



City of Milwaukee  
Employees' Retirement System

Bernard J. Allen  
Executive Director

David M. Silber, CFA, CAIA  
Chief Investment Officer

Beth Conradson Cleary  
Deputy Director

November 21, 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 **Monday, November 28 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:

- 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 items (III. and 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.

- III. Approval of Level 3 Communications, LLC Contract.
- IV. Approval of SSR Contract and Statement of Work.

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**

**November 28th, 2016**

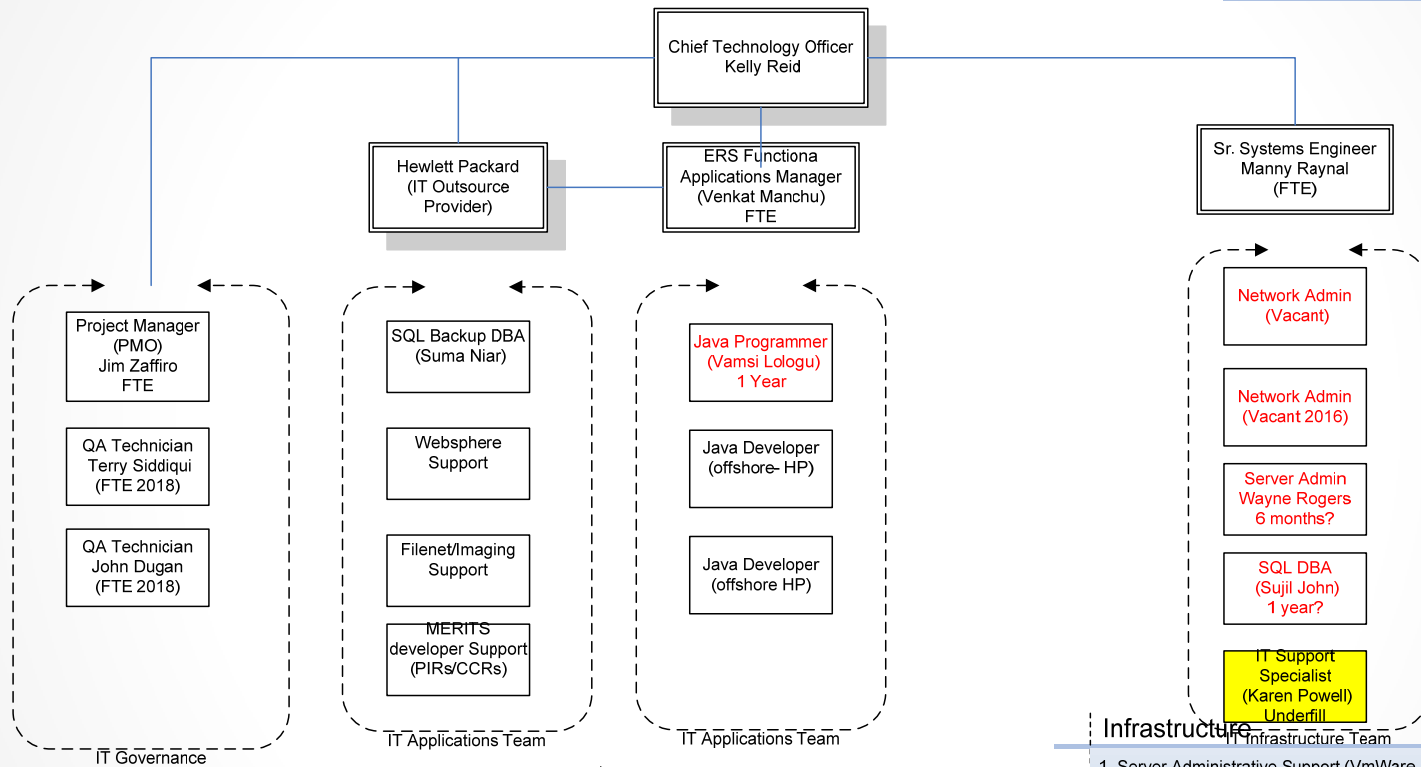
## Agenda

- Information Technology Projects Summary
- IT Staffing
- Application Stats
- What's Next
- IT Portfolio

# IT Staffing Risk

## Employees' Retirement System

Information Technology Organization- 2016



### Governance

1. Project Management, portfolio, Project budget, etc
2. Liason for the business- Chapter 36
3. Logging of incidents
4. End user application support
5. Time Tracking
6. Quality Assurance
7. Auditing and controls
8. Change Control
9. BCP Support

### Applications

1. Service request, bug fixes, java development
2. Regression testing, release management
3. MERITS/SDLC support
4. Reporting
5. Support software applications and enhancements
6. Support of all ERS applications, MERITS subsystems

### Infrastructure

1. Server Administrative Support (VmWare, Exchange, SQL, etc
2. LAN/WAN support
3. DR/BCP support
4. Backup/Recovery
5. Storage Area Network
6. Network maintenance and support
7. Environmentals (HVAC, UPS, Etc)
8. Application Upgrades
9. Build, Support, code deployments
- 10) Desktop Administration
- 11) Systems Security
- 12) Policy enforcement

# Information Technology Projects

## Summary

- MERITS Optimization – BAA & PAP - Benefit Amount Adjustment and Payroll Processing (In Progress)
- Struts 2 Upgrade (In Progress)
- Symphony Contract Renewals (In Progress)
- Network Administrator Recruitment (In Progress)
- Laptop/Mobile Device Updates (In Progress)
- Perforce Upgrade (In Progress)
- AccPac Upgrade (Completed)
- Disaster Recovery Test (IT Only) Exercise (Completed)

# Application Stats

Category	High Priority	Low Priority	Total
Current Inventory	7	4	11
PIR	4	0	4
CCR	3	4	7
Pending/Hold	0	2	2
Deployed(Awaiting Next stage) /Ready for Production	0	0	0
Net Current Inventory	7	2	9

# What's Next...

- Continue Optimization: BAA & PAP - Benefit Amount Adjustment and Payroll Processing
- Continue Struts 2 Upgrade
- Planet Press Upgrade
- Fill Network Admin Vacancies
- Reschedule Business Continuity Test
- Filenet P8 updates/patches
- IT Staffing Assessment and Strategic Planning

# 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.
- **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.



# Organizational/Personnel Update

Administration and Operations Committee

Monday, November 28, 2016

- ERS Reclasses and Reorgs still in progress
- ERS is working with DER to fill the following positions:  
Network Administrator, Pension Accounting Manager,  
Pension Accounting Specialist, and a Disability Specialist Sr.

