

**CITY OF FRANKLIN  
TECHNOLOGY COMMISSION MEETING MINUTES  
JUNE 22, 2022**

- I. The June 22, 2022 Technology Commission Meeting was called to order at 6:03 p.m. in the Hearing Room of Franklin City Hall.

IT Director Jim Matelski called the meeting to order. As both the Chair and Vice Chair were not in attendance for this meeting, the first order of business was election of a temporary chair. Motion made by Member Tischer and seconded by Member Mackensen for Member Mackensen to act as temporary chair for this meeting. Upon vote, Ayes-All, motion carried.

IT Director Jim Matelski took roll call; a quorum was present. Members present were Alderwoman Eichmann, Rehberger, Mackensen, Farney, and Tischer. Member Meade was absent. Members Strowig, Webler, Galusha, Surana, and Kaur were excused. Also in attendance was IT Director Jim Matelski.

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

- III. Review and approval of the May 25, 2022 Meeting Minutes.

Motion made by Member Farney and seconded by Member Tischer to approve the May 25, 2022 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

- IV. Strategic Technology Plan: 4.1-4.3 Strategies & Activities

IT Director James Matelski reviewed the red-lined version of 4.1-4.3 Strategies and Activities of the Strategic Technology Plan with the Commission. Discussion was held. A final motion to recommend will not be done until all changes are outlined for the entire document. Informational item only – no action taken.

- V. Overview of the 2022 IT Capital & Operational Budget

IT Director James Matelski gave an overview of the 2022 Information Technology Capital and Operational Budget. Discussion was held. Informational item only – no action taken.

- VI. Review of the 2022 FBI Criminal Justice Information Services (CJIS) IT Internal Controls & Procedures Audit

Motion made by Member Mackensen and seconded by Member Farney to enter closed session for this subject matter item 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),

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for competition and bargaining reasons with regard to the prevention protection program and this subject matter item, 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.

Motion made by Member Mackensen and seconded by Member Tischer to re-enter open session. Upon vote, Ayes-All, motion carried. No action was taken on this item. The Commission would like to see the final FBI CJIS IT report when it is sent over by the FBI auditor.

Temporary Chair Mackensen left at 7:55 p.m. Motion made by Member Farney and seconded by Member Tischer for Member Rehberger to take over to act as temporary chair for the remainder of the meeting. Upon vote, Ayes-All, motion carried.

VII. Technical Issues Review – None.

VIII. Director's Report on IT Operations

There is an alarming national trend that is impacting IT departments everywhere, one that is altering IT department's ability to meet service levels agreements and continue uninterrupted operations. "Vendor Fail" is a condition that is reoccurring at an alarming rate and the impact on organizations is quite significant, due to the heavy reliance on outsourcing functions or specialized knowledge. The media has noted the national trend, and has hypothesized that it is yet another outcome in the post-pandemic world. Often vendor/customer failure is rooted in high employee turnover, unplanned retirements, and the lack of finding new employees with the knowledge and aptitude to fill critical roles in their organizations. Vendor incidents and response far exceed the abilities of the new onboarded talent.

- Several operational incidents of vendor failure at the City of Franklin include:
  - Telecommunications Vendors:
    - Spectrum service continues to be very spotty for legacy coax-based customers, and regionally bad weather, brownouts, and old equipment failures have perpetuated outages. Recently Spectrum issues created a 3-hour outage at the Police Department the Friday before Memorial Day, creating additional problems bringing up VPN connections to State of Wisconsin DOJ resources after the outage was resolved.
    - AT&T spent over two weeks working on a 911 problem that was discovered during a tour of the Police Department Dispatch Center. It was discovered that 911 calls initiated from within City of Franklin governmental buildings were going to the wrong dispatch center. Instead of 911 calls being routed directly to the Franklin Dispatch Center, these instead were being routed over to the Milwaukee County OEM/Sheriff Dispatch Center. The problem was eventually resolved by making configuration changes to the e-911 routing via an AT&T provider "Intrado." There was a significant delay in getting the trouble ticket

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routed from within the AT&T support divisions and forwarding the ticket over to the appropriate vendor (Intrado).

- Microsoft - The weekend of 6/19/2022, PCs received the 21H1 Feature Release Update along with the June 2022 security updates as part of the normal patching cycle. Over the course of 3 to 5 days, operational outage was encountered by desktop users receiving this patch. Over the course of 15-120 minutes, a desktop computer with an Intel NIC would have the ethernet card suddenly go offline. All Internet and internal LAN network connectivity would cease. The NIC card would continue to flap on the network until the PC was fully cold booted. In order to get work done, users had to cold boot their computers every 1-2 hours. PCs with Realtek based NICs were not impacted by this issue. The full resolution to this problem is still actively being worked on.
- Baycom - Due to recent staffing issues, tickets opened within the vendor have taken on average 2 to 3 weeks before a dedicated technician can be scheduled to work on the problem. Both surveillance cameras and squad ALPR units have remained in an inoperable state until the technician can be scheduled. The vendor has a committed service contract, where indicated cameras are supposed to be maintained on an annual basis. Because of staffing shortages, the maintenance plans are way behind schedule.
- Pro Phoenix - Tellus code releases that were promised two months ago still have yet to be released, even though all fire departments are actively using the system. WDA units are still reporting the wrong GPS code to Dispatch Centers and CRM tickets are taking weeks (not days) for analysis and remediation. This vendor currently is on the security risk matrix.

The unfortunate situation is local IT departments do not have the ability to control or manage "Vendor Fail" incidents, with the only potential recourse is to search out other vendors. Often this is not technically or contractually feasible. Vendor Fail issues do seem to be a long-term issue and is one that will have to be anticipated and carefully managed. During an economic downturn, Vendor Fail situations may occur with even greater frequency, particularly if there are any layoffs or major staffing changes.

IX. Future Agenda Items.

- Fiber Network to Access Internet Services for City of Franklin Municipal Business Operations
- Strategic Technology Plan & Cyber Security Component
- Risk Watch Matrix
- SIEM Project
- Vendor Fail

X. Next Meeting Date: Wednesday, August 24, 2022 – 6 p.m.

XI. Adjournment

Motion made by Member Tischer and seconded by Alderwoman Eichmann to adjourn the June 22, 2022 Technology Commission Meeting at 8:10 p.m. Upon vote, Ayes-All, motion carried.