CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
MAY 24, 2017

I. The May 24, 2017 Technology Commission Meeting was called to order at 6:06 p.m. by Vice Chair Strowig in the Hearing Room of Franklin City Hall. IT Director Jim Matelski took roll call; a quorum was present.

   Members present were Strowig, Alderman Dan Mayer, Giza, Farney, and Kaur. Members Meade, Webler, Galusha, Surana, Brandt, 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 March 22, 2017 Meeting Minutes.

   Motion made by Alderman Mayer and seconded by Member Farney to approve the March 22, 2017 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

IV. City Website Enhancements—Business Case & Initial Requirements

   IT Director Jim Matelski presented his "Business Case & Initial Requirements" for this item to the Commission members. Discussion was held. Requested revisions by the Commission will be made to the document and resubmitted for review at the next meeting.

V. Capital Project – Long-Term Data Archiving

   IT Director Jim Matelski presented this item to the Commission members. Discussion was held.

   Motion made by Alderman Mayer and seconded by Member Farney to approve PDS Quote 990524 to fulfill the purchase of the "Long-Term Data Storage" item as budgeted in the 2017 IS Capital Outlay budget with the contingency that the $5,579 in maintenance support be reduced to a 3-year term and 5-day per week/8 hours per day support to bring the price closer to the budgeted amount of $22,070. Upon vote, Ayes-All, motion carried.

VI. Technical Issues Review

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

   - Uptrend.com Monitoring - A new cloud-based website monitoring service was subscribed to in order to fully track the duration and history of City of Franklin website outages. The service will send out both an email and SMS alerts whenever the website goes offline for 15 minutes. This monitoring window should be lengthy enough not to send false positive alerts for planned maintenance windows, but yet identify unknown conditions where the IIS server may have crashed and needs to be rebooted. The service is also able to monitor GIS and GCS services that are being routed to application servers.
   - IT Security Plan - The IT Security Plan, a one-of-three deliverable plans outlined in the Strategic Technology Plan, has been finalized and is ready for evaluation. The creation of the plan was a necessity to help formulate project objectives and scope for the upcoming Firewall Upgrade capital project. Normally there is a direct alignment between the firewall and perimeter defense technical requirements, as outlined as objectives in the IT Security Plan. This most likely will be submitted for review for the next meeting.

- Firewall Upgrade Project - Because of the necessity to help protect the government systems from the growing threat of malware and ransomware, the Firewall Upgrade project is being granted top priority within the IT project queue. The goal will be to upgrade all perimeter defense devices within City Hall, Police Department, DPW, Water Utility, Fire Station #2, and Fire Station #3. Wherever there is an Internet control point, a fully managed firewall must be in place to both control and monitor all traffic. The project will also encompass web filtering services, as web filtering is currently being performed on the existing City Hall firewall. The Police Department Barracuda web filtering appliance is no longer in service. The choice of firewall vendors has been limited to the top three that are frequently used in both higher education and government services: Fortinet, Palo Alto, and Checkpoint. Juniper has been excluded, due to the cludgy spinoff of WebSense web filtering from their technology portfolio. Cisco may be a fourth option if pricing and annual SmartNet services can be reduced. This is a project that most likely will be reviewed during the upcoming meeting.
- Workstation Imaging - I am dissatisfied with the current process being performed at both City Hall and the Police Department for deploying operating systems and applications. Time will need to be spent getting this back on course, as the amount of time required to purchase and deploy a new computer is excessive. I am planning in 2018 to request an enterprise upgrade to Windows 10 and Office 2016. Windows 10 is required for use of the new seventh generation Intel processor. Office 2016 is needed in order to integrate Outlook with Exchange 2016. Outlook 2007 is no longer supported with Exchange. This will require that OS and application deployment is a fully centralized process that is well understood and used in both offices. Currently City Hall uses the freeware version of Macrium Reflect for all disk imaging. The Police Department does not have any imaging process and builds all computers manually.

VII.   Director's Report on IT Operations

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

- PD Cooling Unit Outage - On Tuesday, May 16th, the Police Department main cooling system was hit by lightning during the thunderstorm. The unit was fairly quickly determined to be not repairable. An emergency declaration was approved by the Board of Public Works and the Common Council, and a replacement unit is being scheduled for installation. The PD data center is being cooled by a side wall mounted Mitsubishi backup unit and cool air is also being provided by direct venting. The cool weather has significantly helped. It is anticipated that the unit will be fully replaced within 1 to 2 weeks.
- WannaCry Worm - The City of Franklin was not directly affected by the recent malware and ransomware exploits, as all servers are currently up-to-date on patches. The recent migration at the PD from Hyper-V to VMWare really helped with updating all systems to current patch levels. Traditionally, the Police Department lags behind in deploying patches. This is mostly attributed to having to do patching of critical systems between 4:00 am - 5:00 am either on a Tuesday or Thursday morning. The change window is always a pre-scheduled event. The recent malware outbreak has elevated attention on the critical need to be at current patch levels. Being 1 to 2 months behind on patches is now considered a significant security risk.
- Simplex System - The Simplex door and fire control system is running Windows 2003 and is a fully vendor supported system. The virtual machine is locked down, where City of Franklin administrators are unable to patch this server. The vendor no longer directly supports the software running on this server; hence they are unable to port the system over to another virtual machine running a newer operating system. The vendor will need to be engaged in order to patch update the existing virtual machine and to move the sensor control units over to a new IP address.

- VPN Micro Outages - Time Warner cable has been contacted six times and dispatched four times in order to determine why VPN connections to the remote locations keep dropping. The outages are not long in length - normally only one or two minutes. Time Warner Cable at first did see a good amount of noise/interference on the lines. They replaced the City Hall VPN router and ran completely new coax cabling to the main distribution box. A monitoring modem was put in place and it was noted that the circuit was now fully up whenever the VPN tunnel terminated. As of today, I believe the problem has now been fixed. IPSec timeout intervals and dead peer detection settings were changed on the four remote routers. This appeared to be a combination problem of old cabling and parameter settings that needed to be optimized.
- Ron Mayer, Assistant Fire Chief and member of the IT Technology User Group, has recently retired. Ron was always a pleasure to work with and had deep insights on the use of technology at the fire stations. Patrick Hayes is the new Assistant Fire Chief and is currently reviewing the Fire Department's technology needs.
- ImageTrend - Image Trend, the cloud-based medical billing software used by the Fire Department, has been upgraded to a newer version that is fully in compliance with new federal HIPAA regulations. IT spent a good amount of rework rolling the new product out. The vendor originally did not have the necessary modules written for local municipalities (only federal or state agencies); hence the new version of Image Trend was first rolled out from an installation hosted by the State. Three weeks later the software was finalized and made available to municipalities. All installations were then redirected over the vendor's website. Zoll report, previously only used by the County, is now being integrated into the service.

VIII.   Future Agenda Items.
        -Heartland Business Systems 2017 Contract Approval
        -Strategic Technology Plan
        -Information Security Plan
        -Capital Project – Next Generation Firewall Upgrades
        -Capital Project – PD Wireless Network & Infrastructure
        -2018 Budget Proposals

IX.   Next Meeting Date: Wednesday, June 28, 2017

X.   Adjournment

        Motion made Member Giza and seconded by Alderman Mayer to adjourn the May 24, 2017 Technology Commission Meeting at 8:10 p.m. Upon vote, Ayes-All, motion carried.