

**CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
MARCH 4, 2020**

- I. The March 4, 2020 Technology Commission Meeting was called to order at 6:00 p.m. in the Hearing Room of Franklin City Hall by Chair Meade.

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

- II. Citizen Comment Period – No citizens were present.

- III. Review and approval of the January 13, 2020 Meeting Minutes.

Motion made by Member Webler and seconded by Member Farney to approve the January 13, 2020 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

- IV. IT Staffing & Consulting Changes

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

Motion made by Member Farney and seconded by Alderman Mayer to recommend to the Common Council that the City of Franklin will eliminate the usage of on-site consultants and will only contract IT resources with HBS for project or very short-term engineer work. For on-site IT services, two permanent City of Franklin employees will be hired under the job description of Desktop & End User Support Administrator. One permanent City of Franklin employee will be hired under the job title of Server & Infrastructure Engineer. All hiring, training, and employee compensation costs will be reallocated from the 2020 IS “Data Processing Services” operational outlay budget account. Upon vote, Ayes-3, Noes-1 (Wabler), motion carried.

- V. Technical Issues Review

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

- For the next meeting email malware and spam filtering services will be moved over to a new vendor. Broadcom’s purchase of Symantec Email Security-Cloud has made it impossible to purchase new licenses, as it appears that this service is eventually going to be terminated by Broadcom. Using information from the last Gartner study along with new companies within the marketplace, a new proposal is being created on moving services from Symantec to another vendor. Although preferred not going down this path in an election year, the recent corporate acquisition created a need for a change in security service.
- Fixed - Separate VMWare virtual machines were created for the Clerk’s Office that allow them to get into the Wisconsin Election Committee (WEC) portal, while having their Advanced Threat Management client (ATM) installed - OPSWAT. This software was incompatible with Bitdefender, requiring an isolation strategy be performed in order to use a non-standardized anti-virus platform. Currently 5 virtual machines are running in isolation mode that only have access to the Internet. No LAN communication is possible. The virtual machines are running AVG anti-virus with WEC OPSWAT. To move files between the isolation environment to the internal LAN environment requires data be transferred to a USB key.

TECHNOLOGY COMMISSION MEETING MINUTES

MARCH 4, 2020

PAGE 2

- In the “plus column”, all data transmitted in/out of the WEC portal is 100% isolated and cannot be impacted by any issues with our internal network. Hacking these virtual machines would be extremely difficult and would require host level access to the VMWare server.

VI. Director’s Report on IT Operations

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

- The PBX phone upgrade for the Police Department is fully complete. This included putting in a new gateway at the PD and another at the Library. Both locations tie directly into the City Hall PBX and use VoIP to exchange information between the Avaya Communication Master and the gateways. In the event that City Hall ever goes offline, both offices can work completely independently as ready only phone switches. The campus network is now administered as a single unit, and all phone extensions are registered in a single database. 911 routing for the Library was modified, allowing the correct address to appear on the PD Dispatch console whenever an emergency call is made. This is 20 years overdue.
 - Work is currently being undertaken creating automated attendants for both the Court and the Library. The new centralized system now makes this easily possible.
- VoIP phones are beginning to be deployed out at the DPW. AT&T continues to fail in their ability to correct the line and phone quality problems at this location. The phone static is so bad on all lines that Kevin Schlueter specifically requested being the first to test a VoIP phone in a remote office, even if there were difficulties getting it to function. So far, the phone is working perfectly and we have been given the OK to start the deployments of the rest of the phones.
- Synergy is working on getting all information from AT&T and Spectrum on all DID and owned Centrex lines. Both communication vendors have been extremely slow to respond to the request of all CIDR reports. The Synergy project is to determine all current telecommunication costs and look at multiple options of improving both ISP and carrier services. (See “sticky problem” #2 in IT Strategy).

VII. Future Agenda Items.

- Email Spam & Malware Filtering – Forced Vendor Change
- City of Franklin Website Phase II Changes
- Strategic Technology Plan

VIII. Next Meeting Date: Wednesday, March 25, 2020.

IX. Adjournment

Motion made by Alderman Mayer and seconded by Member Webler to adjourn the March 4, 2020 Technology Commission Meeting at approximately 6:50 p.m. Upon vote, Ayes-All, motion carried.