



City of Milwaukee
Employees' Retirement System

Bernard J. Allen
Executive Director

David M. Silber, CFA, CAIA
Chief Investment Officer

Beth Conradson Cleary
Deputy Director

October 14, 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, October 20 at 8:30 a.m. in the Employees' 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:

Please be advised that the Annuity and Pension Board may vote to convene in closed session on the following item (I.), as provided in Section 19.85(1)(i), Wisconsin State Statutes, for considering all matters related to acts by businesses under s. 560.15 which, if discussed in public could adversely affect the business, its employees or former employees. The Board may then vote to reconvene in open session following the closed session.

- I. Experis Internal Audit Report(s).
- II. IT Projects Portfolio.
- III. Organizational/Personnel Update.

Please be advised that the Annuity and Pension Board may vote to convene in closed session on the following item (IV.), as provided in Section 19.85(1)(e), Wisconsin State Statutes, to deliberate or negotiate the purchasing of public properties, the investing of public funds, or conducting other specified public business, whenever competitive or bargaining reasons require a closed session. The Board may then vote to reconvene in open session following the closed session.

- IV. Approval of Level 3 Communications, LLC Contract.

Sincerely,

A handwritten signature in black ink, appearing to read "Bernard J. Allen", is written over a printed name and title. The signature is fluid and cursive.

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

October 20th, 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)
- MAM - Struts 2 Upgrade (In Progress)
- Network Administrator Recruitment (In Progress)
- Windows Server 2008 R2 to Windows Server 2012 R2 Upgrades (Completed)
- 2016 Network Vulnerability Audit (Completed)
- VMware Host Upgrades (Completed)
- UPS Preventative Maintenance (Completed)
- Backup DBA (Database Administrator) from HP Training (Completed)
- Disaster Recovery Test (IT Only) Planning and Preparation

Application Stats

Category	High Priority	Low Priority	Total
Current Inventory	14	9	23
PIR	5	2	7
CCR	9	7	16
Pending/Hold	0	0	0
Deployed(Awaiting Next stage) /Ready for Production	13	7	0
Net Current Inventory	1	2	3

What's Next...

- Continue Optimization: BAA & PAP - Benefit Amount Adjustment and Payroll Processing
- Continue MAM - Struts 2 Upgrade
- Interview Panel for Network Administrator Position
- Laptop/Mobile Device Updates (LAMP)
- Symphony Contract renewals
- Disaster Recovery Test Rehearsal (IT Only)

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 October 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)
	99%	1	S	IT Network Vulnerability Audit @	Reid	IT Network Vulnerability Audit	G2	IP	Y	6/1/16	7/15/16	140	139	1	\$23,100	\$22,869	\$231	\$231
G	59%	2	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	2,134	2,209	N/A	N/A	N/A	N/A
G	49%	3	L	MAM Struts 2 Upgrade	Manchu	Software development upgrade	G7	IP	Y	7/1/16	1/12/17	1,313	524	789	\$33,418	\$27,202	\$6,216	\$6,216
		4	M	Disaster Recovery Test (IT Only)@	Dugan Rogers	Pointing to Femrite for 10/17 test	G3	NS	N		10/21/17	40			N/A	N/A	N/A	N/A

Green = On Target - No Significant Issues
 Yellow = On Watch List – Issues Being Addressed
 Red = Project cannot move forward as planned without management attention or approval.

NS = Not Started OH = On Hold @ = Activity (no charter)
 IP = In Process C = Complete

Completed Projects & Tasks in Last 12 Months	Finished	Hours / \$ Spent
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
Refund Optimization (Manchu)	2/3/16	760.5 hrs / N/A
Software Licensing Audit @ (Reid)	2/15/16	60 hrs / \$6,800
IT General Controls Audit @ (Reid)	2/15/2016	117 hrs / \$13,600

	Finished	Hours / \$ Spent
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
VMware Host Upgrades (Roemer)	8/1/16	101 hrs / \$190,337
Windows 2012 Server Upgrade @ (Raynal)	9/21/16	876 hrs / \$8,434

Organizational/Personnel Update

Administration and Operations Committee

Thursday, October 20, 2016

- ERS Reclasses and Reorgs still in progress
- ERS continues to work with DER to fill the following positions: Records Technician II, Network Administrator, Pension Accounting Manager and Pension Accounting Specialist
- The following internal promotions and transitions have occurred:
 - Patricia Lara (former Disability Specialist Sr.) has transitioned to her former role of Pension Specialist Sr.
 - Oslando Nazario (former Program Assistant II) has been promoted to Disability Specialist
 - Gwen Hann (former Records Technician II) has been promoted to Program Assistant II (via an underfill)

