City of Milwaukee
Employes' Retirement System

Bernard J. Allen
Executive Director

David M. Silber, CFA, CAIA
Chief Investment Officer

Beth Conradson Cleary
Deputy Director

July 15, 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, July 21 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.

Sincerely,

Bernard J. Allen
Executive Director

BJA:jmw

NOTICE TO PUBLIC - Meetings of the City of Milwaukee Annuity and Pension Board are open to the public. Those in attendance wishing to address the Board on a specific agenda item may do so by registering in advance of the meeting with the Board Secretary.

PLEASE NOTE - Upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through sign language interpreters or other auxiliary aids. For additional information or to request this service, please call 414-286-3557.

Administration and Operations Committee

ERS IT Portfolio Report

July 21st, 2016

- Information Technology Projects Summary

- Application Stats

- What's Next

- IT Portfolio

Information Technology Projects Summary

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

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

- VMware Host Upgrades (In Progress)

- Network Vulnerability Audit (In Progress)

- Tape Libraries & Tape Media Upgrade (Completed)

- Network Infrastructure Firmware/OS Upgrades (Completed)

- 2016 Network Vulnerability Audit

- HP Contract Renewal

- Entry level position filled- IT Support Associate (Karen Powell)

- Network Administrator Vacancy

Application Stats

Category	High Priority	Low Priority	Total
Current Inventory	17	11	28
PIR	5	0	5
CCR	12	10	22
Pending/Hold	0	1	1
Deployed(Awaiting Next stage) /Ready for Production	0	0	0
Net Current Inventory	17	10	27

What's Next…

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

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

- Continue VMware Host Upgrades

- Recruit for Network Administrator

- Laptop/Mobile Device Updates (LAMP)

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 July 1, 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)
	25%	1	S	IT Network Vulnerability Audit @	Reid	IT Network Vulnerability Audit	G2	NS	Y		7/15/16	140	35	105	$23,100	$5,775	$17,325	$17,325
G	9%	2		VMware Host Upgrades	Roemer	Upgrade physical server	G7	IP	N	6/1/16	10/12/16	110	20	91	$190,337	$190,337	$0	$0
G	48%	3	L	Windows 2012 Server Upgrade @	Raynal	Upgrade a variety of servers to	G7	IP	N	10/1/14	10/1/16	2,500	580	1,921	$8,934	$8,434	$500	$500
G	37%	4	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	1,673	2,670	N/A	N/A	N/A	N/A
		5		Struts 2 Upgrade	Manchu	Software development upgrade	G7	NS	N	7/1/16	1/12/17	1,313		1,313	$33,418	$0	$33,418	$33,418

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
FileNet P8 Analysis (Manchu / Zaffiro)	6/9/15	1524.3 hrs / $103,732
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)	12/11/2015	273.45 hrs / N/A
Business Continuity Audit @ (Reid)	12/14/2015	40 hrs / $6,800

	Finished	Hours / $ Spent
Refund Optimization (Manchu)	2/3/16	760.5 hrs / N/A
Software Licensing Audit @ (Reid)	2/15/16	40 hrs / $6,800
IT General Controls Audit @ (Reid)	2/15/16	80 hrs / $13,600
IT Disaster Recovery Test (Roemer / Raynal)	3/22/16	29.25 hrs / N/A
Legal Opinions on cmers.com @ (Zaffiro)	4/1/16	30 hrs / $3,480
Desktop Rotation (Rogers)	5/11/16	117.75 hrs / $32,267
FileNet P8 Implementation (Manchu / Zaffiro)	5/12/16	5,363 hrs / $459,085
Vendor Management Application (Siddiqui)	5/31/16	68.25 hrs / N/A
IT Social Engineering Audit @ (Reid)	6/2/16	40 hrs / $6,600

Organizational/Personnel Update

Administration and Operations Committee
Thursday, July 21, 2016

- ERS Reclasses and Reorgs still in progress

- ERS continues to work with DER to fill the following positions: Pension Specialist Sr., Records Technician II, Office Assistant III

- ERS has filled a Pension Specialist Sr. position (Cynthia Walker will be joining us via a promotional transfer) and an Administrative Assistant II position (Bertha Bentley will be joining us via a promotional transfer). The following internal promotions have occurred:

  - Barbara Teipner Wargolet (former Pension Specialist Sr.) has been promoted to Lead Pension Specialist

  - Jan Wills (former Administrative Assistant II) has been promoted to Program Assistant III

  - Tameika Dinkins (current OAIII) has been promoted to Accounting Assistant III

  - Karen Powell (former Accounting Assistant II) has been promoted to IT Support Associate