

**CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
OCTOBER 27, 2021**

- I. The October 27, 2021 Technology Commission Meeting was called to order at 6:00 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, Alderman Mayer, Webler, Rehberger, Surana, Farney, and Tischer. Members Meade, Galusha, and Kaur were excused. Member Mackensen 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 September 22, 2021 Meeting Minutes.

Motion made by Member Farney and seconded by Member Rehberger to approve the September 22, 2021 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

- IV. Welcome New Member Michelle Tischer

A welcome was made to new Member Michelle Tischer and introductions of all members made at the start of the meeting.

- V. Strategic Technology Plan – Goal #2 Strategies & Activities

IT Director Matelski presented this item to the Commission. The Commission is reviewing the Strategic Technology Plan one goal at a time. Discussion was held on Goal #2 and its strategies and activities and comments added to the redlined document.

- VI.a-b. Closed Session Items

- a. Identification and Access Control Policy
- b. IT Security Risk/Watch Register

Motion made by Member Webler and seconded by Alderman Mayer to enter closed session for these subject matter items pursuant to Wis. Stat. § 19.85(1)(d), to consider strategy for crime prevention, and the implementation of a program and policy and tools therefore for crime prevention, i.e., cyberattack prevention and technological crimes in relation thereto, for the protection of the City's technical and information infrastructure and the City officials, employees and the public who use the system, and also pursuant to Wis. Stat. § 19.85(1)(e), for competition and bargaining reasons with regard to the prevention protection program and these subject matter items, and the investing of public funds in relation thereto, and to reenter open session at the same place thereafter to act on such matters discussed. Upon vote, Ayes-All, motion carried.

VII. Technical Issues Review

- **Unstable Microsoft Patching:** Microsoft's hotfixes for September and October continue to cause printing issues within organizations, particularly after the network stack is updated on a PC. The patching appears to be impacting later builds (20H1, 20H2, and 21H1) more than the older releases (1909, 2004). The updates now require that not only print drivers have to be digitally signed, but only an administrator on the computer can install/update drivers. Additional problems have been noted with SMB 2.0 print servers, where print queues go completely offline or new queues cannot be installed on the computer. The City is in the process of moving all print servers from Windows 2008 R2/2012 over to Windows 2016. This may help eliminate some printing issues, up to the point that Microsoft has stabilized their operating system code.
- **Windows Server 2022:** Windows 2022 has been released and is available for distribution. Depending upon budget, the City is planning on upgrading the Windows Server 2016 - Data Center licenses to Windows Server 2022 - Data Center as part of refreshing the HP Proliant servers. It should be noted that Windows 2022 has Windows Update Services based on the 2019 platform. Although Windows Server 2016 has been an operationally stable release, it does have significant patching issues. On Windows Server 2016 a patch may take 30-45 minutes to install, whereas a 2019 server will apply the patch and reboot in less than 5 minutes. The planned upgrade will ensure that the server operating systems will continue to be on the latest release cycle, as well as making patching of servers much easier.

VIII. Director's Report on IT Operations

- **Security Administration:** Paul Rotzenberg, Director of Finance, will be retiring at the end of November after many long years of service. Security administration of BS&A and the financial systems will be transferred from the business unit and become the responsibility of IT. This will require a series of training and turnover sessions. With the exception of Pro Phoenix at the PD, all security administration of operational systems will now be consolidated to IT. It should be noted that BS&A and Govern administration was historically performed by the business units.
- **Tellus Implementation:** Milwaukee County is still in the process of launching full debugged code for the Pro Phoenix CAD-to-CAD modules. The PD is actively performing training and code testing throughout the months of September and October. The County originally anticipated a release date of 9/3, but later pushed this back to 11/8 or 11/15. As of the last meeting, it does not appear that the 11/8 date will happen, at least up to the point the anticipated code releases from Pro Phoenix have been approved. Currently they are still being tested by Phoenix QA. It is currently believed that if the 11/15 launch date is delayed, the project will most likely be implemented sometime in Quarter 1 of 2022.

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- **GCS/LandNav Hosted Services:** The Milwaukee County Treasurer is pushing forward with a project to eliminate all on-premise GCS systems, and instead migrate all systems and databases over to a multi-tenant system hosted on an AWS cloud. A project manager at LandNav has been assigned and constructed three major milestones. Phase One of the project will be from 10/16 to 11/15 and will consist of migrating and converting all databases from the local systems and importing the data into the cloud applications. Firewall and routing changes will also be needed. Phase Two will be to generate all tax statements on local GCS systems and then import these as well into the multi-tenant shared service. Any municipality wishing to use VSP for credit card processing, or GovTech for escrow payments will need to be specifically configured for the service on the shared system. Phase Three will occur in 2022 and will consist of importing all Assessor information into a structured format as new assessments are being performed. It should be noted that 19 municipalities will need to complete all Phase One and Phase Two task items prior to December 2, 2021.
- **PD Staffing:** Ann Woodruff will be leaving the Police Department, with a potential departure date of 12/31/2021. Planning is underway to hire a new consultant with Robert Half Talent Solutions with the intention of this being a contract-to-hire arrangement. The goal for 2022 will be to fully onboard all IT consultants and make these full time City of Franklin employees with full benefits. This is an extension of the staffing plan that was put forward in 2020.

IX. Future Agenda Items.

- Incident Response Policy
- 2022 IT Budget
- Fiber Network to Access Internet Services for Franklin Business Operations
- Physical Security Improvement Project
- City Website Update
- Strategic Technology Plan & Cyber Security Component
- Exchange Migration
- Migration of Servers to the DMZ
- Security Patch Distribution and Issues
- GCS Migration to Web Application

X. Next Meeting Date: Wednesday, December 8, 2021 – 6 p.m.

XI. Adjournment

Motion made by Member Webler and seconded by Alderman Mayer to adjourn the October 27, 2021 Technology Commission Meeting at 8:19 p.m. Upon vote, Ayes-All, motion carried.