**CITY OF FRANKLIN**
**TECHNOLOGY COMMISSION MEETING MINUTES**
**APRIL 24, 2024**

I.    The April 24, 2024 Technology Commission Meeting was called to order at 6:02 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, Rehberger, and Farney.  Members Meade, Webler, Galusha, Surana, and Kaur were excused. Member Pelkey was absent. Also in attendance was IT Director Jim Matelski.

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

III.  Review and approval of the February 28, 2024 Meeting Minutes.

      Motion made by Member Rehberger and seconded by Member Farney to approve the February 28, 2024 meeting minutes as submitted.  Upon vote, Ayes-All, motion carried.

IV.   Engineering Document Management System and Scanning.

      IT Director Matelski presented this item to the Commission giving an overview of the project and what was being undertaken. Discussion was held.  Informational item only–no action taken.

V.    2024 External Penetration Testing

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

      Motion made by Member Farney and seconded by Member Rehberger to recommend Konica Minolta as the vendor to provide the next penetration testing for the City of Franklin.  Upon vote, Ayes-All, motion carried.

VI.   Review of Risk-Watch Matrix – Closed Session

      Motion made by Alderwoman Eichmann and seconded by Member Farney to defer the Risk-Watch Matrix item to the next meeting.  Upon vote, Ayes-All, motion carried.

VII.  Technical Issues Review

- The City is obtaining a quote for migration services and porting the data center environment from VMWare 6.5 to version 8.x (if feasible). VMWare was recently acquired by Broadcom, who is building out security and data infrastructure services.  Broadcom previously acquired Symantec. Broadcom has announced major price increases and deprecation of previous products and platforms; hence IT is attempting to accelerate moving to the latest version as soon as possible.  This will require a new version of VMWare vCenter, new hardware, and connecting all VMFS SAN volumes over to the new environment.  The main stumbling block is fiber channel addressing and transparently moving SAN volumes without the use of fiber channel switches.  Storage migration will be the biggest technical challenge within the migration project plan.

VIII.    Director's Report on IT Operations

- On 4/8/2024, City Hall and the Public Library migrated off of the Avaya phone system and are performing all phone routing and voicemail within the Ring Central cloud. As part of the migration, new system attendants were put in place at both locations, which should reduce the number of call transfers and redirected calls. This was a massive undertaking that required a detailed phone analysis of all DID numbers owned by the City and having AT&T port the necessary numbers over to Ring Central. Brand new phones were deployed by the IT department and users had to be trained on the Poly equipment. The conversion thus far has eliminated four PBXs from the City's infrastructure. Phones that need to remain on analog lines required the installation of new Cisco ATA, which had to be punched down with cross-connects on the 66 and 110 blocks. The Police Department is the last site to convert. This will be accomplished after critical personnel return from medical leave and phone routing of the PD Vesta system is fully understood. The migration did include the deployment of the Ring Central desktop client, which can be used for soft phone, voicemail, faxing, texting, and video conferencing services.

- TPx and Cornerstone have now successfully installed all of the replacement Fortinet firewalls and connected the devices to the fiber optic ring. The vendor has created new security policies and NAT translation rules with the firewalls manually, as it wasn't possible to perform an automatic conversion of the files using conversion tools. On 4/10/2024, the Franklin School District approved the colocation MOU, and on 4/17/2024, a new rack and firewall were installed within the ECC building. WiscNet installed their Cisco ASR router on 4/19/2024 and provided Internet services to all firewalls on the ring through the ECC. On 5/1 and 5/2/2024, a dress rehearsal will be performed at each facility in order to confirm Internet access on the ring and basic LAN connectivity. A preliminary date of 5/22/2024 is planned to cut over all Internet access to the new fiber ring.

- On 3/12/2024, the Franklin Police Department installed brand new site-level UPS and power transfer switches. This required a full power off for everything in the data center. This was the first time in 8 years that all equipment in the data center had to be fully powered off. Within 45 minutes, as power restored, all systems at the PD were back to full operation. The 3PAR SAN did blow a power supply during the cutover, but other than that, there were no other problems.

- On 3/14/2024, the Police Department converted from Spectrum coax to fiber Internet services. The Spectrum connection will be a secondary connection after the fiber optic WAN cutover using SD-WAN. Spectrum screwed up and introduced an IP address conflict that took down the Water Utility for approximately 45 minutes. The problem was quickly identified and resolved. All coax equipment at the PD has now been removed.

- A new 2024 KnowBe4 Campaign has been pushed out using a 6-week training window. The new campaign requires that all employees complete 6 security foundational training videos as part of their annual training. With phishing attacks anticipated for the upcoming election, the security training may hold a considerable benefit in having users recognize phishing and social engineering attacks and thwarting them by refusing to click hostile links.

IX.     Future Agenda Items.
        -IT Security Project
        -Failure Avoidance and Mitigation
        -Risk-Watch Matrix

X.      Next Meeting Date:  Wednesday, May 22, 2024 – 6 p.m.

XI.     Adjournment

        Motion made by Alderwoman Eichmann and seconded by Member Farney to adjourn the April 24, 2024 Technology Commission Meeting at approximately 7:10 p.m. Upon vote, Ayes-All, motion carried.