**CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
JULY 14, 2021**

I.   The July 14, 2021 Technology Commission Meeting was called to order at 6:02 p.m. in the Hearing Room of Franklin City Hall by Vice Chair Strowig.

   IT Director Jim Matelski took roll call; a quorum was present. Members present were Strowig, Alderman Mayer, Webler, Rehberger, Surana, Mackensen, and Farney. Members Galusha and Kaur were excused. Member Meade was absent. 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 April 28, 2021 Meeting Minutes.

   Motion made by Member Rehberger and seconded by Member Webler to approve the April 28, 2021 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

IV.   Consider Policy for Electronic Meeting Recordings

   Director of Administration Peggy Steeno presented this item to the Commission. The City received an email on July 14, 2021 at 1:05 p.m. showing support of this item. Discussion was held.

   Motion made by Member Webler and seconded by Member Mackensen to recommend to the Common Council approval of the "Electronic Meeting Recordings: Collection, Distribution, and Retention of Boards/Commissions/Committees Meeting Proceedings" as submitted. Upon vote, Ayes-All, motion carried.

V.   Technology Commission Technical & Security Review Policy

   IT Director Matelski presented this item to the Commission. Discussion was held. The Commission requested edits to the policy. IT Director Matelski will make the edits and present this item back to the Commission at their next meeting.

VI.   Strategic Technology Plan – 10 Goals & Objectives

   IT Director Matelski presented the Goals and Objectives portion of the Strategic Technology Plan to the Commission. Discussion was held. The Commission requested minor edits to be made to the Goals/Objectives component of this plan. There will be an ongoing review of the separate components of this plan at upcoming Commission meetings and once all components have been reviewed and edits made, the complete plan will then be considered for final approval. No action taken on this item at this time.

VIIa-b. Closed Session Items VIIa-b.
      a. Initial Draft of City of Franklin Security Risk Watch Matrix
      b. City of Franklin Security Policies – Identity and Access Control Policies

Motion made by Member Mackensen and seconded by Member Surana to enter closed session (at approximately 7:18 p.m.) for these subject matter items pursuant to Wis. Stat. § 19.85(1)(d), to consider strategy for crime prevention, and the implementation of a program and policy and tools therefore for crime prevention, i.e., cyberattack prevention and technological crimes in relation thereto, for the protection of the City's technical and information infrastructure and the City officials, employees and the public who use the system, and also pursuant to Wis. Stat. § 19.85(1)(e), for competition and bargaining reasons with regard to the prevention protection program and these subject matter items, and the investing of public funds in relation thereto, and to reenter open session at the same place thereafter to act on such matters discussed. Upon vote, Ayes-All, motion carried.

Motion made by Member Webler and seconded by Alderman Mayer to re-enter open session at approximately 7:51 p.m. Upon vote, Ayes-All, motion carried.

VIII.   Technical Issues Review

- **Firmware Updates Causing Operational Outages -** Security updates are dramatically on the rise due to both known platform vulnerabilities being taken advantage by known malware, or identified vulnerabilities that exist within the technology but are of a lower priority. The velocity of security updates has increased, requiring immediate updates to OS, drivers, firmware, network, and security devices. Unfortunately, these updates are not always stable and introduce either other security issues or cause performance/availability issues. Rushed releases of HPE and Microsoft security updates has introduced outages or required IT patch systems multiple times within a two-week period. In worst cases, failed firmware updates required vendors to replace system hardware that are covered under warranty agreements.

  o It is Franklin policy to have all equipment currently being used in the production environment covered and under support and maintenance agreements. In today's high volatility security environment, it should be recognized that these warranties and support contracts are not only being used to remediate hardware issues, but also failed security patches as well. It is foreseen that rushed security patches that are poorly tested will continue to be an ongoing IT challenge for some time.

- **Researching Phone & VoIP Solutions -** Due to rapidly escalating support costs, the City of Franklin is researching new phone system platforms to replace the existing Avaya Call Manager system. Although the system is less than 5 years old, the vendor is changing the warranty and support model from per site licensing to per user. This will dramatically increase warranty coverage beyond the $35K (estimate) currently

being incurred as an annual operational outlay. Less costly solutions are being looked into. Replacing digital phones with VoIP technology is also being carefully evaluated. VoIP phones can use existing data cabling, which will eliminate the need to support old "Bell" digital/analog wiring. The old wiring technology is becoming extremely difficult to support, due to vendors not having knowledge any longer in this area. This is a technology strategy change that is moving away from the air-gapped model.

- **GCS Platform Migration -** Milwaukee County has given notification that the current GCS property tax system will be significantly upgraded, where the new platform will be using an all web-based interface. It is unknown at this time if GCS will remain an on-premise solution, or if it will be converted over to a shared service (Milwaukee County hosted) system that may be off site. Usage of GCS is mandatory. The Country is the "payer of last resort" for all unpaid property taxes. The County uses GCS to standardize and consolidate reporting within all of the Milwaukee County municipalities, making aggregate reporting of unpaid taxes much easier. It is estimated that the new system will most likely be rolled out between August and November. Although many details surrounding the project are currently unknown, it is anticipated that this will become a high priority, unplanned, project.

IX.   Director of Administration Updates
a.   AT&T Dedicated Internet & Voice Bundle
b.   Physical Security Improvement Project
c.   Fiber Network to Access Internet Services for City of Franklin Business Operations
d.   City of Franklin Website

Director of Administration Peggy Steeno updated the Commission on the above items. Discussion was held. Informational item only – no action taken.

X.   Director's Report on IT Operations

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

- **Creation of DMZ (Demilitarized Zone)** - On July 9, 2021, a DMZ was officially constructed at City Hall, using software-defined networking to create the necessary isolated VLANs on existing virtualization equipment. Although long in the works, an alternative way was found to make this a viable solution without the need for any additional dedicated hardware. Planning is underway on converting existing systems that are using direct NAT to being placed out instead out in the DMZ. The long-term goal is to correct a long-standing security practice and further harden systems along with the security perimeter.

XI.   Future Agenda Items.
        -Website Update
        -Strategic Technology Plan & Cyber Security Component
        -NIST Aligned Policies
        -Exchange Migration
        -Edits & Additions: Technology Commission Technical & Security Review Policy
        -Policy Review Item: City of Franklin Identity Access & Control Policies
        -Policy Review Item: City of Franklin Incident Response Policy and Plan
        -Operation Update: Migration of Servers to the DMZ
        -Operational Update: Security Patch Distribution and Issues
        -Operational Update: GCS Migration to Web Application

XII.   Next Meeting Date: Wednesday, August 25, 2021 – 6 p.m.

XIII.   Adjournment

        The July 14, 2021 Technology Commission Meeting was adjourned at 8:07 p.m.