CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
FEBRURARY 28, 2024

I.   The February 28, 2024 Technology Commission Meeting was called to order at 6 p.m. in the Hearing Room of Franklin City Hall by Chair Greg Strowig.

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

II.   Citizen Comment Period – no citizens were in attendance.

III.   Review and approval of the December 14, 2023 Meeting Minutes.

    Motion made by Member Rehberger and seconded by Alderwoman Eichmann to approve the December 14, 2023 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

IV.   Market Drive CAMA Assessment Management System & Data Software Licensing and Conversion Services from Catalis.

    IT Director Matelski presented this item to the Commission. Discussion was held. The Commission dissented and did not approve the asset management software or Catalis contract.

V.   City of Franklin Strategic Technology Plan

    IT Director Matelski presented this item to the Commission. Motion made by Member Webler and seconded by Member Pelkey to approve the December 2023 updated City of Franklin Strategic Technology Plan. Upon vote, Ayes-All, motion carried.

VI.   Technical Issues Review

- The Police Department Citation system (TraCS) will soon be moving to a complete cloud-based system that has both the application and database supported by the DOT web portal. The State is encouraging municipalities to perform the migration in 2024, as the legacy on premise system is slated for retirement. The current database is running on a Microsoft SQL 2014 server that is also nearing obsolescence. It is uncertain at this point how form editing of citation is performed and how to push the newly created forms down to the local workstations. It is expected that the synchronization process will be changed and editing could be done online instead of offline.

- The City is currently soliciting bids for an outside penetration test, similar to the study that was performed two years ago by Foresite. The Fiber Optic WAN project is requiring significant changes to outside routing (with SD-WAN), hence new firewalls have been incorporated into the project. Once all firewalls have been deployed, policies updated, and new dynamic routing implemented, an outside perimeter penetration test is being internally mandated. This will confirm that TPx (the firewall vendor) has performed due diligence in porting everything from the Palo Alto to Fortinet firewalls. If there is available funding, the City might also opt for a limited internal penetration test as well. IT is requiring that the penetration test be performed by a completely different company than the firm building and supporting the firewalls.

- The City is researching two-factor authentication (2FA) mechanisms that can realistically be implemented either by a subset or all users. The current requirement is two-factor authentication must be used for logging into email within the Office 365 cloud and Pro Phoenix RMS at the Police department. It is currently believed that union rules require employees to be provided with a 2FA hard token, otherwise the City must provide cell phones if a mobile app authenticator is chosen. It is expected that the Office 365 and email migration will be performed after Windows 12 is released.

VII.   Director's Report on IT Operations

- Ring Central phone system deployments (using Poly E350 and E500 desktop phones) is currently underway in all offices. Phase 1 has been completed, where FD1, FD2, FD3, DPW, and Sewer/Water are currently on VoIP phones. AT&T has ported all Flexreach, POTs, and Centrex DIDs over to the cloud. Phase 2 will involve porting over DID and extensions for City Hall and the Public Library. Phase 3 will finalize the project with the installation of phones at the Police Department. The last phase will prove to be the most technically challenging. It should be noted that five PBX systems will be replaced by the Ring Central migration.

- Contracts are being finalized for the implementation of Ring Clone in the Ring Central cloud for all SMS and text message archiving. The Ring Central desktop and mobile app has the capability to allow for employee to employee text messaging, in addition for text messages to SMS numbers. These messages are considered public record and must be journaled for an indefinite period of time. This is similar to email. Once all technology is in place, City policy will be change to require employees to use the Ring Central app for all mobile phone calls and text messages. Employees will be restricted from using local device or 3rd party apps for text messages. Open records request compliance was a major reason why VoIP cloud-based services was selected over using traditional local phone systems for communications. Call logging and tracing will also be available for the cloud.

- TPx has begun the process of deploying new Fortinet firewalls out to all City offices (CH, PD, FD1, FD2, FD3, DPW, Water, Library, ECC). On 2/26/2024, the cluster pair was installed at City Hall and remote access was given to all systems on the fiber ring, so the firewalls can be setup and provisioned with new configurations and policies. The devices will be connected to the ring patch panels, confirming the connectivity of the ring. Working with the new patch panels will be a moderate technical challenge. We are currently waiting on additional transceivers to ship in order to bring more offices onto the ring. It should be noted that this is a fully independent network that has no direct impact on the existing City of Franklin WAN.

- A Memorandum of Understanding (MOU) has been created for the authorization of colocation of equipment. The development of the final physical architecture requires that network equipment and firewalls be installed at the Franklin School District ECC building. This has to be approved by both the Franklin School District Board and City of Franklin Common Council. It is anticipated that a wall-mounted cabinet (IDF) will be deployed at the ECC. This will house dual firewalls, HA switches, WiscNet Routers, UPS, and environmental monitors. Cabling will need to go from the wall rack over to the standalone rack containing the WiscNet fiber patch panel.

VIII.   Future Agenda Items.
-IT Security Project
-Measurement STP Dashboard
-Failure Avoidance and Mitigation
-Document Management System (DMS)

IX.   Next Meeting Date: Wednesday, March 27, 2024 – 6 p.m.

X.   Adjournment

Motion made by Alderwoman Eichmann and seconded by Member Webler to adjourn the February 28, 2024 Technology Commission Meeting at approximately 7:16 p.m. Upon vote, Ayes-All, motion carried.