

**CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
MARCH 22, 2017**

- I. The March 22, 2017 Technology Commission Meeting was called to order at 6:02 p.m. by Chairman Meade in the Hearing Room of Franklin City Hall. IT Director Jim Matelski took roll call; a quorum was present.

Members present were Meade, Alderman Dan Mayer, Webler, Galusha, Surana, Brandt, Farney, Kaur, and Litwin. Members Strowig and Giza 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 January 25, 2017 Meeting Minutes.

Motion made by Member Webler and seconded by Alderman Mayer to approve the January 25, 2017 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

- IV. Website Presentation by Member Kauer

Member Kauer presented a website PowerPoint presentation to the Commission members. Discussion was held.

The Commission, by consensus, determined that as a future agenda item IT Director Matelski will create a Business Case document outlining goals and objectives that should be required if a City website update is to be performed.

- V. Network and VM Ware Upgrade – Lessons Learned

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

- VI. Director's Report on IT Operations

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

Technical Issues Review:

- In February there were three outages reported of the City of Franklin website, the longest outage being 12 hours+ that occurred on 2/18/2017. In each instance, Jade International was escalated to after hours, and the responding support technician rebooted the virtual server containing the VM that runs IIS/SQL/Titan CMS. The reboot corrected the immediate problem. Root analysis investigation indicated a resource issue within the VM between IIS and the SQL server. Northwoods was made aware of the problem, and no additional outages have occurred during the month of March.
 - It should be noted that the VM is significantly behind in maintenance releases of the Titan CMS. One major release and nineteen minor releases have been issued since the CMS was last updated. The VM is normally quite low on available disk space, where a manual purge of files is performed on a monthly basis by Northwoods in order to preserve the VM's integrity.

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- Conversations with Northwoods has indicated that there is no direct upgrade path from the current 4.8 version of the Titan CMS to version 6.8/6.9, due to many front end interface changes that have been made to allow dynamic scaling for mobile devices. Northwoods is developing a porting strategy for our existing CMS template into their new design model. Northwoods now does all SQL services through Microsoft Azure and are now hosting web and CMS services internally, instead of going through a third party provider (a.k.a. Jade International).
- An RFQ may be formulated for upgrading the Common Council Audio System over to a new platform, as the older system is encountering many difficulties and replacement parts are extremely difficult to obtain. IT is seeking out expertise and assistance in formulating this proposal, as well as defining a realistic scope that can be accomplished within the slated budget. Assistance is needed in generating the RFQ and scope documents using the appropriate vernacular.

Director's Report on IT Operations

- A SQL Server Health & Remediation check was performed with Heartland Business Systems on both the City Hall and PD SQL servers. Several notable performance issues were identified by IT staff (inadequate temp DB file space, extremely large MSDB system database files, failing maintenance plans) and a corrective action plan was needed to help stabilize systems. Heartland performed an analysis using both automated scripts and manual performance analysis to help determine multiple root causes of performance degradations. All known issues were immediately remediated and an action item list was created of identified conditions that would affect stability, performance, and recoverability. This action item list is actively being worked on to help reduce identified performance problems. Several issues require revamping SQL security to eliminate the mixed mode model and overly elevated user access rights.
- Sender Policy Framework (SPF) records have been fully implemented for franklinwi.gov. A quick roll-out was implemented after the Health Department reported an active security breach at an MPS school, where an admin workstation was compromised and a mailing list obtained. SPF records are functioning as designed; however, users are reporting NDR emails being received when spoofing attempts are occurring. This strengthens the case that email security is a critical component of the overall security infrastructure.

- VII. Future Agenda Items.
-Strategic Technology Plan
-Heartland Business Systems 2017 Contract Approval
-Website Business Case

VIII. Next Meeting Date: April 26, 2017

IX. Adjournment

Motion made Member Brandt and seconded by Alderman Mayer to adjourn the March 22, 2017 Technology Commission Meeting at 7:45 p.m. Upon vote, Ayes-All, motion carried.