

December 12, 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, December 15 at 9:00 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 Administration & Operations (A&O) Committee may vote to convene in closed session on the following items (III., IV. And V.), 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 Symphony Contract Amendment for Software Development Professional Services.
- IV. Approval of SSR Contract and Statement of Work for Database Administration Services.
- V. Approval of SSR Contract and Statement of Work for Server Administrator Services.

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

December 15th, 2016

Agenda

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

Information Technology Projects Summary

- FileNet P8 Updates and Patches (In Progress)
- MERITS Optimization – BAA & PAP - Benefit Amount Adjustment and Payroll Processing (In Progress)
- MERITS Optimization - HCP – Health Care Processing (In Progress)
- Struts 2 Upgrade (In Progress)
- Symphony/SSR IT Contract Renewals (In Progress)
- Network Administrator Recruitment (In Progress)
- Laptop/Mobile Device Updates (In Progress)
- Perforce Upgrade (In Progress)
- Business Continuity Test (On Hold)

Application Stats

Category	High Priority	Low Priority	Total
Current Inventory	8	5	13
PIR	5	1	6
CCR	3	4	7
Pending/Hold	0	2	2
Deployed(Awaiting Next stage) /Ready for Production	0	0	0
Net Current Inventory	8	3	11

What's Next...

- Continue Optimization: BAA & PAP - Benefit Amount Adjustment and Payroll Processing
- Continue Optimization: HCP – Health Care Processing
- Continue Struts 2 Upgrade
- Perform HVAC Preventative Maintenance
- Perform Fire Suppression System Preventative Maintenance
- Fill Network Administrator Vacancy
- Recruit Sr. Network Administrator (Cisco Certified) Contractor for 2017

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.

Portfolio as of December 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	Hardware/Software & External Labor Budget (\$)	Actual Spent-to-Date on Hardware /Software & External Labor (\$)	Estimate to Completion (ETC) (of Hardware/ Software & External Labor Costs)
G	69%	1	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	2,457	1,886	N/A	N/A	N/A
G	79%	2	L	MAM Struts 2 Upgrade	Manchu	Software development upgrade for MAM functional area	G7	IP	Y	7/1/16	1/12/17	1,313	802	511	\$33,418	\$33,294	\$124
G	2%	3	L	Struts 2 Upgrade (Other functional areas)	Manchu	Software development upgrade all other functional areas	G7	IP	Y	10/17/16	8/15/19	11,438	239	11,199	\$730,290	\$13,779	\$716,511
G	40%	4	S	FileNet P8 Patching @	Manchu	FileNet P8 Patching	G7	IP	Y	11/14/16	12/15/16	90	40	50	\$13,330	\$8,063	\$5,268
G	4%	5	L	HCP Optimization	Manchu	Evaluate, assess and implement MERITS Optimization and Clean-up	G7	IP	Y	10/26/16	9/22/17	1,406	48	1,358	N/A	N/A	N/A
G	0%	6	S	Physical Inventory @	Rogers	Complete a physical inventory of ERS IT assets	G6	IP	N	12/1/16	12/31/16	10	0	10	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

Special Note: Struts 2 Upgrade and FileNet P8 Patching @ costs are part of the 3-year HP maintenance contract.

Completed Projects & Tasks in Last 12 Months	Finished	Hours / \$ Spent
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
IT Disaster Recovery Test (Roemer / Raynal)	3/22/2016	29.25 hrs / N/A

	Finished	Hours / \$ Spent
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
IT Disaster Recovery Test @ (Dugan / Rogers)	10/21/16	111 hrs / N/A
IT Network Vulnerability Audit @ (Reid)	10/20/16	140 hrs (Expiris Only) / \$23,100

Organizational/Personnel Update

Administration and Operations Committee

Thursday, December 15, 2016

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

