



City of Milwaukee
Employees' Retirement System

Bernard J. Allen
Executive Director

David M. Silber, CFA, CAIA
Chief Investment Officer

Beth Conradson Cleary
Deputy Director

July 14, 2017

Mr. Jim Owczarski
City Clerk
Room 205, City Hall

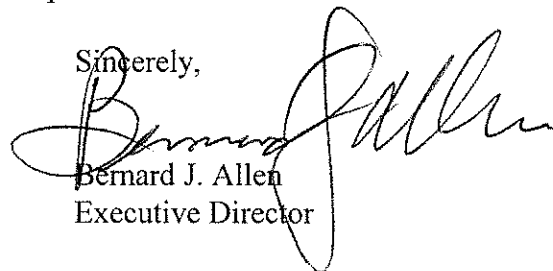
Dear Mr. Owczarski:

Please be advised that an Administration & Operations (A&O) Committee Meeting of the Annuity and Pension Board has been scheduled for **Wednesday, July 19, 2017 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:

Please be advised that the Administration & Operations Committee may vote to convene in closed session on the following item (I.), 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 Committee may then vote to reconvene in open session following the closed session.

- I. Approval of Spectrum 100Meg Internet Circuit for Femrite.
- II. Approval of Revised Medical Council Physician Services Agreement.
- III. IT Projects Portfolio.
- IV. 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 19th, 2017

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

Information Technology Projects Summary

- ERS-IT Reorganization Plan (In Progress)
- MERITS Optimization –Health Care Processing and Optional Service Credit (In Progress)
- MERITS Optimization –BAA & PAP - Benefit Amount Adjustment, and Payroll Processing (Completed)
- Struts 2 Upgrade (In Progress)
- 2016 Firewall and Active Directory Reviews and Cleanups (Completed)
- Member Education Videos POC (Completed)
- VMware Host Upgrades (Completed)

Information Technology Projects Summary Cont'd

- 2016 IP Address Review and Cleanup (In Progress)
- 2017 SQL Database Review and Cleanup (In Progress)
- CMERS Website Upgrade (In Progress)
- Femrite 100Mbps Data Circuit Contract Swap to Save ~\$56K Over 3 Years (In Progress)
- SAN Upgrade Planning (In Progress)
- IT Only Disaster Recovery Test to Femrite (Completed)
- Altiris Upgrade- Asset Management Software (In progress)
- Implementation of Milwaukee Office Products Software for Printer maintenance and toner support

Application Stats

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

What's Next...

- Continue All "In Progress" Items on Page 3
- Develop a Staging, Testing and Controlled Patch Deployment System for Desktops using Altiris
- Network Gear Firmware Upgrades
- Schedule Business Continuity Test
- Altiris Upgrade
- Review SAN (Storage Area Network) quotes and options
- Work with DER on IT Study

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.
- **Ahhis:** 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 1085C 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, 2017

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	99%	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	3,084	1,260	N/A	N/A	N/A
G	21%	2	L	Struts 2 Upgrade (functional areas besides MAM)	Manchu	Software development upgrade all other functional areas	G7	IP	Y	10/17/16	8/15/19	11,438	2,025	9,413	\$730,290	\$104,315	\$625,975
G	69%	3	L	HCP Optimization	Manchu	Evaluate, assess and implement MERITS Optimization and Clean-up	G7	IP	N	10/26/16	9/22/17	1,406	821	585	N/A	N/A	N/A
G	17%	4	L	OSC Optimization	Manchu	MERITS optimization & clean-up of Optional Service Credit	G7	IP	N	5/4/17	4/12/18	1,331	190	1,141	N/A	N/A	N/A
G	5%	5	M	CMERS.com Upgrade & Redesign	Zaffiro	Move to Titan 6.9, Responsive Design, and an Intranet	G4	IP	Y	6/1/17	10/27/17	130	30	100	\$24,151	\$22,080	\$2,071
G	10%	6	M	IT Strategic Planning @	Reid	Create a 5 year plan for IT	G1	OH	N	5/15/17	8/31/17	100	8	93	N/A	N/A	N/A
G	95%	7	M	DR Test (IT Only)	Dugan	DR Test to Femrite 6/27	G3	IP	N	6/20/17	7/11/17	120	62	58	N/A	N/A	N/A
G	50%	8	M	Install Print Monitoring Software @	Xiong/ Z	Test and inplement pagetrac software	G1	IP	N	6/21/17	7/31/17	60	18	42	N/A	N/A	N/A
G	5%	9	L	SAN Upgrade & Replacement	John	Design and analysis phase	G7	IP	Y	5/19/17	TBD	TBD	31	TBD	TBD	TBD	TBD
G	5%	10	M	Altiris Upgrade	Xiong	Analysis phase	G6	IP	Y	6/6/17	TBD	TBD	16	TBD	TBD	TBD	TBD

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 costs are part of the 3-year HP maintenance contract.

Completed Projects & Tasks in Last 12 Months	Finished	Hours / \$ Spent
IT Social Engineering Audit @ (Reid)	6/2/2016	40 hrs / \$6,600
VMware Host Upgrades (Roemer)	8/1/2016	101 hrs / \$190,337
Windows 2012 Server Upgrade @ (Raynal)	9/21/2016	876 hrs / \$8,434
IT Network Vulnerability Audit @ (Reid)	10/20/2016	140 hrs (Expiris Only)/ \$23,100
IT Disaster Recovery Test @ (Dugan / Rogers)	10/21/2016	111 hrs / N/A
Physical Inventory @ (Rogers)	12/20/2016	10 hrs / \$265
FileNet P8 Patching @ (Manchu)	1/7/2017	87 hrs / \$13,330

	Finished	Hours / \$ Spent
MAM Struts 2 Upgrade (Manchu)	1/25/2017	967 hrs / \$33,294
2017 Desktop Rotation (Powell)	5/8/2017	269 hrs / \$39,520
Member Education Videos [POC] (Zaffiro)	5/19/2017	67 hrs / \$1,889
Websphere Server Patching @ (Manchu)	5/26/2017	81 hrs / \$8,762
VMware vSphere Upgrade @ (Raynal)	6/15/2017	73 hrs / N/A
IT General Controls Audit @ (Reid)	6/20/2017	39 hrs / \$13,320
Printer Maint. Contract @ (Zaffiro)	6/21/2017	64.5 hrs / N/A

Organizational/Personnel Update

Administration and Operations Committee

Wednesday, July 19, 2017

- Melody Johnson promoted to Deputy Director pursuant to City Service Rules Section 4-9.
- ERS Reclasses and Reorgs still in progress.
- ERS is working with DER to fill the following vacancies: Office Assistant III, Records Technician II, Administrative Assistant II, two Management Accountant Sr., Pension Accounting Manager, Accounting Assistant II and Chief Financial Officer.
- ERS is working with DER to reclassify two IT positions and a Disability Manager position.
- Proposed IT Reorganization is pending DER classification study.

