

**CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
OCTOBER 24, 2018**

- I. The October 24, 2018 Technology Commission Meeting was called to order at 6:02 p.m. in the Inspection Conference Room of Franklin City Hall.

As both the Chair and Vice Chair were not in attendance, the first order of business was nomination of a temporary chair for this meeting. Member Webler nominated himself to act as temporary chair; Alderman Mayer seconded the nomination. 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 Kaur. Members Strowig, Giza, Brandt, and Litwin were excused. Members Meade and Farney were absent. 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 July 25, 2018 Meeting Minutes.

Motion made by Alderman Mayer and seconded by Member Galusha to approve the July 25, 2018 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

- IV. Social Media Integration

IT Director Jim Matelski presented this item to the Commission members. Discussion was held. It was the consensus and recommendation of the Technology Commission to build upon the functionality within the City of Franklin website first, as that platform is within the administrative control of the City. Informational item only – no action taken.

- V. 2019 Information Services Budgets

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

- VI. Technical Issues Review

- The Wisconsin Elections Commission (WEC) is in the process of rolling out two factor authentications for their WisVote elections portal. The project is entirely being controlled by Madison and has received federal funding. System requirements for the new website were not received until the week of October 15th, which mandated the use of Windows 10 and Chrome as the default web browser. Brand new computers were quickly provisioned (scrapping the older machines) in order to be available for early voting, which began on Monday October 22nd. Testing of the new "FIDO" two factor authentication USB keys did not take place on Thursday or Friday (10/18, 10/19) as scheduled, due to the State having problems with the WisVote website and only making the older version of the portal available. WEC announced on Friday, 10/19/2018, that they will be rolling in the new site on Monday, 10/29/2018, once a new printing system for labels is made available via the Chrome web browser. The new printing system will replace the current ActiveX control that must be downloaded and installed within IE in order to get USB-based Dymo label printers to function. There is an elevated level of concern that there has not been a sufficient amount of testing performed of both the authentication and printing systems prior to a full production roll out of the WisVote portal during an ongoing election cycle.

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- During the week of 10/15/2018, the City of Franklin held three healthcare insurance seminars to answer questions concerning the existing PPO medical plan, and the rolling out of a new high-deductible medical plan. The seminars were recorded and one of them is being publicly posted to YouTube. This will allow current and new employees to be able to view the recorded Q&A session at any time. The current City of Franklin website does not have the ability to stream video content. This is the first instance City Hall is posting video content to social media. This may be of interest for future governmental meetings.
- The Police Department is in the process of implementing a new Text-to-911 paging system, which will allow citizens to be able to send text messages from smart phones and have this received as a 911 message. Funding for the project was secured back in 2017, and this delayed project is now moving forward. The current intent is to use the existing Spectrum cable modem at the PD for Internet connectivity, and use an AT&T DSL line as a backup link in case the primary is down. Baycom is the main provider who is implementing the system, as they are the primary vendor for the existing County 911 system. It is expected that this extension of the existing system will be completed by the end of the year.
- Heartland Business Systems has assigned the City a new account manager (Greg Borchard), as the old account manager (Steve Larson) has taken a job opportunity elsewhere. Greg will be following up on two initiatives: the first is to update the HBS services contract, and the second will be to move forward with the audio/video system updates for the Common Council Room. Both microphone and video system components have failed in the past 12 months and the equipment is showing its age. Hopefully both initiatives can be completed by the end of the year.

VII. Director's Report on IT Operations

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

- The 2018 capital project to replace networking equipment at the remote offices and readdress each network is fully complete. At each location a pair of Aruba 2920 switches was installed and configured as a single managed stack. A standardized configuration file was built, based upon the existing configuration files being used at City Hall and the PD. QoS was implemented both on the remote switch stacks and the central offices in order to facilitate the plan to use VoIP phones over the IPSec tunnels. Heartland assisted with redressing the Palo Alto PA-220 firewalls at each office and reconfiguring the IPSec tunnels. No major outages were encountered with the network changes. The Aruba 2920 is a layer 3 switch that can incorporate fiber optic modules, in the event that fiber is ever run out to these locations. These are PoE switches that will assist with the eventual roll-out of IP phones, which will replace the existing Centrex phone system at each location. This will eventually help reduce some telecommunication costs.
- All Windows 2008 domain controllers have been successfully removed from production. The Active Directory domain and forest is being upgraded to Windows 2016 schema and functionality. For 2019, IT will be undergoing an initiative to standardize Windows 2016 (wherever possible) for application and infrastructure servers. Windows 2008 and 2012 servers will be retired. This is largely being done to enhance security and reduce infrastructure administration.

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- Pro Phoenix, at our request, is reconfiguring the RMS databases. Working with a Heartland DBA to determine root causes of why indexing and database statistic updates jobs were routinely failing within maintenance plans, the structure of the database itself was questioned and brought forward to other municipal IT managers and directors. The existing database structure places all file attachments for police incident reports into a single table (TXTATTACH). This single table alone consumes over 92% of the data storage requirements for the database, making it a devil to reindex and generate new table statistics. Phoenix support is reconfiguring the system similar to how it is being used by Greenfield PD, where the file attachments are stored within a file system and only hyperlinks to the files are recorded in database tables. The change should dramatically reduce the size of the database and the associated log files, but it should also simplify backing up the database as well. Most of the disk storage will be kept within a file system, which does not have the same concurrency issues as fully backing up a database. It is anticipated that over the long term this will save disk storage space.

VIII. Future Agenda Items.

- Strategic Technology Plan
- Information Security Plan
- Internet & WAN Services – Long-Term Strategy

IX. Next Meeting Date: Wednesday, November 28, 2018.

X. Adjournment

Motion made Alderman Mayer and seconded by Member Surana to adjourn the October 24, 2018 Technology Commission Meeting at 8:52 p.m. Upon vote, Ayes-All, motion carried.