CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
JANUARY 26, 2022

I. The January 26, 2022 Technology Commission Meeting was called to order at 6:03 p.m. in the Common Council Chambers 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, Mackensen, Farney, and Tischer. Member Meade was absent. Members Galusha, Rehberger, Surana, and Kaur were excused. 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 December 8, 2021 Meeting Minutes.

   Motion made by Member Farney and seconded by Member Mackensen to approve the December 8, 2021 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

IV. Fiber Network to Access Internet Services for City of Franklin Municipal Business Operations

   Joel Mikulsky from MCE presented this item to the Commission. Discussion was held. Informational item only at this time – no action taken. This item will be discussed further at the next meeting.

V. Technical Issues Review

   The Wisconsin State Intelligence Center (WSIC) and Department of Justice (DOJ) has issued a warning bulletin elevating concern and preparedness for increased malware, ransomware, and potential cyberattacks against governmental operations and infrastructure. It is expected that most of the cyberattacks will be initiated and propagated on an international level, impacting agencies across the globe. The City of Franklin, under guidance from the security bulletins, will be enacting the following security hardening measures throughout February and March:

   - All system backups will be fully audited and confirmed that essential servers can be fully restored from disk-to-disk or disk-to-tape archives. The backup systems themselves are being actively backed up, where databases of the backup system archives can be restored.

   - All firewalls and perimeter defense systems are fully up to date. All access rules are up to date and do not grant access to obsolete systems.

   - Any system accessible via NAT rules are closely monitored on a daily basis. Systems accessible via NAT should be eliminated under an accelerated schedule.

   - Firewalls and perimeter defense systems should perform geolocation and provide country block rules.

   - Obsolete operating systems should be removed from the network or placed into isolated stub networks. Obsolete network protocols should be eliminated (e.g. SMB v1.0 and SSL).

- All devices should have an Advanced Threat Management client that is up to date and contains standardized configurations. ATM security events should be carefully monitored.

- All computers and network equipment should be at the absolute latest hotfix patch levels. Systems should be carefully audited for patch compliance.

- Printers should be audited for standardized settings, where non-essential network protocols are turned off.

- Emails continue to be the main focus of malware propagation. Emails that contain hyperlinks should contain security safeguards to prevent inadvertent execution. Full DMARC should be used for all email services.

- Users should undergo additional security awareness training, with a refresh of material regarding security compliance and incident response.

VI.   Director's Report on IT Operations

- During late December and January the City of Franklin, like many agencies and businesses, experienced increased cases of the COVID-19 (omicron) virus. Existing remote access plans and computing resources were put into place, allowing employees that were sick or in isolation to continue to work from home. The spike was fully expected, where laptops and computing systems were brought up to date and made available by early December. Preparations went extremely well and the City was well prepared for the anticipated increased levels of winter/holiday sickness. No operational outages in service was incurred during a time period of very heavy governmental service usage.

- During the month of December and January the Police Department incurred instability within the Pro Phoenix records management (RMS) and computer aided dispatch systems (CAD). The problem was initiated on 12/6/2021 by a vendor accidental deployment of the wrong version of the CAD client onto production systems. This incurred during a mandated hotfix needed for the Tellus project. On 12/15/2021 the Pro Phoenix system, under recommendation from the vendor, was upgraded to a major server release (Pro Phoenix v.2020 to Pro Phoenix v.2020R2). The major system release introduced several service bugs, as well as doing nothing for stabilizing the CAD client crashes onto the production systems.

  Over the course of seven weeks the IT department spent hundreds of hours assisting the vendor in troubleshooting the client problem and trying to determine the core problem of the application crashes. Performance logs and crash dump files were gathered on both the server and client systems. The logs indicated that the crashes were largely client related. During the week of 1/17/2022 new .NET DLLs for forms control files were updated on the CAD systems which seems to have stabilized most of the crashes. The City of Franklin, due to application instability, has not been included in the Milwaukee County User Acceptance Testing (UAT) of the Tellus application. The County would like to perform a final roll out of Tellus around 2/15/2022, assuming no major issues are encountered within UAT. Currently, City of Franklin IT is working on stabilizing the WDA platform and pushing out similar DLLs changes to the application packages for the Rhino Tablets being used in the squads.

- During the month of December and January IT has undertaken considerable staff cross-training at the Police Department. Ann Woodruff, the HBS consultant tasked with supporting the Police Department, had her last planned last day on 12/28/2021. Mary Steinhardt, a Robert Half Technology consultant, has been hired to assist with supporting issues at the Police Department. The long-term goal is to hire all consultants as City of Franklin employees, bringing all employment in house. As of 12/31/2021, HBS no longer has on-site staff supporting City operations. HBS is principally being used as a technology project-based consulting firm.

VII.   Future Agenda Items.
-Incident Response Policy
-2022 IT Budget
-Fiber Network to Access Internet Services for City of Franklin Municipal 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
-Two-Factor Authentication

VIII.   Next Meeting Date: Wednesday, February 23, 2022 – 6 p.m., Hearing Room

IX.   Adjournment

         Motion made by Member Mackensen and seconded by Alderman Mayer to adjourn the January 26, 2022 Technology Commission Meeting at 7:37 p.m. Upon vote, Ayes-All, motion carried.