CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
DECEMBER 3, 2025

I. The December 3, 2025 Technology Commission Meeting was called to order at 6 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, Wielebski, Rehberger, and Pelkey. Members Galusha, Surana, and McWilliams were excused. Member Berg was absent. Also, in attendance was IT Director Jim Matelski.

II. Citizen Comment Period – no citizens were present.

III. Review and approval of the October 22, 2025 Meeting Minutes.

Motion was made by Member Pelkey and seconded by Member Rehberger to approve the October 22, 2025 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

IV. 2026 ADA Web Accessibility Compliance & Requirements for the City of Franklin Website

IT Director Matelski presented this item to the Commission and discussion was held.

Motion made by Member Pelkey and seconded by Alderman Peccarelli to recommend the Northwoods Statement of Work for ADA compliance of the City website with the following conditions:

Required activities that were somewhat addressed in the SOW but were somewhat vague:
- An automated project pre-scan will be performed by Northwoods for ADA compliance. A report will be produced that indicates what web pages have issues and require remediation. The Commission is looking for a metric (e.g. number of non-compliant pages) that we can use as a baseline for assessment.
    - The compliance framework being used should be WCAG 2.1A level of compliance. Level AA or AAA requirements are currently out of scope. The goal will be to start with the very basic 2.1A compliance and increase this to 2.2A or 2.2AA (or possibly 3.0 when released) in the future.
    - Out of the three technology groups within the framework, programmable content and words are in scope. The 10,000+ downloadable documents are out of scope. Documents will be handled in a separate project.
    - https://www.w3.org/TR/WCAG21/
- Based upon the pre-scan the Director of IT and Director of Administration have authority to determine what remediations are best suited to lower the level of risk and what can be done with the allocated time block. The SOW outlines the current priorities, but it is recognized this may change with the results of the pre-scan.
- Once the remediations are complete, a post-scan will be performed at the end of the project. The number of non-compliant pages should go significantly down. The percentage of non-compliant pages will give a metric for assessment and will help with estimating the hours of time commitment needed for future projects.

Upon vote, Ayes-All, motion carried.

V.   Technical Issues Review

- **IT Increasing Security Responsibilities:** On December 3, 2025, Dana Zahn retired, after serving the City of Franklin in the role of HR Manager for more than 20 years. It is recognized that this singular position will be in a state of flux for a period of time, as a search goes out to locate a new replacement or alternative resource. IT will undertake all employee on-boarding and account termination responsibilities, along with all matriculation processes involving employee security and training. It is anticipated that the security duties will be further extended in the near future, through additional potential retirements, where both physical security and BS&A administration may be assigned to the IT Department. The extension of security responsibilities will be a topic for discussion at future Technology Commission meetings.
- On November 1, 2025, the Franklin Fire Department vacated Fire Station 1 and moved all personnel either to Fire Station 2, 3, or the Muskego station (a.k.a. Tess Corners). During planned building renovations, a significant amount of black mold was detected that existed at dangerous levels. This evacuation of Station 1 occurred right in the middle of the domain migration. The unplanned move required transfer of equipment, changes to phone routing, and configuring laptops to use the Fortinet VPN for remote access and daily operations.

VI.   Director's Report on IT Operations

- **MUNI domain Migration:** Starting on Halloween, the largest technology change ever undertaken was successfully implemented within all departments at the City of Franklin. On 10/31/2025, computers were migrated from the old FRANKLINNT domain and joined to the new MUNI domain, which is actively being synchronized to Microsoft Azure Active Directory (a.k.a. Entra ID). As part of the migration, new vulnerability management agents were installed on every computer and server, and the device was enrolled within Intune Enterprise Mobility Management. New DNS, DHCP, and Radius servers were implemented as core infrastructure components.

    Nathan Ligocki and Ryan Boos issued over 220 Yubikeys for mandatory two-factor authentication prior to the conversion date. All users were required to activate their user accounts within the MUNI domain, set a unique password, and enter an 8-digit corresponding pin for the Yubikey. On the day of the migration, all users were functionally able to log into the network with their Yubikeys using FIDO2 password-less authentication. No issues were encountered with Yubikey authentication or denial of network access. Digicorp got the Yubikeys working flawlessly, including the Police squad cars.

    Email was migrated over several days using the Bit Titan migration tool. The only major problems encountered were for users that had a mailbox close to the maximum 50GB storage limitation. All public folders were converted to shared calendars. The conversion tool worked extremely well for the special conditions, where a user's name in the old domain did not meet naming standards, hence the account was renamed in the new domain. Bit Titan was configured to account for these anomalies and all user accounts in the new domain were configured to an enterprise standard. All application servers were

migrated over to the new domain and databases placed on the central SQL 2022 servers. The following applications are exceptions and still waiting to be migrated:

- o BS&A: Due to the complexity of moving the databases for each module, the vendor insisted that they be directly involved and performed by the BS&A implementation team. This was originally scheduled for 12/11 and 12/12/25. BS&A just announced that they cannot meet this deadline. Additionally, they want to outsource this migration to one of their trusted consulting vendors (VC3) due to resource limitations on their end. This conversion is under discussion with potential rescheduling.

- o VPN: Security hardening of network protocols originally created authentication issues with the new Radius servers. It is believed the problem has been resolved. A delay of implementation was needed because of the recent FD moves to alternate fire stations, as they were heavily accessing the VPN for daily operations. Johnson Controls remote access is holding up the migration at the moment, but it is intended that this be cutover next week without regard to their access issues.

- o WatchGuard: The WatchGuard video surveillance system for squad cards contains around 12TB of data that has to be preserved. Instead of keeping this data on premise, Motorola has begun the process of moving all files with retention holds to their cloud. Once the data has been migrated, this allows both the older WatchGuard and Arbitrator systems to be decommissioned. All squad and body camera footage will be viewed and maintained from the Motorola cloud. It is estimated that it will take 5-7 days to upload all of the data.

- o Johnson Controls Door Access System: Johnson controls was given formal notification on 11/3/25 that their existing CCure 9000 security access server does not meet security requirements. The vendor was supposed to port the application to a new Windows 2025 server in the MUNI domain, and to place the database on the centralized SQL server. To date, zero progress has been made on this project, due to incompetence by the local technician and severe lack of training on the product that they are contracted to support. The old server will be kept in operation until 12/13/25. Afterwards, it will be shut down and forcibly deleted. The vendor will have to perform full on-site rework to build out a new server that meets security compliance requirements.

VII. Future Agenda Items.
-IT Security Project—Johnson Controls, Inc.
-Failure Avoidance and Mitigation

VIII. Next Meeting Date: January 28, 2026 - 6 p.m.

IX. Adjournment

Motion made by Alderman Peccarelli and seconded by Member Pelkey to adjourn the December 3, 2025 Technology Commission Meeting at 7:32 p.m. Upon vote, Ayes-All, motion carried.