CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
AUGUST 31, 2022

I.   The August 31, 2022 Technology Commission Meeting was called to order at 6 p.m. in the Common Council Chambers 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 Mackensen and seconded by Member Farney for Member Farney 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 Alderwoman Eichmann, Rehberger, Mackensen, and Farney. Members Meade, Strowig, Webler, Galusha, Surana, Kaur, and Tischer 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 June 22, 2022 Meeting Minutes.

Motion made by Member Mackensen and seconded by Alderwoman Eichmann to approve the June 22, 2022 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

IV.   Review Integrated Public Alert & Warning System (IPAWS) and Wireless Emergency Notification System (WENS) Service Integration

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

Motion made by Member Farney and seconded by Alderwoman Eichmann to recommend the integration of the FEMA IPAWS system with the City's WENS system to allow data, alerts, and geofencing information to be shared with the City's WENS service provider, Inspiron Logistics. The Commission further recommended that this information be shared with Franklin residents via an article in the City newsletter as well as be provided on the City's website. Upon vote, Ayes-All, motion carried.

V.   Review of the Criminal Justice Information Services (CJIS) Bi-Annual Security Audit Policy

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

Motion made by Member Farney and seconded by Member Mackensen to recommend to the Common Council approval of the CJIS Bi-Annual Security Audit Policy with changes as discussed, to identify scripts and tools to help automate, and identify a third-party auditor to periodically evaluate the auditing process. Upon vote, Ayes-All, motion carried.

VI.   Security Information & Event Management (SIEM) and Security Operations Center (SOC) Managed Services for CJIS Requirements

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

Motion made by Member Mackensen and seconded by Member Farney to recommend to the Common Council approval for the City to purchase SIEM and SOC services from Rapid 7 for InsightIDR for the entire organization. Upon vote, Ayes-All, motion carried.

VII.   Technical Issues Review

- IT requests have been prepared and submitted for the 2023 capital and operational budget. This year was a significant challenge due to constantly rising costs, equipment and component shortages, and vendor services price increases. During the budgetary process, many quotes had to be solicited from multiple vendors, as some quotations came in much higher than expected and there was a large difference between quotes. This significantly complicated the budgetary process as even long-term, trusted vendors submitted significantly inflated quotes. IT supply chain and chip shortages made determining inflated costs even more difficult. When possible, some purchasing decisions will be deferred in the hopes that prices will stabilize and supply chains begin to return to normal. Overall, the budgetary process took at least twice as long as normal and involved far more steps and vendors.

VIII.   Director's Report on IT Operations

- Beginning shortly after the June Microsoft security patches, City of Franklin workstations and laptops were plagued with network outage. Computers would remove themselves from the network, as the NIC card started "flapping" and continued to go down/up until the PC was physically cold booted. The issue was only with computers containing an Intel NIC on the motherboard, and did not affect computers that had Marvel or Realtek chipsets. The issue was originally reported to Aruba and Microsoft, who were unable to determine the root cause of the problem. Installing the June and July security patches did not stabilize the computers. The computers would continue to go offline and flap every 30-180 minutes. Printing seamed to provoke the flapping condition and force the computer offline.

  To remedy the situation and stabilize the computers, the solution was to replace the hardware instead of remedying the software problem. USB NICs were installed on all impacted computers until the root cause was determined. After intense troubleshooting, it was eventually determined that the firewall with Bitdefender Gravityzone was the problem. The vendor pushed out a new firewall drive as part of the module upgrade at the approximate time that the monthly Microsoft security patches were released. Changing the Gravityzone policies to use a slow update ring and uninstalling/reinstalling the firewall module corrected the problem, forcing the computers to use the old firewall driver package. IT is working with Bitdefender in trying to get the new driver to work on our HP hardware in a test environment. In order to stabilize the network, IT helpdesk personnel had to go to each impacted workstation and manually uninstall and reinstall Bitdefender modules. This was a huge IT resource drain.

IX.   Future Agenda Items.
         -Fiber Network to Access Internet Services for City of Franklin Municipal Business Operations
         -Strategic Technology Plan & Cyber Security Component
         -Risk Watch Matrix
         -Vendor Fail

X.   Next Meeting Date: Wednesday, September 28, 2022 – 6 p.m.

XI.   Adjournment

         Motion made by Alderwoman Eichmann and seconded by Member Mackensen to adjourn the August 31, 2022 Technology Commission Meeting at 8:18 p.m. Upon vote, Ayes-All, motion carried.