

**CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
AUGUST 26, 2020**

- I. The August 26, 2020 Technology Commission Meeting was called to order at 6:04 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, Alderman Mayer, Strowig, Galusha, Surana (arrived late), Farney, and Kaur (all members attended remotely via a Zoom Meeting link). Member Webler was excused. Also in attendance was IT Director Jim Matelski.

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

- III. Review and approval of the May 13, 2020 Meeting Minutes.

Motion made by Member Strowig and seconded by Alderman Mayer to approve the May 13, 2020 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

- IV. Redesigning WAN Services

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

Motion made by Member Strowig and seconded by Member Galusha requesting that IT Director Matelski investigate the budgetary commitment for the endeavor (sic. WAN and bandwidth redesign) and to come back to the Committee once funding is secure for discussion of actual implementation options. Upon vote, Ayes-All, motion carried.

- V. Technical Issues Review

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

- **Common Council Camera Updates** - Vendors are currently submitting proposals for installing a permanent camera system into the Common Council Chamber, which will allow for unattended video recording of meetings. It has been outrageously difficult getting vendors to engage and submit proposals in a timely basis, largely due to the amount of competing jobs due to ever growing COVID needs. Professional Audio Design currently appears the most promising vendor, as they are currently engaged to upgrade the system at the Franklin School System and may be able to get some equipment at bulk pricing. It is expected that the price of the new camera system will be quite expensive. The camera project has been requested by the Mayor, but does not have an associated appropriation. Currently IT is live streaming the meetings manually to Facebook and YouTube using a laptop and old Canon camcorder. We currently have the capability to use Zoom for both participants and attendees using Zoom Webinars, which would allow greater interaction due to shorter broadcast delays. Switching from live streaming to webinars is more of a training issue within the Clerks Department, as the later does require pre-scheduling when posting the meeting. Social media can then be updated after the meeting by simply uploading the recorded video from Zoom.

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- **Phoenix 2020 Upgrade** - After initial resistance, the Police Department would like to move forward with upgrading the Phoenix RMS & CAD systems from version 2018 to 2020. Initially there was a considerable amount of concern of introducing bugs into a working system, as Phoenix 2020 did not have a reputation of being a very stable release. Oak Creek, Greenfield, and Wauwatosa have now all successfully migrated to this platform. A funding request is being made to allow Phoenix to migrate all applications and data onto brand new virtual machines running either Windows Server 2016 or 2019. This would allow for a clean install onto a fresh OS/VM, which may lead to greater stability over a traditional "in place" upgrade.
 - The Fire Department Station Alerting project does have a plug-in into the CAD servers, where currently alerts are exported to an XML file and then imported into the Station Alerting equipment. It is uncertain at this time if a specific version of Phoenix is required for the Station Alerting interfaces. There may be an interdependence between the two projects.
 - Upgrading the Phoenix system to 2020 has been requested by Milwaukee County, as this would allow their Tellus System to directly interact with it. The Tellus Interface was coded and requires the use of Phoenix 2020.
 - Because of the link between Phoenix 2020 and Tellus, it is hoped to be able to use COVID grant money to pay for the upgrade. This may or may not be possible.

VI. Director's Report on IT Operations

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

- **Celebrate Franklin Website** - The Celebrate Franklin website went live on 6/9 and is currently being hosted and supported on GoDaddy. Northwoods had the ability to host a Wordpress site, but wanted over \$4,000 in annual hosting fees. GoDaddy hosting with extended support contract was only \$575. While IT Director Matelski was out of the office for a two-week period due to a family emergency, Thiel not only migrated the website from their servers over to GoDaddy, but they also brought the site live without notification or authorization. Jaz noted several security problems with the site roll-out and quite a few broken links. I had Cali refer this over to Thiel development, who appeared to correct the issues fairly quickly. This was hardly a clean or by-the-book roll out, but the site is currently live.
- **New Director of Administration** - Peggy Steeno started in her roll of Director of Administration on July 6, 2020, who has replaced Mark Luberd. One of her initial challenges will be the formulation of the 2021 capital and operation outlay budgets. Due to the recession, it is expected that this will be a very tight budget year. There has been an initial overview meeting with Northwoods concerning web hosting and design. Peggy will be leading efforts into changing the administrative model on website administration. It is expected the departments will become more and more involved in supporting their editing and publication of information to the website.

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- **IT Employee Hiring** - Upon approval of both the Personnel Commission and Common Council, HR officially created the positions for two Desktop and User Support Administrators (one for City Hall and the other at the PD), and a Server and Infrastructure Engineer. In March, job postings went out to hire the two Desktop and User Support Administrators (a.k.a. help desk administrators). Over 74 applications were received, to which 12 candidates were selected for interviews. Five candidates sufficiently passed the technical interview and were open to consideration for hiring pending a successful background check. Four candidates turned down the position for varying reasons, with one failing the background check. It should be noted that all hiring plans were developed prior to the pandemic, which significantly changed the labor market and the attractiveness of the positions. A re-posting effort will begin anew in September with the intention of performing hiring in October.
- **Physical Security Concerns** - Due to a growing concern of civil unrest and the potential for vandalizing or damaging property, physical security of the data centers at both City Hall and the Police Department require attention. Specific concerns are:
 - The public has near free access to sensitive areas at City Hall and encounter almost no locked doors. The only locked door to the server room is the entry door itself.
 - The windows within the City Hall data center may or may not be shatter/bullet proof.
 - Most doors at City Hall are wood instead of steel. Many have lower vents large enough that a human can crawl through.
 - All doors at City Hall utilize physical keys instead of security badges. There is no record of entry at a specific checkpoint.
 - There are no security cameras within the data centers. This is both at City Hall and the Police Department. If any vandalism occurs within the server room, there would be no recording of it.
 - There are no security cameras at all at City Hall or Fire Department 1. This includes both interior and exterior cameras.
 - A panic alarm system only exists in the Treasury, Clerks Office, and Library. These should be tested to confirm functionality at PD Dispatch.
 - The Simplex fire alarm system at City Hall is in question. It may be using an old Hyper-V virtual machine at the Police Department that desperately needs to be decommissioned. If the VM is offline, it is questionable if the Police Department would get notification of a fire alarm at City Hall. This has been reported but has gained almost no attention.

VII. Future Agenda Items.
-Strategic Technology Plan
-2021 Budgets
-NIST Aligned Policies

VIII. Next Meeting Date: Wednesday, September 23, 2020 – 6 p.m.

IX. Adjournment

Motion made by Member Galusha and seconded by Member Farney to adjourn the August 26, 2020 Technology Commission Meeting at approximately 7:58 p.m. Upon vote, Ayes-All, motion carried.