CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
APRIL 25, 2018

I.   The April 25, 2018 Technology Commission Meeting was called to order at 6:04 p.m. in the Hearing Room of Franklin City Hall by IT Director Jim Matelski. As both the Chair and Vice Chair were not in attendance, the first order of business was election of a temporary chairman for this meeting.

Motion made by Member Farney and seconded by Alderman Dan Mayer to nominate and elect Member Webler as temporary Chairman for this meeting. Upon vote, Ayes-All, motion carried.

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

II.   Citizen Comment Period

No citizens were present for the meeting.

III.   Review and approval of the February 28, 2018 Meeting Minutes.

Motion made by Member Farney and seconded by Alderman Mayer to approve the February 28, 2018 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

IV.   Review of City of Franklin Website and Added Functionality

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

V.   Review of Mobile Device Management Software

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

VI.   Technical Issues Review

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

- On March 14, 2018 the Milwaukee Journal Sentinel printed an article that a joint task force, comprising of the Wisconsin Division of Enterprise Technology, Wisconsin Elections Commission, and the U.S. Department of Homeland Security, will be implementing a series a phishing and penetration tests to simulated malicious emails and how local multiplicities react to the fraudulent emails. To date, no government agency has contacted either the City of Franklin IT Department or Clerk's Office giving notice of the planned tests. The planned "assessment" touches on several technology concerns:

  - DMARC - Currently the City of Franklin has a published SPF and DMARC policy set to request a quarantine of suspected emails with a rejection interval of 100%. We are slowly moving the SPF policy to "reject" any suspected messages. The City is looking at ways to implement DKIM in order to further enhance email security by providing a digital key within the email header for all generated messages. Implementation of DKIM will require modification to the architecture of the web server, which routes web form submissions under a SMTP relay.

- o Operational Monitoring - It may be wise to engage within a third party service to assist in helping harden DMARC/DKIM/SPF records, and create human readable aggregate reports (or a dashboard) from the DMARC failure reports. In their native form, the reports are difficult to read and track, hence an outsourced service may be better able to track and monitor usage of the domain name.

  - o Centralization of Email - Like CAD to CAD county-wide centralization initiatives, it is not unreasonable to speculate that in the future governmental email hosting may be offered as a shared service. If this service were to be offered, it may be an attractive option for implementing highly secured email services, above and beyond what existing cloud vendors currently offer. This assumes that such a service would be cost-effective and would provide full site level disaster recovery.

- For 2018 the Wisconsin Elections Commission is advocating the usage of electric poll-books in order to eliminate the production and printing of paper copies. I believe that it is important to recognize that other states (e.g. State of Georgia) had abandoned the use of election voting and poll-books and is reverting back to paper based systems. This decision was based on the ability of being able to more easily control and audit paper records. The Clerk's Office has received 2018 capital funding for the purchase of several poll-books, in the event that the State of Wisconsin mandates the deployment of electronic poll books for the upcoming elections. As IT Director for the City, I believe it is important for the State to control all hardware, software, and security standards for poll books. The devices would be in scope within any election audit. I do strongly advocate that poll books be purchased and controlled at the County level, very similar to how voting machines are distributed and controlled, with the State/County agencies maintaining all inventory and standards. I do not believe that it is appropriate for each local municipality to control the hardware and security hardening standards. It is best if this were simply a rented device.

VII.   Director's Report on IT Operations

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

- On Friday, April 20, 2018, Jade International experienced a failure to the core switches within their remote data center, which brought down all hosted websites (including theirs). Per Dan Fifield, owner and engineer at Jade, new core switches have been ordered to fully replace the failed equipment. During the outage, external DNS was not available, which caused inbound email from the Internet to bounce back to the sender. Because DNS MX records could not be located, no messages were transmitted to Symantec Email Security.Cloud that would be queued.

  - o Because the City of Franklin is using a .GOV domain name (registered through .DOTGOV) as the root domain, most major hosting providers are unable to operate a .GOV DNSSEC enabled zone file. 2009 federal requirements stipulate that all federal .GOV registrants must use DNSSEC to prevent man in the middle and DNS cache poisoning attacks, with the usage of DNSSEC for state and local agencies being optional. I am requesting that external DNS be moved from Jade International over to Heartland Business Systems data centers in Little Chute. The cost of the hosting is $60 per year. Heartland claims to be able to host the .GOV domain using DNSSEC, further hardening the systems and applying them to an already fault-tolerant data center.

- On Sunday, March 25, 2018, the Police Department backup server (COFBACKUP1) applied a Microsoft quality patch, which installed a new kernel mode driver that caused data corruption on the BCD. After spending a solid day trying to repair the BCD using several offline recovery methods, nothing could be

done to get the server to boot into Windows 2012. Eventually, the server's OS partition had to be reformatted and the operating system completely reinstalled. The physical server has been rebuilt and all data contained on it was fully restored. This was a full test of the City's disaster recovery procedures.

- Baker Tilly has completed their annual audit of all financial and IT controls. No significant issues have been discovered or presented as part of the audit.

- The GasBoy system out at the DPW has been replaced with a completely new fuel system that is controller and web services based. The administration console for the new site is web based and runs off of the server CH-DPW02. On a nightly basis (at midnight), transactions are polled from the hardware-based controller and applied against the OPW database. On a weekly basis, fuel transactions are exported from the OPW database into a CSV file, which is then imported into Fleetwise for departmental reporting and historical tracking. The old plastic fuel system keys have been replaced with user PINs, which is authenticated against by the controller prior to pumping.

VIII.   Future Agenda Items.
        -Strategic Technology Plan
        -Information Security Plan
        -Internet & WAN Services – Long-Term Strategy

IX.   Next Meeting Date: Wednesday, May 23, 2018.

X.   Adjournment

Motion made Member Webler and seconded by Member Farney to adjourn the April 25, 2018 Technology Commission Meeting at 7:07 p.m. Upon vote, Ayes-All, motion carried.