MILWAUKEE ERS
Employes' Retirement System

City of Milwaukee
Employes' Retirement System

Bernard J. Allen
Executive Director

David M. Silber, CFA, CAIA
Chief Investment Officer

Melody Johnson
Deputy Director

March 17, 2020

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, March 23 at 8:30 a.m.** **in the Employes' Retirement System Conference Room at 789 N. Water Street, 4ᵗʰ Floor Conference Room.** If a quorum of the Board is present, this meeting will convene as a Special Board Meeting. *Special Notice: Due to the COVID-19 (Coronavirus) outbreak, in-person public attendance will be restricted. Instructions on how to call in will be available on ERS's website (www.cmers.com) prior to the meeting.* The agenda is as follows:

    I.   Election of Vice Chair.

Please be advised that the Administration & Operations Committee may vote to convene in closed session of the following item (II.), as provided in Section 19.85 (1)(c), for considering employment, promotion, compensation or performance evaluation data of any public employe over which the governmental body has jurisdiction or exercises responsibility and in Section 19.85 (1)(f), when considering financial, medical, social or personal histories or disciplinary data of specific persons, preliminary consideration of specific personnel problems or the investigation of charges against specific persons except where par. (b) applies which, if discussed in public, would be likely to have a substantial adverse effect upon the reputation of any person referred to in such histories or data, or involved in such problems or investigations. The Administration & Operations Committee may then vote to reconvene in open session following the closed session.

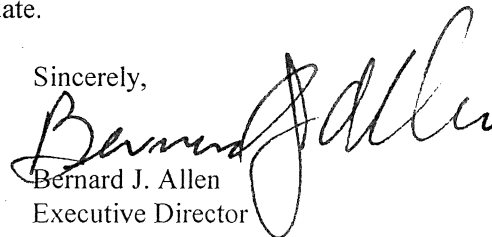   II.   Baker Tilly Financial Audit.

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

    III.   Experis Internal Audits.

    IV.   IT Projects Portfolio.

    V.   Organizational/Personnel Update.

Sincerely,

Bernard J. Allen
Executive Director

BJA:jmw

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.

IT Projects and Ticket Statistics

- ## Major Projects/Initiatives:

    - Network Infrastructure Upgrade (In Progress)
    - Vulnerability Audit (In Progress)
    - Social Engineering Audit (In Progress)
    - Business Continuity Audit (In Progress)
    - IT General Controls Audit (In Progress)
    - Storage Area Network Upgrade (Completed)
    - SSRS (SQL Server Reporting Services) Reports Migration (In Progress)
    - MSS - Multi Factor Authentication in progress
    - MSS - Allow retirees to view and print 1099R's (Completed)
    - SQL LiteSpeed upgrade (Completed)

- ## Application Statistics

Category	High Priority	Low Priority	Total
Current Inventory	14	2	16
PIR's	6	0	6
CCR's	8	2	10
Pending/Hold	0	0	0
Deployed(Awaiting Next stage) /Ready for Production	1	0	1
Net Current Inventory	13	2	15

2019 – IT Team Effort (by Area of Focus)

Administration
1,982
12%

Infrastructure
5,426
33%

Application
9,213
55%
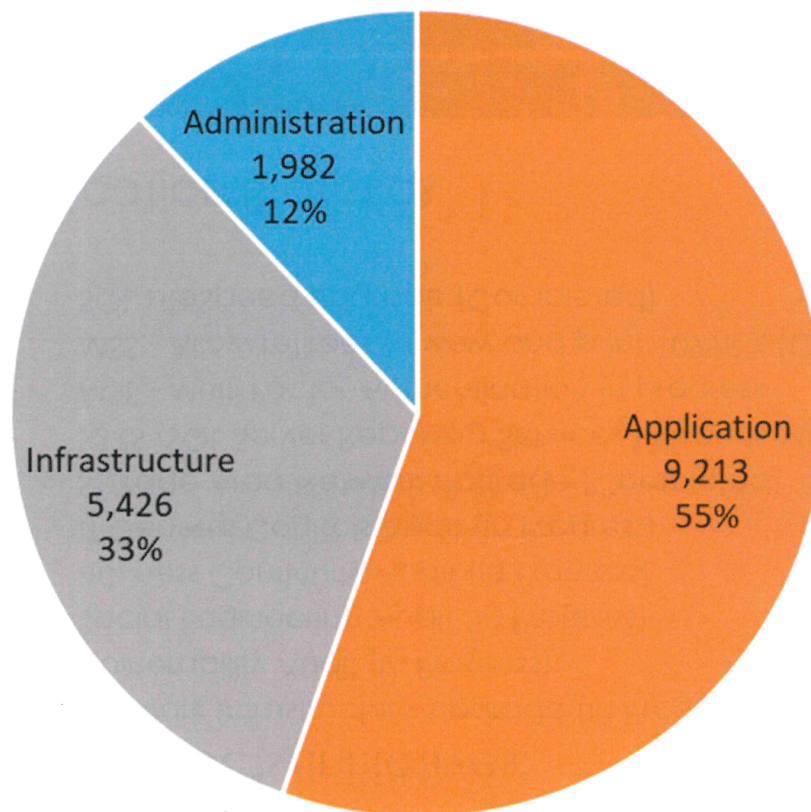
Total Effort = 16,621 hr

Category / Area	Effort (hr)
Administration	**1,982**
Audit	39
DR	48
General Administration	1,895
Application	**9,213**
Business / User Support	1,811
Maintenance	545
Upgrade	6,857
Infrastructure	**5,426**
Audit	21
Business / User Support	3,004
Maintenance	1,728
Upgrade	674
Total	**16,621**

2019 – IT Team Effort (by Category)

Maintenance
2,273
13.7%

General
Administration
1,895
11.4%

Disaster Recovery
48
0.3%

Business / User
Support
4,815
29.0%

Improvements /
Upgrade
7,530
45.3%

Audit
60
0.4%

Total Effort = 16,621 hr
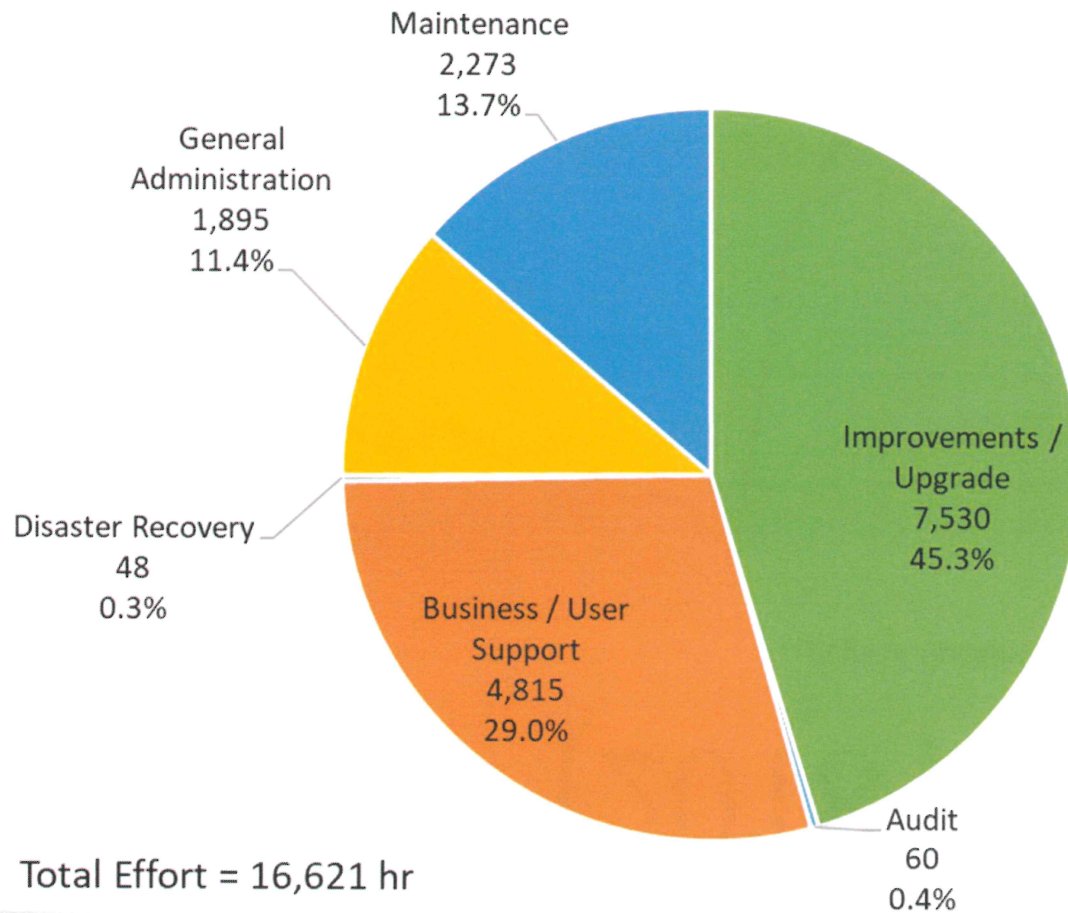
Descriptions:

Improvements / Upgrades: Includes application and infrastructure upgrades such as optimization, updates to the application, projects such as the FileNet upgrade, upgrades of the VMware Hosts, desktop rotations, upgrades of network equipment and software, etc.

Maintenance: Includes application and infrastructure maintenance activities such as bug fixes, windows operating system patching, DNS and IP review and cleanup, disk space management, etc.

User Support: Includes assisting users with issues and questions related to the application as well as other hardware/software issues, and working with agencies related to contribution reporting

Disaster Recovery: Includes working with our backup and recovery environments, maintenance and upgrade of the equipment at the remote office, and the execution of disaster recovery and business continuity tests

Audit: Includes activities performed in conjunction with our internal and external auditors

Administrative: Includes administrative tasks performed by IT staff such as process updates, updates to the website, development of support plans / SPIs, updates and review of security awareness policies, updates and review of standard operating guidelines, reporting, etc.

Payroll Runtimes (2018 / 2019)
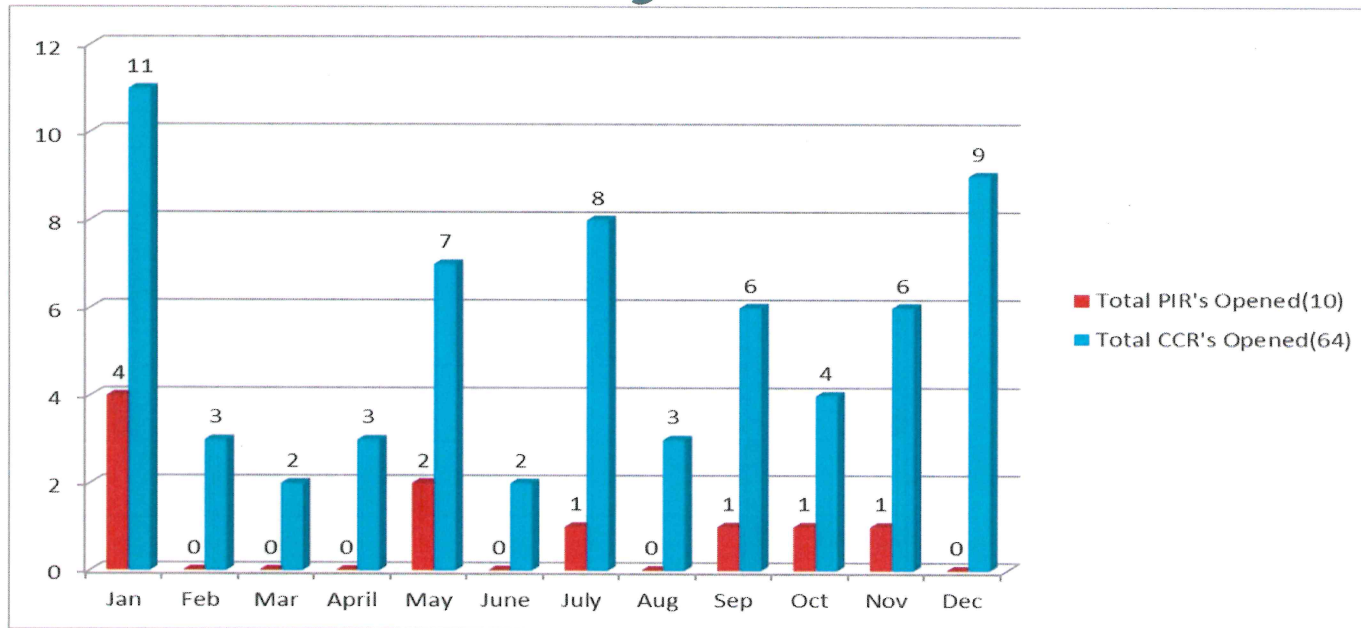

Payroll Runtimes
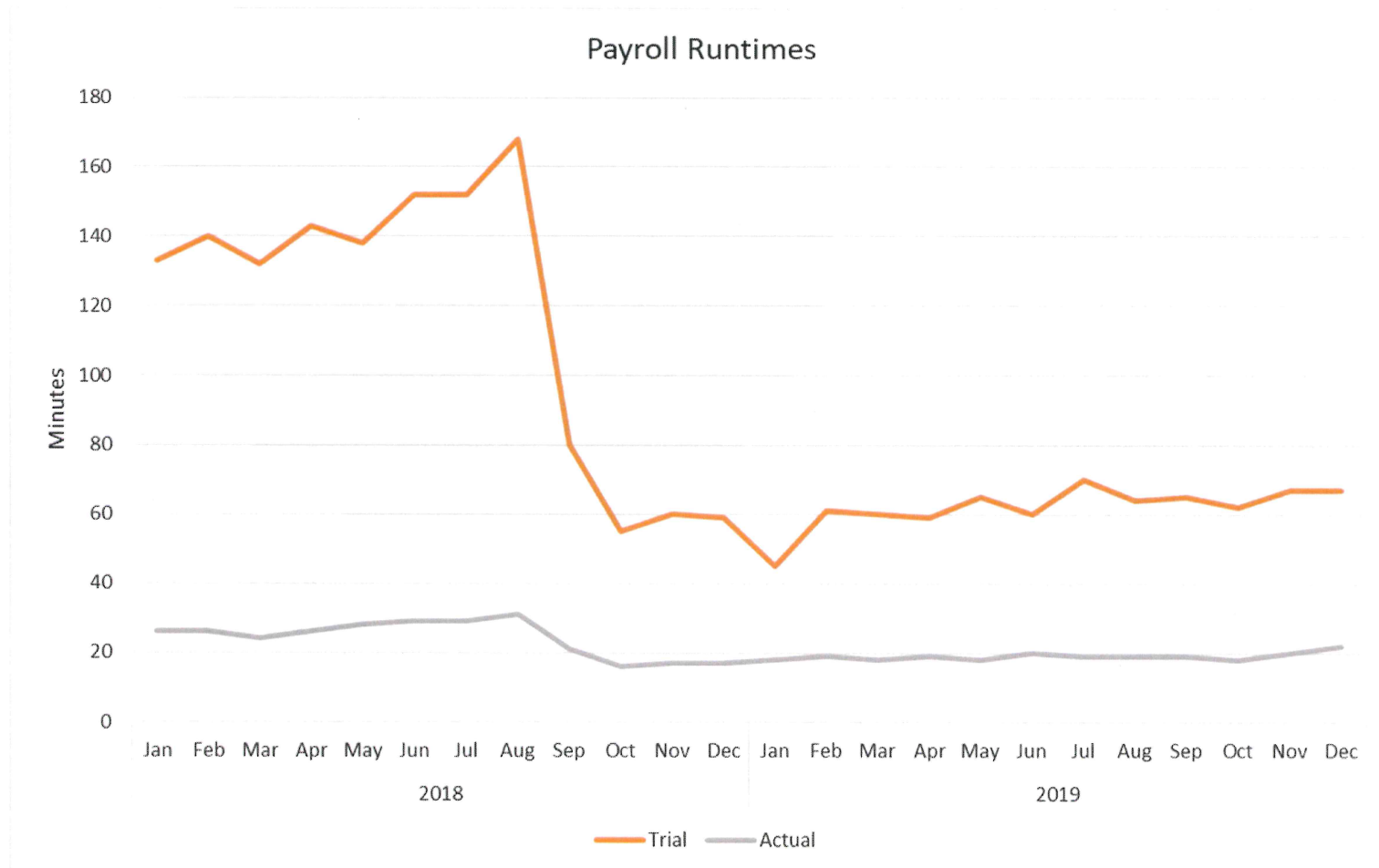
Application Tickets Activity in 2019
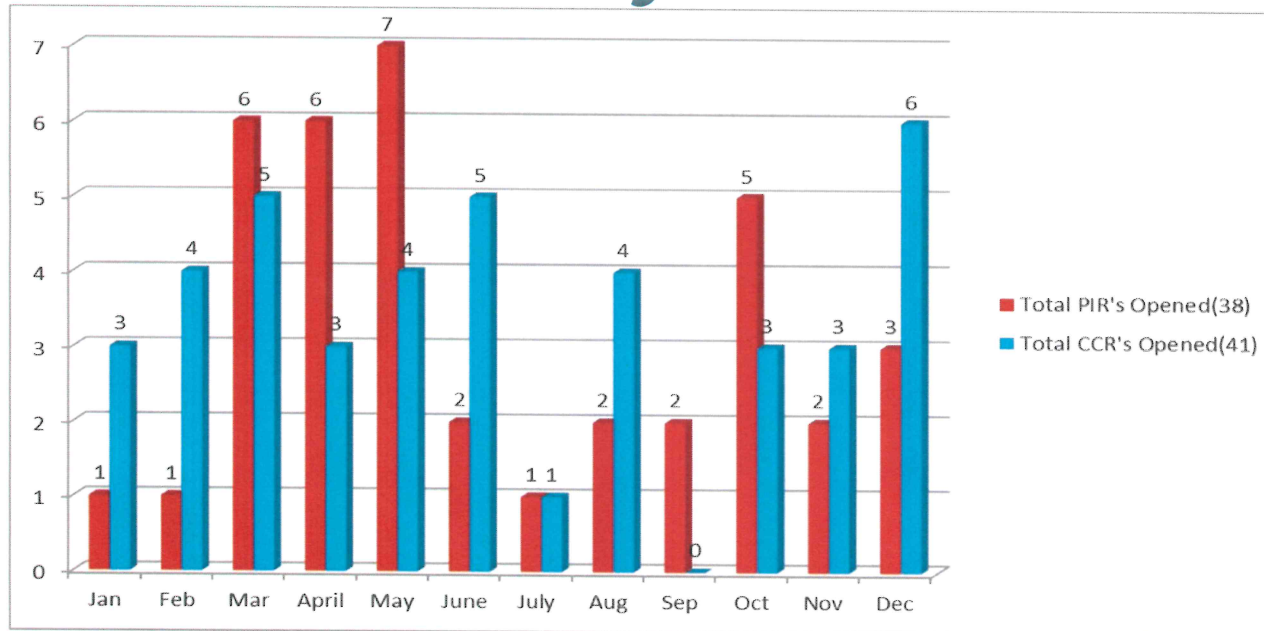
A total of 79 tickets were opened for enhancements/fixes;
Overall, staff has closed more tickets this year than were opened.

- Closed   - 80
- Canceled   -   1

Infrastructure Tickets Activity in 2019

A total of 74 tickets were opened for Infrastructure related tasks

    57 were for upgrades, disaster recovery, and improvements

    17 were for maintenance activities

- Closed   - 90
- Canceled   - 4

6

Batch Jobs

- A total of 6,039 application batch jobs were run in 2019:
  - 6,020 completed successfully
  - 19 failed and were successfully remediated (no critical jobs failed)
- Examples of batch jobs:
  - Payroll
  - Reports for users
  - Monthly COLA job
  - Wage and contribution reports
  - Eligibility reports for retirement
  - Open enrollment
  - Interest posting
  - Health care policy updates
  - Tax updates and 1099 reporting
  - Member statements
  - Actuarial extracts
  - Work queue reports
  - Disability reports
  - Ad hoc reports

Portfolio as of March 1, 2020

Project Health	% Complete	Priority	Complexity (S / M / L)	Project Name	Project Mgr	Description	Strategic Goal	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	50%	1	M	MSS Multi Factor Authentication @	Manchu	Increasing security on MSS	G4	IP	N	2/3/20	3/31/20	280	159	122	$0	$0	$0
G	30%	2	M	MERITS Certificate Renewals @	John	Review and extend MERITS certificates	G1	IP	N	2/26/20	3/31/20	70	14	56	$0	$0	$0
G	93%	3	M	Network Infrastructure Firmware Upgrade @	Powell	Network Firmware/OS upgrades	G1	IP	N	11/27/19	3/29/20	300	35	265	$0	$0	$0
G	65%	4	S	Vulnerability Audit @	Raynal	Routine audit of IT Security Systems	G2	IP	Y	11/20/19	3/31/20	160	122	39	$48,000	$31,200	$0
G	0%	5	M	IP Address Review and Cleanup @	Zampino	Periodic cleanup of IP addresses	G1	IP	N	2/29/20	8/31/20	100	0	100	$0	$0	$0
G	0%	6	M	DNS Review and Cleanup @	Zampino	Periodic cleanup of DNS entries	G1	IP	N	2/29/20	8/31/20	100	0	100	$0	$0	$0
G	0%	7	M	Firewall Review and Cleanup @	Zampino	Periodic cleanup of Firewall	G1	IP	N	2/29/20	8/31/20	100	0	100	$0	$0	$0
G	0%	8	M	AD Review and Cleanup @	Zampino	Periodic cleanup of AD forest	G1	IP	N	2/29/20	8/31/20	300	0	300	$0	$0	$0
G	29%	9	L	SSRS Report Migration	Manchu	Replacing our discontinued reporting software with SSRS	G1	IP	Y	3/6/19	4/26/21	11,884	3,293	8,591	$483,417	$192,488	$290,929
G	50%	10	S	Social Engineering Audit @	Siddiqui	Routine audit of Phishing Preparedness	G2	IP	Y	11/20/19	3/31/20	60	1	59	$18,000	$9,000	$0
G	80%	11	S	IT General Controls Audit @	Siddiqui	Routine audit of IT General Controls	G2	IP	Y	12/2/19	3/31/20	80	10	71	$24,000	$19,200	$0
G	99%	12	S	Business Continuity Audit @	Siddiqui	Routine audit of Business Continuity	G2	IP	Y	11/20/19	3/31/20	80	6	74	$24,000	$24,000	$0

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 = Completed	

Special Note: SSRS Report Migration costs are part of the HP maintenance contract.

Completed Projects & Tasks in Last 12 Months	Finished	Hours / $ Spent
Scanning Application Analysis (Manchu)	3/28/2019	150 hours / $24,756
General Controls Audit @ (Siddiqui)	3/29/2019	100.25 hours / $17,800
Struts 2 Upgrade -areas besides MAM (Manchu)	4/26/2019	9,011 hours / $393,226
Desktop Imaging Upgrade (Zampino)	5/29/2019	120.75 hours / $12,075
Veeam Upgrade @ (Zampino)	6/12/2019	10.5 hours / $1,050
Titan Upgrade for CMERS.com (Zaffiro)	8/30/2019	18 hours / $6,070

	Finished	Hours / $ Spent
Upgrade Backup Exec and Agents @ (Zampino)	9/25/2019	3.5 hours / $350
Server Upgrade to Windows 2016 (Zampino)	10/2/2019	343 hours / $77,875
Upgrading Change Auditor to 7.0.3 (Zampino)	10/31/2019	8.5 hours / $850
Installing IBM DataCap/Upgrading FileNet (Manchu)	11/7/2019	1318.5 hours / $209,806
Business Continuity Test @ (Siddiqui)	11/27/2019	20.25 hours / $2,025
Storage Area Network Upgrade @ (Raynal)	2/12/2020	24.5 hours / $2,450

Organizational/Personnel Update

Administration and Operations Committee

Monday, March 23, 2020

- Katrina Bailey has accepted the Administrative Assistant II position.

- Gust Petropoulos has accepted the ERS Disability Deputy Director position.

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