CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
OCTOBER 22, 2025

I.   The October 22, 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, Pelkey, and McWilliams. Members Galusha and Berg were excused. Members Meade and Surana were absent. Also, in attendance was IT Director Jim Matelski.

II.   Citizen Comment Period – no citizens were present.

III.   Review and approval of the April 23, 2025 Meeting Minutes.

   Motion made by Member Rehberger and seconded by Member McWilliams to approve the April 23, 2025 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

IV.   Review/Recommend TPx Change Order Adding 5 New Cisco Meraki Switches to the Fiber Optic WAN Architecture

   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 purchase of 5 Cisco Meraki switches under the existing TPx contract with the change order expected to have a hardware cost of $21,370.40 and increased monthly service costs of $428.95. Upon vote, Ayes-All, motion carried.

V.   Technical Issues Review

   - **Department Name Change** - In order to more accurately reflect the current responsibilities and scope of vendor engagements, IT management is seriously contemplating a change to the department name. The IT department is responsible for the complete support and maintenance of all VoIP telephony and phone services, City Hall door access control systems, and the video conferencing systems in three facilities. Furthermore, the Director of IT has been designated as the Server and Information Officer within the CJIS team, and he is a critical member of the team accountable for all PD security audits and concerns. The department name "Information Services" is legacy and dates back to a time when IT was known as the "data processing" department. I am contemplating the possibility of renaming the department "Technology and Security Management" (TSM). This would explicitly establish a security department within the organizational chart that is in charge of all security responsibilities throughout the City. The department's ongoing obligations, which include the resolution of an increasing number of security and privacy issues at all levels of IT, are more accurately represented by the name change. The name also signifies the manner in which security is administered, especially non-conventional devices that are not traditional computers or daily and cyclical security tasks that are currently being executed. It may also be worthwhile to contemplate renaming the Technology Commission to be in alignment with the naming changes.

- **JCI Door Access Control Project** - Implementation of the City of Hall door access control system has encountered several major implementation issues, whereby the project is being transferred from the Department of Administration back to IT. The Johnson Controls system has multiple security problems. The virtual server that runs the door access control system has a local installation of SQL Express instead of using a centralized SQL that has managed backups. Additionally, services are being launched under a vendor user account instead of a dedicated service account. The vendor has also implemented an auto-login to the CCure application, which is a violation of security policy.

  Johnson Controls has been informed of the security concerns associated with their card access and door control system. A comprehensive discussion is scheduled for November 7th. The IT Department is suggesting that the system be integrated with either Active Directory or Entra ID. This integration should simplify the administration of user accounts and access responsibilities. At present, no user has been assigned a door access control card. Additionally, there are significant scheduling challenges to resolve for after-hours meetings, as well as the necessity of maintaining the doors open for the duration of the meeting. The scheduled securing of the doors after hours is challenging due to the frequency and variability of after-meetings.

- **Invoice Impersonation Attack** - The City of Franklin Police Department and IT have been involved in numerous incidents in which vendors or agencies involved in construction projects have received rogue invoices that impersonate the Franklin Planning Department. In certain instances, the impersonation attempt is highly specific and pertains to an ongoing project that the Planning Department is currently engaged in. All roque invoices are being sent from the USA.com email server and include the City of Franklin logo and City Hall address. The cyber group requests contact in order to execute the wire transfer and does not provide any banking account or other transfer information. The Franklin Police Department has escalated the matter to the Department of Justice (DOJ) and the FBI; however, neither agency has responded to the request. The PD is unable to issue a subpoena to USA.com, as it is believed that the impersonation attack is being perpetrated from outside the country, and it lacks jurisdiction. Franklin may need to consider implementing a pull process for invoice submission, which would eliminate all emailed invoices from any workflow. In an alternative scenario, the invoices may require digital signatures to verify their reputation.

- **Eliminating HBS as a Core Vendor** - Due to ongoing cost cutting (due to significant City-wide budget concerns) the HBS CollabGuard contract for the three video surveillance systems has been terminated. This was an annual cost of $18,000 for both regularly scheduled maintenance and problem solving. The IT department will be undertaking full responsibility for this system, in spite of the learning curve, and will be performing all upgrades and patches. It is possible that the City may entertain moving to a different application platform in the future, possibly using the native Axis control software that is often used with the Axis cameras.

VI.   Director's Report on IT Operations

- **Motorola Body and Squad Camera Project** - The Police Department implemented a new cloud-based Motorola camera system on Monday, October 20th, with the goal of completely decommissioning the on-premise WatchGuard system within 90-120 days. A total of thirty-two body cameras are currently in the process of deployment and will be synchronized to the cloud through transfer stations that serve as both power charging and communication hubs. Integration packages have been implemented for vehicles that possess the older x400 cameras, while x500 squad cameras have been installed within new vehicles. Rather than retaining the data on-premise, all squad cameras transfer the video directly to the Motorola cloud while in station. The new cloud application is entirely integrated with Entra authentication and Yubikey 2FA. The PD was the initial deployment of the new Entra IDs, and all personnel were issued security keys.

- **Microsoft 365 Onboarding & Domain Migration Projects** - The City of Franklin will officially execute a complete migration from the old non-routable FRANKLINNT domain (ci.franklin.wi.us) to the Active Directory 2025 domain MUNI (muni.franklinwi.gov) on October 31, 2025 (Halloween). All users and resources will be transferred. As part of this migration, all users will be required to authenticate into the MUNI domain using a new user account that is identified in Microsoft Entra as requiring Yubikey/security key 2FA authentication. On this date, every email will be transferred from the on-premise Exchange 2010 server to the Microsoft Exchange Online cloud. All shared accounts will remain in FRANKLINNT and will not be transferred to the new domain. The email naming convention will be adhered to by all user accounts. The user will perform FIDO2 authentication to the Active Directory domain and Microsoft 365 cloud upon logging into the workstation. This necessitates that the individual possess the Yubikey in order to access resources and be aware of an eight-digit PIN. The Yubikey is a certified FIPS security device and complies with the CJIS AAL3 authenticators.

- **Veeam Backup Cloud Onboarding** - Veeam is being expanded to encompass on-premise backups (disk-to-disk and disk-to-tape), as well as cloud-to-cloud backups through the Veeam Backup Cloud. The cost of the service provider and Veeam licensing is prohibitive, despite the fact that a third-party object storage provider could be employed on the local Veeam server. The Veeam Backup Cloud solution is approximately 40% less expensive and does indeed offer seamless backup of the Microsoft Exchange and Entra ID tenant environments. This service is being subscribed to for a single year, and an alternative solution may be explored for 2026. Cloud backups are mandatory for the M365 enrollment on Halloween, as all email is regarded as a governmental record.

- **Water Utility VMWare Upgrade** - The Franklin Water Utility is planning on upgrading its existing VMWare 6.5 environment. Both the hardware and virtualization platform are being upgraded and standardized to VMWare 8.x. All SCADA virtual machines are being rebuilt as Windows 2025 virtual machines, and Ruekert Mielke will be installing the latest version of the SCADA monitoring software. Water Utility servers will move into the new Active Directory 2025 domain as these systems are being rebuilt.

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

VIII.   Next Meeting Date: As the next meeting date is November 26, 2025, it was the consensus to poll members for their availability for a combined November and December meeting date of December 3 or 10, 2025.

IX.   Adjournment

        Motion made by Alderman Peccarelli and seconded by Member Wielebski to adjourn the October 22, 2025 Technology Commission Meeting at 8:06 p.m. Upon vote, Ayes-All, motion carried.