CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
OCTOBER 23, 2019

I.   The October 23, 2019 Technology Commission Meeting was called to order at 6:05 p.m. in the Inspection Conference Room of Franklin City Hall.

IT Director Jim Matelski took roll call; a quorum was present. Members present were Alderman Mayer, Meier, Surana, and Farney. Member Meade was absent. Members Strowig, Webler, Galusha, Brandt, and Kaur were excused. Also in attendance was IT Director Jim Matelski.

As both the Chair and Vice Chair were not in attendance, the first order of business was nomination of a temporary chair for the meeting. A motion was made and seconded to nominate Member John Farney to act as temporary chair. Upon vote, Ayes-All, motion carried.

II.   Citizen Comment Period – No citizens were present.

III.   Review and approval of the August 8, 2019 Meeting Minutes.

Motion made by Alderman Mayer and seconded by Member Meier to approve the August 8, 2019 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

IV.   NIST 800-53 Federal Security Framework – Overview and Implementation

IT Director Jim Matelski presented this item to the Commission members. Discussion was held. The below recommendations were made pertaining to implementation:

o   Go slow – don't have to do all in one swoop.
o   Look at other frameworks and integrate what you think is necessary. NIST 800-53 works well for government, but the ISO frameworks are also valuable.
o   Aligning security policy to the NIST framework is a very good idea and will help address any security gaps. It will create a good set of common security controls.
o   All agreed that specific security controls should be created for higher risk systems, as was identified by the FIPS 199 study. Many of the public safety systems fall into this category.
o   Once policies have been written, give department heads the ability to view the drafts and voice comments before implementing the policy.
o   Implementation of the policy is key and is what auditors look for. Implementation of some security policy categories will be difficult - seek help or additional resources.
o   Purchasing of a published template ($500 - $1,000) is an excellent way to jump start to the policy making process, while creating more professional looking documents. Only 50% of the policy should come from the template.
o   Overall alignment of security policy to NIST in an excellent idea and gives risk stakeholders a clear vision where security is heading and where there may be gaps.

V.   Technical Issues Review

- The City of Franklin is one of the first PSAPs (Public Safety Answering Point) currently running on the Milwaukee County Tellus System. The Tellus System is designed to allow cross-agency mutual aid requests to be automated, where different municipalities are using different RMS and CAD software. The implementation required the setup of a VPN tunnel to a County-wide messaging system in Madison. Currently, messaging is unidirectional, where call and vehicle information for the PSAP is uploaded to the Tellus server. Pro Phoenix is currently writing an integration module that will allow for 2-way communication within the system. It is expected that the developed code will be finalized and acceptance tested by the end of November. Pro Phoenix has not announced if the new software will require Pro Phoenix 2018 or 2020. If the code requires the latter, the entire RMS and CAD system will need to be upgraded to the latest version of Pro Phoenix software prior to implementing the Tellus solution. The County originally had a go live milestone of the first quarter of 2020, which appears to be a very aggressive milestone.

- The City is undertaking a Station Alerting project out at all fire departments, which is intended to replace the current audio bridging and 911 radio dispatches to each station. The project will install two communication gateway servers in the Police Department, which will be integrated with the CAD system for automated dispatches. One project goal is to lower dispatch times by having the gateway automatically begin dispatching the call based on 911/CAD incident information, leaving the dispatcher free to perform other call-related duties. The Police Department gateway will transmit the call information to a controller at each station, which will display the incoming 911 call statistics on LED sign boards, room display panels, and audio dispatch over LED lit speakers. Unlike the current radio dispatch system, calls are able to be partitioned between stations, where a call requiring a dispatch at Station #1 will not be heard after hours at Stations #2 and #3. The goal is not to unnecessarily wake staff unless the call is specific to the fire station.

- During the months of July and August, City Hall encountered 4 to 5 loss of AT&T voice T-1s, impacting City Hall, Fire Station 1, and the Library. The old copper bell wiring over 200 pair cables is not being prioritized or replaced by the vendor. City Hall's connection to AT&T goes through a minimum of three telecom pedestals: one across the street from US Bank, a second connection in front of the Pick & Save shopping center, and a third connection across from the seminary on Highway 100. The last point converts copper to fiber. Issues are mostly environmental or pest/rodent related, where the AT&T junction boxes have to be either cleaned out or water removed. IT is beginning the process of looking at other carriers or connectivity methods (fiber vs copper), as keeping the junction pedestals up and running seems to be an issue for AT&T.

VI.   Director's Report on IT Operations

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

- The new City of Franklin website went live with Northwoods on 10/1/2019. The decision to go live on this date was largely driven by Jade International (the previous hosting provider) deciding to move all of their equipment into a new data center. The site would have been down during the migration, as well as all systems having to be readdressed. Jade has a history of prolonged outages and there was an elevated level of risk of the website being down longer than planned. The Director of Administration sought approval from the Common Council, and the new site was brought live on the Northwoods/Microsoft system on Tuesday 10/1. Although there are design elements that need further refinement, the site was brought live on the new CMS platform within 15 minutes. Overall, direct response to the site has been very positive. Further funds are being secured for a Phase 2 web development effort.

- Good Bye Toughbooks - end of a platform. All Panasonic Toughbooks being used by both the PD and FD have been converted over to using tablets as the base platform. The fire stations have two groups of devices. The first group is using one set of applications for ePCR and patient care, while within each ambulance or fire engine (the second group) a fixed mounted iPad is used for CAD and WDA information. In the event that a tablet is damaged, a new one can be purchased (around $350), shipped, and configured within 48 hours. On the old Panasonic Toughbook platform, a new unit would take 2 to 3 weeks to setup and deploy. Panasonic Toughbook issues contributed to 25% of all IT incident tickets and problems in 2017 and 2018. The new platform reduces both IT overhead and costs.

- A project is currently underway to begin the planning and replacement of the Police Department Avaya PBX. The old PBX was installed circa 2000 and is no longer going to be supported by the manufacturer. SKC is leading this project as the new PBX vendor, as the Police Department PBX will integrate with the call manager and voicemail system over at City Hall. In the event that the City Hall system becomes unavailable, the Police Department PBX will be able to operate independently in isolation mode, up to the time that service is fully restored. 911 addressing for City facilities may be included within the scope of the project.

VII. Future Agenda Items.
    -Strategic Technology Plan
    -Information Security Plan
    -Fire Department Station Alerting Project

VIII. Next Meeting Date: Wednesday, December 4 or 11, 2019 due to the Thanksgiving or Christmas holidays. Members to be polled for availability.

IX. Adjournment

Motion made by Member Meier and seconded by Member Farney to adjourn the October 23, 2019 Technology Commission Meeting at approximately 7:10 p.m. Upon vote, Ayes-All, motion carried.