CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
FEBRUARY 26, 2025

I.   The February 26, 2025 Technology Commission Meeting was called to order at 6:01 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, Alderman Peccarelli (left at 6:45 p.m.), Webler, Rehberger, Farney, and McWilliams. Members Galusha, Surana, and Kaur were excused. Members Meade and Pelkey were absent. Also in attendance was IT Director Jim Matelski.

II.   Citizen Comment Period – no citizens were present.

III. Review and approval of the December 12, 2024 Meeting Minutes.

      Motion made by Member Webler and seconded by Alderman Peccarelli to approve the December 12, 2024 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

IV.   Eide Bailly Office 365 Migration Project

      IT Director Matelski presented this item to the Commission. Discussion was held. Informational item only – no action taken.

V.   NIST Security Policy: Media Protection Policy & Procedures

      IT Director Matelski presented this item to the Commission. The Commission decided that instead of going through the policy document word by word, they would read the policy on their own and send IT Director Matelski an email by the end of the week of March 7th with any recommended updates.

VI.   NIST Security Policy: Physical & Environmental Security Policy

      IT Director Matelski presented this item to the Commission. The Commission decided that instead of going through the policy document word by word, they would read the policy on their own and send IT Director Matelski an email by the end of the week of March 7th with any recommended updates.

VII. Technical Issues Review

      - With the retirement of Captain Daniel Morris in January 2025, Jason Ireland has been promoted to PD Captain and will be the main business lead for all IT project and initiatives at the Franklin Police Department. CJIS roles will be realigned due to changes in both technical knowledge and skill sets. Director Matelski will be assigned the CJIS role of CSO (CJIS Systems Officer) ISO (CJIS Systems Agency Information Security Officer). Captain Ireland will act within the role of CJIS TAC (CJIS Terminal Agency Coordinator) and LASO (Local Agency Security Officer). Cindy Manke will retain her existing role of CJIS AC (CJIS Agency Coordinator) and TAC. These changes were approved by Chief of Police Craig Liermann. In previous years the Police Department assigned all roles only to sworn police officers; however, the massive changes to the CJIS 5.9.5 framework and new controls and requirements mandate realignment to individuals with the deepest security knowledge. With the role changes the Director of IT has full authority to set and implement all security policies and procedures for the Franklin Police Department.

- Idemia, version one, of squad finger print scanners are end-of-life and will need to be replaced in the 2026 capital budget. This was discovered by accident, where the Morpho Ident utility was intermittently working between squads and changes needed to be made to the .conf file to get the older hardware working. The vendor did not send out any form of an EOL notice, informing users that they will need to upgrade the hardware. The software is used to collect fingerprints out in the field and both query and register imprints to the state DOJ database. All Idemia units will need to be upgraded to version 2.0 of the hardware terminals.

- GIS portfolio licensing will be fully retired in 2026, where the desktop edition of the software will no longer be supported. The GIS Department is preparing for the change of moving towards named subscriptions, as this could significantly increase costs and require more licenses. GIS is being very heavily used within the Engineering, Planning, DPW, and Water Utility departments. In many cases, GIS layers are being used to record asset inventories and equipment locations making this an essential tool beyond just graphical maps. There will be a challenge containing ArcGIS licensing costs.

VIII.   Director's Report on IT Operations

- The PBX project is near completion with only a few terminal adapters left to install. In 2024, the City of Franklin initiated a very significant project of retiring the local PBX and move all phone services to the Ring Central cloud. On January 22, 2025, the Franklin Police Department ported all phone services to the cloud, with no interruptions in service attributed to the migration. PD Dispatch, a very complicated migration, did not experience any outages or dropped calls as part of the changeover. Overall, Cornerstone did an exceptional job from both a technical and project management standpoint in the migration of eight legacy PBXs to cloud-based phone and video conferencing services. AT&T Flex Reach services along with Zoom video conferencing are in the process of being cancelled. Old "bell wire" phone systems are no longer in use within the City of Franklin. This will allow for greater flexibility and offers the users the ability for more advanced call routing.

- On February 18, 2025, the Common Council approved the contract to establish body cameras and cloud-based storage for the Franklin Police Department. As part of this service, the WatchGuard in-squad video surveillance systems will be migrated from local to Motorola private cloud storage. All data archiving, redaction, and retrieval of either body camera or squad video storage will be processed in the cloud. It is estimated that this will save 56TB of local cloud storage that does not have to be provisioned with the new SAN in 2026. This will be a very significant cost saving in potential capital requirements, for both production and data backup storage.

- Due to problems with the Office 365 tenant and Microsoft Intune not being available, all new laptop and desktop computers are being manually deployed without automation or package-based installations. This is extremely unfortunate, but IT has a well-documented build process for each facility. Office 2019 will continue to be deployed on all new computers, as the Office 365 suite is not available via cloud authentication at this time. Due to high pressure from the user community to deploy the new equipment, the Office suite will have to be updated to the latest version on all computers at a future date.

- There was an initial problem with the deployment of Windows 11 version 24H2 on the new Lenovo M72s desktops. When the OS was patched to the latest security patches and drivers, if the user made rapid mouse changes or scrolled text within a .NET application one or both of the monitors would go completely black for 1-2 seconds. This was encountered even when scrolling within Event Viewer. The problem first started appearing with the December Microsoft update. A support call was placed with Lenovo and builds were temporarily placed on hold. The problem was fixed by using the AMD Adrenaline video drivers instead of those that were being deployed by Lenovo. The screen blanking problem was encountered with all new computers on a factory build without any updates. The computers shipped from the factory with this bug.

IX.   Future Agenda Items.
        -IT Security Project—Johnson Controls, Inc.
        -Failure Avoidance and Mitigation
        -Cloud Migration Strategy

X.   Next Meeting Date: Wednesday, March 26, 2025 – 6 p.m.

XI.   Adjournment

        Motion made by Member Webler and seconded by Member Farney to adjourn the February 26, 2025 Technology Commission Meeting at 7:40 p.m. Upon vote, Ayes-All, motion carried.