

**CITY OF FRANKLIN  
TECHNOLOGY COMMISSION MEETING MINUTES  
MARCH 27, 2019**

- I. The March 27, 2019 Technology Commission Meeting was called to order at 6:00 p.m. in the Hearing Room of Franklin City Hall.

IT Director Jim Matelski took roll call; a quorum was present. Members present were Alderman Mayer, Webler, Surana, and Kaur. Members Meade, Strowig, Galusha, Giza, Brandt, Farney, and Litwin were excused. Also in attendance was IT Director Jim Matelski.

As both the Chair and Vice Chair were not in attendance, the first order of business was nomination of a temporary chair for this meeting. Motion made by Alderman Mayer and seconded by Member Surana to nominate Member Webler to act as temporary chair. Upon vote, Ayes-All, motion carried.

- II. Citizen Comment Period

Two citizens showed up to the meeting late. Although the Citizen Comment period item had already closed, the Chair allowed one citizen to speak on two concerns as summarized below:

- The Technology Committee should put forth a recommendation to Zoning and Planning to allow for an ordinance change, to eventually be voted upon by the Common Council. There is citizen concern that new senior housing is being developed where it is impossible for a resident to get over the air television signals, due to the cement and steel construction of the building. There is community interest to require new senior housing to provide a central television antenna and in-room connectivity, in order to allow residents to receive television signals without having to subscribe to a cable TV service. The Technology Commission confirmed that implementing a central TV antenna is feasible for VHF signals, but would have mixed results for UHF. The idea would be submitted to Planning for consideration.
- There is community concern that 5G cell phone towers may be generating stronger electro-magnetic signals (than 4G signaling), where it may pose a health hazard to citizens close to the source. Chair Webler confirmed that all signal towers must conform to FCC regulations, which have confirmed that the technology has been studied and certified. It is not believed that the implementation of 5G towers poses greater health risks than 4G towers; however, the issue will be brought to the attention of the Director of Health.

- III. Review and approval of the October 24, 2018 Meeting Minutes.

Motion made by Member Kaur and seconded by Alderman Mayer to approve the October 24, 2018 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

- IV. Electronic Patient Care Reports (EPCR) & Zoll Integration

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

Motion made by Member Webler and seconded by Member Kaur to allow the Fire Department to move forward with subscribing to integration services between EPCR records and Zoll for the direct importing of emergency health records, contingent that no additional software is needed to be loaded on the iPad and that the cost comes in around the target estimate of \$500. Upon vote, Ayes-All, motion carried.

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V. CJIS Audit Issues and Remediation Issues

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

VI. Moving to Bitdefender from Traditional Symantec Anti-Virus

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

Motion made by Member Webler and seconded by Alderman Mayer to recommend the implementation and installation of Bitdefender Gravityzone Advanced Endpoint Protections to replace Symantec Antivirus Endpoint Protection. Gravityzone will be used for centralized security patch management and management of Bitlocker hard drive encryption for mobile devices within GCIS scope. Due to both the need to increasing endpoint protection to include advanced threat management and CJIS IPS requirements, the costs associated to moving towards a new security platform are warranted. Upon vote, Ayes-All, motion carried.

VII. IT Strategic Direction: Six Longstanding & Complex Problems

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

VIII. Technical Issues Review

- Milwaukee County is reinstating the CAD-to-CAD municipality integration project (formerly known as FATPOT), which will allow for the transmission of CAD data over to the County Office of Emergency Management. The County 911 dispatch center will be able to consolidate all CAD feeds from the 17 municipalities and immediately determine the exact location of all fire and EMS vehicles. The goal is to be able to allow for seamless cross-municipality dispatch of vehicles when local resources are not available. Discussion is currently ongoing on whether this dispatch will be fully automated based upon locality and available resources, or if a notification workflow between dispatch centers will be instituted instead. Milwaukee County has made it known that they desire all municipalities to be fully integrated with the new system by the end of the year. With the 2020 Democratic National Convention being held in Milwaukee, the County wants the integrated CAD dispatch center to be fully operational six months prior to the convention. The County is pushing this as a top IT priority.
- DMARC (Domain-Based Message Authentication, Reporting & Conformance) with DKIM (Domain Keys Identified Mail) have been implemented as of 2/25/2019. Although this has been on the technical implementation plan for some time, it was significantly delayed by the November election and annual property tax payments. DKIM email signatures were established using a 2048-bit key length. The DMARCIAN reporting service was subscribed to in order to view both aggregate and forensic reports. The service has the capability to receiving reports directly from the SMTP providers via the RUA in the DMARC record, thus eliminating the manual task of uploading reports into the portal on a daily basis. This is a huge time saver. Full DMARC compliance is estimated to be fully established within 30 days, with a much better understanding of where the IP addresses and regions phishing and whaling attacks are being directed from. Although DMARC with DKIM is not perfect, it is fully in conformance with NIST and Federal Agency security policy guidelines. WEC has yet to establish a DMARC policy for local municipalities.

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- The City of Franklin is in need of a security policy defining the usage of private email accounts being used for government business. This is a policy that will be discussed at some length during upcoming Technology Commission meetings. Currently personal email accounts are being used by both the Mayor and Common Council members, with email forwarding being performed from a City-owned Exchange mailbox over to a private email account. City email policy requires that any City official response via a personal account include a distribution list within the cc: header that will allow the email conversation to be archived. This is a gray area within existing law; however, it is a practice that I strongly am not in favor of and would like to see changed. My personal preference is to use the VMWare Airwatch mobility management client on all BYOD devices. The management platform would push out the VMWare Boxer email client that is full containerized and can be easily removed (along with all City data) from the central management console.
- It should be strongly noted that the City currently does not have a policy of storing and archiving text messages being performed either on City-owned or BYOD smart phones. The SMARSH services would be a good technology solution, but it currently does not have any operational or capital funding for 2019. I am a very strong advocate of capturing and storing any and all text messages being performed within governmental operations. The City currently does not have an enterprise text messaging solution for daily business.

IX. Director's Report on IT Operations

IT Director Jim Matelski informed the Commission members on the following:

- Mark Luberdia was able to secure some end of year funding and was successful in directing this toward modification of the City of Franklin website. Northwoods is currently developing and migrating our entire website over to a brand new hosted platform. Instead of the hosting and CMS provider being held by two different companies, the new solution will have the website hosted on Northwood's Microsoft Azure platform. Annual upgrade fees will be rolled into monthly maintenance and support fees, where it is estimated that there will be no additional monthly costs for migrating the platform entirely over to Northwoods.
- Northwoods currently has a beta website built using a common responsive template (on their newest CMS version), and they are actively working on addressing all of the technical requirements laid out by the Commission in the business requirements proposal. The website will be rolled out in two distinct phases. Phase 1 will be a generic template based on navigation controls frequently seen within other Milwaukee County municipal websites. This will be a generic template that will largely focus on changing navigation and establishing a document taxonomy for searches. Phase 2 will be performed "after" the Economic Development Commission has completed their marketing and rebranding project. Stylistic elements defined through the rebranding effort will then be applied to the public website, along with a change of any graphics and logos. Phase 2 will largely focus on changes in appearance and may include links focusing on specific marketing and branding information. After Phase 2, it is anticipated that only minor stylistic changes will be applied to the site. Currently, IT is focused on categorizing active and inactive content from an export of over 9,000 documents. Each document will be categorized via a common taxonomy for filtered based searches. There will be much more on this within upcoming meetings.
- The Water Utility Department has migrated from their old generation 1 Hyper-V environment and built a new VMWare 6.5 server that is linked to the City Hall vCenter data center. All VMs were V2V to the new VMWare environment and additional resources were added as needed. The CH-HISTORIAN

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reporting server had hard disk capacity increased from 100GB to 1.0TB, a much needed improvement that allow for far more data to be stored and analyzed. Additional CPU and memory were added to each VM. All Veeam backups are now fully centralized to a VMWare-based infrastructure. The Water Utility was the last major Hyper-V environment to be decommissioned. The City is now fully running VMWare as its virtualization infrastructure platform.

- X. Future Agenda Items.
  - Strategic Technology Plan
  - Information Security Plan
  - Website Phase I – Review of Website Migration and Site Layout
  - BS&A – Water Utility Billing Software & Payment Portal Review
  
- XI. Next Meeting Date: Wednesday, April 24, 2019.
  
- XII. Adjournment

Motion made Member Webler and seconded by Member Kaur to adjourn the March 27, 2019 Technology Commission Meeting at approximately 8:30 p.m. Upon vote, Ayes-All, motion carried.