

**CITY OF FRANKLIN  
TECHNOLOGY COMMISSION MEETING MINUTES  
MARCH 23, 2022**

- I. The March 23, 2022 Technology Commission Meeting was called to order at 6:00 p.m. in the Inspection Conference 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 Rehberger and seconded by Alderman Mayer for Member Rehberger 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 Alderman Mayer, Galusha, Rehberger, and Mackensen. Members Meade and Strowig were absent. Members Webler, Surana, Farney, Tischer, 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 February 28, 2022 Meeting Minutes.

Motion made by Member Rehberger and seconded by Member Mackensen to approve the February 28, 2022 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

- IV. Strategic Technology Plan – Activities for Goal #3

IT Director Jim Matelski presented this item to the Commission. Discussion was held and members presented changes to the document for Goal #3 of the Strategic Technology Plan and directed IT Director Matelski to make changes as discussed.

- V.a-c. Closed Session Items

- a. Identification & Access Control Policy
- b. Incident Response Plan
- c. Updates on Risk/Watch Matrix

Motion made by Member Rehberger and seconded by Member Mackensen 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.

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Motion made by Member Rehberger and seconded by Member Mackensen to reenter open session. Upon vote, Ayes-All, motion carried.

Action taken on V.a. – Identification & Access Control Policy: Motion made by Member Mackensen and seconded by Alderman Mayer to submit and recommend the Identification & Access Control Policy to the Common Council for approval. Upon vote, Ayes-All, motion carried.

Action taken on V.b. – Incident Response Plan: Motion made by Member Mackensen and seconded by Alderman Mayer to submit and recommend the Incident Response Plan to the Common Council for approval contingent on IT Director Matelski first adding language for schedule and auditing into the document as discussed. Upon vote, Ayes-All, motion carried.

No action was taken on item V.c.

**VI. Technical Issues Review**

- Accurate Appraisal, LLC has received a new contract for assessment services for the City of Franklin, replacing Tyler Technologies as the previous assessor. Information from the Tyler Universe system was imported into the vendor's new assessment portal. It is the intention to have the public version of the portal available to Franklin users by the third or fourth quarter of 2022, where full assessment and property information will be made publicly available online. All assessment records are being synced with BS&A, ArcGIS, and the Milwaukee County databases.
- Windows 11 will need to be investigated for a slow implementation at the City of Franklin. Like previous operating systems, new equipment is only being sold with Windows 11 Home or Professional editions being the only available operating system. Drivers are not being provided by the manufacturer for Windows 10. This is an element for concern, as the launch of Windows 11 contained an enormous number of bugs that are being very slowly remediated by Microsoft. Most notably were the major changes to the CPU scheduler, in order to accommodate CPUs that have both performance and efficiency cores. The changes to the CPU scheduler incurred a 30% to 40% loss in performance when Windows was launched. Microsoft has made several major changes to the CPU scheduler, but it has often come at the cost of OS and application stability. Supply chain problems and availability of equipment is exasperating this problem.

**VII. Director's Report on IT Operations**

- On Tuesday, 3/15/2022, the Common Council unanimously approved the project and funding for the City of Franklin Fiber WAN project. The project is now going into the full architecture and design phase and inter-agency Memorandum of Understandings (MOUs) are being composed.

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- For the month of March there have been several VMWare problems and outages:
  - The vCenter appliance that was created by HBS was not processing patches correctly, as there were some application build problems. HBS proposed ditching the entire appliance and starting over from scratch with a new appliance. A support ticket was placed with VMWare and, after a course of two days, the vendor was able to fix all application patching issues. The appliance is now fully able to receive vCenter updates from VMWare. VMWare Update Manager (now VMWare Lifecycle Manager) is working, where the vCenter server is able to upgrade and patch VMWare hosts.
  - All VMWare v6.7 servers were fully patched to the latest service release (service patch #23). The Water Utility VMWare server was upgraded from v6.5 to v6.7 and then fully patched. All servers had the latest HPE Service Pack for ProLiant installed.
  - During the weekend of 3/4/2022, the Water Utility VMWare environment had major issues due to disk space. Before the VMWare host server could be upgraded from v6.5 to 6.7, all VMs needed to have any open snapshots consolidated. All three VMs on the servers had open snapshots going back to 2019. Two VMs were able to consolidate and roll the open snapshots without any problems. Server CH-HISTORIAN had major problems.
    - The server had a 750GB snapshot that was created in 2019 prior to upgrading the operating system and application. This was never consolidated and 16 additional snapshots were applied after this one. When the VM attempted to consolidate the snapshots on CH-HISTORIAN the server eventually ran out of disk space and the job abended.
    - VMWare and Veeam support had to work in concert in getting a disk-to-disk restore of the VM applied to the main City Hall cluster and moved over to the SAN. The Veeam job automatically consolidated all open snapshots and placed the server into the last known state when it was fully powered off. Once the restore was complete, the VM was powered on and all data and databases verified for consistency. The original VM on the Water Utility host was deleted and the new server vMotioned over to the original location. Afterward, the VMWare server was upgraded and patched.
  - On Wednesday, 3/16/2022, a support ticket was entered with VMWare as virtual machines on host PD-VHM-01 could not be vMotioned to another server, nor could a hosted VM be powered off/on without going into a hanging state. Technical support was able to identify the problem as an issue with the boot drive. The current VMWare environment is using a diskless server, where the VMWare host boots to mirrored 8GB microSD cards that are installed on the motherboard. The primary SD card went bad and needed to be replaced. A new HPE microSD card kit was ordered and PDS is scheduled to completely rebuild the server on 3/23/2022.
    - It should be noted that for VMWare 7.0 (and beyond) the MicroSD card architecture is no longer supported. Only booting to NVMe or SSD drives will be supported. This architecture change needs to be taken into consideration when redesigning the new VMWare hardware. This is a capital budget item for 2022.

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VIII. Future Agenda Items.

- 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
- 2022 FBI/DOJ Police Department On-Site Audit
- Security Patch Distribution and Issues
- GCS Migration to Web Application
- Two-Factor Authentication
- Risk Register Changes
- Results of the Internal/External Security Penetration Test

IX. Next Meeting Date: Wednesday, April 27, 2022 – 6 p.m.

X. Adjournment

Motion made by Alderman Mayer and seconded by Member Mackensen to adjourn the March 23, 2022 Technology Commission Meeting at 7:04 p.m. Upon vote, Ayes-All, motion carried.