MILWAUKEE
ERS
Employes' Retirement System

City of Milwaukee
Employes' Retirement System

Bernard J. Allen
Executive Director

David M. Silber, CFA, CAIA
Chief Investment Officer

Beth Conradson Cleary
Deputy Director

March 10, 2016

Mr. Jim Owczarski
City Clerk
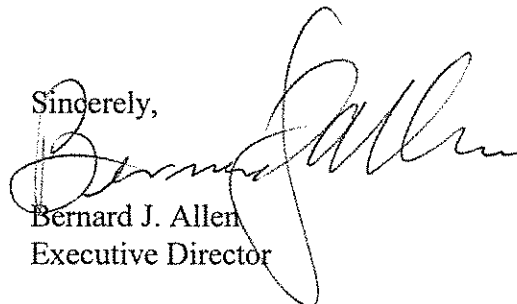Room 205, City Hall

Dear Mr. Owczarski:

Please be advised that an Administration & Operations (A & O) Committee Meeting of the Annuity and Pension Board has been scheduled for **Thursday, March 17 at 9:00 a.m.** in the Employes' **Retirement System Conference Room at 789 N. Water Street, Suite 300.** If a quorum of the Board is present, this meeting will convene as a Special Board Meeting. The agenda is as follows:

    I.   IT Projects Portfolio.

    II.   Organizational/Personnel Update.

Please be advised that the Annuity and Pension Board may vote to convene in closed session on the following item (III.), as provided in Section 19.85 (1)(c), for considering employment, promotion, compensation or performance evaluation data of any public employe over which the governmental body has jurisdiction or exercises responsibility and in Section 19.85 (1)(f), when considering financial, medical, social or personal histories or disciplinary data of specific persons, preliminary consideration of specific personnel problems or the investigation of charges against specific persons except where par. (b) applies which, if discussed in public, would be likely to have a substantial adverse effect upon the reputation of any person referred to in such histories or data, or involved in such problems or investigations. The Board may then vote to reconvene in open session following the closed session.

    III.   Baker Tilly Financial Audit.

Sincerely,

Bernard J. Allen
Executive Director

BJA:jmw

Administration and Operations Committee

ERS IT Portfolio Report

March 17th, 2016

Information Technology Projects Summary

- MERITS Optimization – BAA & PAP - Benefit Amount Adjustment and Payroll Processing (In Progress)

- FileNet P8 Upgrade - Implementation (In Progress)

- Windows Server 2008 R2 to Windows Server 2012 R2 Upgrades (In Progress)

- 2016 Desktop Rotation and Windows 10 Upgrade (In Progress)

Application Stats

Category	High Priority	Low Priority	Total
Current Inventory	9	8	17
PIR	2	0	2
CCR	7	8	13
Pending/Hold	1	2	3
Deployed(Awaiting Next stage) /Ready for Production	0	0	0
Net Current Inventory	8	6	14

What's Next…

- Continue Optimization: BAA & PAP - Benefit Amount Adjustment and Payroll Processing

- Continue FileNet P8 Upgrade: Implementation

- Continue 2016 Desktop Rotation and Windows 10 Upgrade

- Continue Windows Server 2008 R2 to Windows Server 2012 R2 Upgrades

- IT Disaster Recovery Test

Glossary of Terms

- *Applications/Acronyms Definitions:*

  - **Perforce:** Primary application the development team uses to make code changes to MERITS. It provides the environments for testing, development and CCR/PIR deployments.
  - **AccPac:** Accounting software that supports the general ledger
  - **Altiris:** Asset management software the technical team uses to inventory and support all IT assets. This application manages updates to computers, imaging, and software distribution from a centralized console.
  - **Websphere Application Server (WAS**): The application server that we use to connect Web site users to Member Self Service and other MERITS related web services.
  - **JAVA:** The programming language that MERITS was developed in and is running.
  - **PIR:** Problem Incident Report- A person reports a bug with the application and requests priority resolution
  - **CCR:** Change Control Request- A person request a new feature, change or enhancement to MERITS
  - **Retirement Application Processing (RAP):** Functional module in Merits that processes retirement applications through workflow
  - **Merits Program Lifecycle Management (MPLM):** Process to upgrade, patch and keep current all of the MERITS related subsystems and ERS business applications
  - **Storage Area Network (SAN):** Primary storage technology used to centrally store all ERS data and manages Disaster Recovery
  - **Disaster Recovery Plan (DRP):** The technical planning, design and testing of all IT systems and staff to ensure that all technical systems can run at the off site location in Madison, WI called Femrite. IT staff does semi annually testing to ensure all applications and IT services are up and running within the designated service level objectives
  - **Recovery Time Objective/Recovery Point Objective (RTO/RPO):** These are I.T. service level goals for the amount of time it takes to cutover I.T. services to the Femrite location and the point in time (per the last backup) where we recover at. Currently at 24 hours recovery time and 8 hours for any loss of data. I.T. currently exceeds this expectation based off the last 2 tests. 2014-2015 is to reduce the goal to 8 hours and 4 hours loss of data.
  - **Business Continuity Plan (BCP):** The process that ensure the ERS can continue running its services and daily operations at the Remote Office in the event that the primary location is not accessible. We engage ERS business users to physically work at the Remote office location and document the results on a reoccurring basis.
  - **Remote Office (RO):** Backup Remote work facility located at TPP 10850 W. Park Place. It is connected to both the 789 N. Water Street facility and the Femrite Data Center in Madison, and users can physically work there and connect to any needed data center.
  - **MERITS Optimization:** Project approved in 2012 to go through all 17 application modules in MERITS and clean up code, ensure best practices are implemented, SQL stored procedures for faster performance, reporting and user experience. It is the clean up of any non ERS related code that may have been carried over from the original jClarety (HP software) implementation.
  - **ARIS:** Web based software used for mapping legal opinions to MERITS workflow processes and procedures

Portfolio as of March 10, 2016

Project Health:	% Complete	Project Priority	Complexity (S / M / L)	Project Name	Project Mgr	Description	Strategic Goal: G1 - G7	Status:	External Vendor Required: Y/N	Actual Start Date	Target Completion Date	Estimates (Hours)	Actuals (Hours)	Hours Variance = Estimates - Actuals	Total Hardware/Software & Labor Budget ($)	Actual Spent-to-Date on Hardware /Software & External Labor ($)	Estimate to Completion (ETC) (of Hardware/ Software & External Labor Costs)	$ Variance = Total Budget - (Actual + ETC)
G	80%	1	L	FileNet P8 Implementation	Manchu/ Zaffiro	Upgrade FileNet and de-couple from Clarety	G7	IP	Y	7/1/15	5/13/16	8,194	4,138	4,056	$667,789	$384,886	$282,903	$282,903
G	100%	2	M	IT General Controls Audit @	Reid	Experis IT Audit	G3	IP	Y	2/10/16	3/10/16	80	80		$13,600	$13,600	$0	$0
G	5%	3	M	IT Disaster Recovery Test @	Roemer/ Raynal	Semi Annual Femrite Test (IT Only)	G3	IP	N	3/1/16	3/31/16	100	5			$0	$0	$0
G	35%	4	L	Windows 2012 Server Upgrade @	Raynal	Upgrade a variety of servers to Windows 2012	G7	IP	N	10/1/14	10/1/16	2,500	494	2,006	$8,934	$8,434	$500	$500
G	26%	5	L	BAA / PAP Optimization	Manchu	Evaluate, assess and implement MERITS Optimization and Clean-up	G7	IP	N	8/3/15	9/5/17	4,343	1,140	3,203	N/A	N/A	$0	N/A
G	5%	6	M	Desktop Rotation	Rogers	Annual rotation of devices	G7	IP	N	3/4/16	4/30/16	187	11	177	$34,950	$32,267	$0	$2,683
G	75%	7	S	Legal Opinions on cmers.com @	Zaffiro	Move Legal Opinions to cmers, to discontinue Legaldocs	G1	IP	Y	2/22/16	3/31/16	40	30	10	$3,480	$3,480	$0	$0

Green = On Target - No Significant Issues	NS = Not Started	OH = On Hold	@ = Activity (no charter)
Yellow = On Watch List – Issues Being Addressed	IP = In Process	C = Complete	
Red = Project cannot move forward as planned without management attention or approval.			

Completed Projects & Tasks in Last 12 Months	Finished	Hours / $ Spent
Application Optimization (RAP) - (Manchu)	3/16/15	1,076 hrs / N/A
Vulnerability Assessment @ (Reid)	3/31/15	94.75 hrs / ?
DR Test: RO to Femrite	4/1/15	31 hrs / N/A
Medicare Reimbursement @ (Siddiqui)	4/24/15	453 hrs / N/A
Data Protection Software Replacement (Roemer)	5/4/15	209 hrs / $4,320
eXchange Upgrade (Collins)	5/5/15	165 hrs / $6,655
Desktop Rotation (Rogers)	5/22/15	184 hrs / $20,688
FileNet P8 Analysis (Manchu / Zaffiro)	6/9/15	1524.3 hrs / $103,732

	Finished	Hours / $ Spent
Enrollment & Demographics Optimization (Manchu)	6/30/15	1144.75 hrs / N/A
Automated Patching Solution (John)	8/28/15	70 hrs / N/A
Business Continuity Test @ (Siddiqui)	10/15/15	78.5 hrs / N/A
Power Outage Test @ (Siddiqui)	11/4/15	61 hrs / N/A
Network Gear Upgrade @ (Roemer)	11/10/15	77.5 hrs / N/A
Domain Controller Upgrade (John)	12/11/15	273.45 hrs / N/A
Business Continuity Audit @ (Reid)	12/14/15	40 hrs / $6,800
Refund Optimization (Manchu)	2/3/16	760.5 hrs / N/A
Software Licensing Audit @	2/15/16	40 hrs / $6,800

Organizational/Personnel Update

Administration and Operations Committee
Thursday, March 17, 2016

- ERS Reclasses and Reorgs still in progress
- ERS is working with DER to fill the Records Technician II and Pension Specialist Senior positions