeting at 7:58 p.m. Upon vote, Ayes-All, motion carried.