CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
AUGUST 8, 2019

I. The August 8, 2019 Technology Commission Meeting was called to order at 6:06 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 Alderman Mayer, Strowig, Webler, Meier, Surana, Brandt, and Farney. Member Meade was absent. Members Galusha and Kaur were excused. Also in attendance was IT Director Jim Matelski.

II. Citizen Comment Period – No citizens were present.

III. Review and approval of the June 26, 2019 Meeting Minutes.

   Motion made by Member Webler and seconded by Alderman Mayer to approve the June 26, 2019 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

IV. Water Utility Billing Enterprise Resource Planning Migration Project

   IT Director Jim Matelski presented this item to the Commission members. Discussion was held. The Committee is concerned that the quote from the vendor was $94,000 and the amount of funding received was only $81,000.

   Motion made by Member Webler and seconded by Member Brandt to recommend to the Common Council the proposal to migrate and convert all existing utility billing records currently being maintained in Harris Govern and port them over to a new BS&A Utility Billing module. Sewer and Water utility billing statements will be provided via an online portal that allows for electronic payment of the invoice. This recommendation is contingent upon sufficient allocation of project funding that ensures the successful completion of the project. Upon vote, Ayes-All, motion carried.

V. 2020 IT Proposed Capital Outlay Projects

   IT Director Jim Matelski informed the Commission on the IT Capital Outlay Projects proposed for the 2020 budget. Discussion was held. Informational item only – no action taken.

VI. Technical Issues Review

   - Milwaukee County Tellus System use cases and interface designs have been jointly agreed to by all municipalities. The design specifications have been delivered to Phoenix, who will need to build the interface that allows each municipality's CAD system to communicate back to the County's Tellus system. It is expected that the interface will be completed before December 2019.

     o The County is moving forward with setting up site-to-site VPN tunnels from each municipality to the County's EMS firewall. Specifications for the setup of the tunnel's parameters is currently being distributed, with the intention of having all tunnels in place by the end of August 2019. This is a fairly aggressive schedule.

- Two new Verkada security cameras are being tested under a vendor 30-day free demonstration. One camera was placed before the Treasury counter at City Hall, while the second camera was placed in the vestibule at the Police Department. The vendor has an interesting solution where all data is batched, compressed, and streamed to the cloud using a very low bandwidth connection. Video is stored in the cloud for 30, 60, 90, 120 days, or it can be specifically set to an archive folder for unlimited timed access. This removes the need for a dedicated DVR or video processing server. If the test is successful, several cameras may be purchased in areas that might be a security concern.

VII. Director's Report on IT Operations

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

- On July 2, 2019 Jade Technology was down due to a power outage for almost six hours. Once power was restored in their Brookfield data center, they had significant problems bringing core systems back online. Constituents were upset with the website being down, as they were trying to obtain information from the City of Franklin website concerning the 4th of July Civic Celebration. This problem was repeated again on August 3, 2019, where the vendor was down from 15:30 to 01:30. Operational stability and availability continues to be an ongoing problem with Jade, who has a less than 97% 30-day availability rating for the month. Site availability is one of several critical success factors with moving the City's website from Jade to Northwoods, which is in the Microsoft Azure cloud.

- Supplementary capital was received, along with permission to move existing capital for under budget projects, over to the purchase of new Microsoft software licenses. New SQL core licenses will be purchased for newly planned SQL servers at both City Hall and the PD. City Hall requires and updated SQL server for ESRI/GIS compliance, while the PD requires a new server for planned upgrades to the newest version of Phoenix. Exchange 2019 licenses are being purchased for on premise mail servers with new user CALs. Twenty-five (25) terminal server CALs will be purchased for remote desktops for the Water Utility and consultants working remotely for the Planning Department. It is the intention to have the new servers built before the end of the year; however, Exchange does require that all desktops currently run Office 2019.

- Desktop replacements are proceeding and are about half done. Each new HP desktop will be running Windows 10 and a new version of Office 2019. This is a 2-year replacement project that is 75% completed.

- New iPads are currently being rolled out to the Fire Department to run Phoenix WDA and CAD via a web service. Currently only St. Francis is using this configuration in Milwaukee County. Some trailblazing is needed to be performed in getting the iPads to successfully communicate to Phoenix, but after extensive testing it appears that WDA/CAD running on an iPad is fully stable. The Fire Department will receive a total of 8 new iPads to replace their Toughbooks that are mounted in each engine and EMS vehicle. After the roll-out, the Toughbooks will be fully retired, which historically are very hard and expensive to support. An iPad can be purchased for $350, while a Panasonic Toughbook is a $4,000 expenditure. The Fire Department will be entirely using iPads for ePCR and WDA/CAD out in the field.

VIII.   Future Agenda Items.
         -Strategic Technology Plan
         -Information Security Plan

IX.   Next Meeting Date: Wednesday, September 25, 2019.

X.   Adjournment

        Motion made by Member Webler and seconded by Member Farney to adjourn the August 8, 2019 Technology Commission Meeting at approximately 7:18 p.m. Upon vote, Ayes-All, motion carried.