March 11, 2021

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 of the Employes' Retirement System has been scheduled for **Wednesday, March 17 at 9:00 a.m.** *Special Notice: Due to the COVID-19 pandemic, the meeting will be held remotely via video conference. Instructions on how to observe the meeting will be available on ERS's website (www.cmers.com) prior to the meeting.*

Please note and observe the following remote attendance etiquette to ensure a smooth and productive meeting:
• In order to cut down on background noise, participants in the meeting should put their phones on mute when they are not participating.
• At the start of the meeting, the Chairman will announce the names of the members of the Board present on the call, as well as anyone else who will be participating.
• Please request to be recognized by the Chairman if you would like to speak.
• Those participating on the call should identify themselves whenever they speak, and should ensure that the other participants on the call can hear them clearly.

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.   Jefferson Wells IT Vulnerability Audit Report – 2020

IV.   IT Projects Portfolio.

V.   Organizational/Personnel Update.

Sincerely,

Bernard J. Allen
Executive Director

BJA:jmw

IT Projects and Ticket Statistics

- Major Projects/Initiatives:
  - Vulnerability Assessment - 2020 (In Progress)
  - Titan Content Management System Upgrade (In Progress)
  - Change Auditor Upgrade (In Progress)
  - Femrite SAN Upgrade/Replacement (In Progress)
  - IT General Controls Audit (Completed)
  - Network Infrastructure/OS Upgrade (Completed)
  - SSRS (SQL Server Reporting Services) Reports Migration (In Progress)
  - Proof Of Concept (POC) for Struts Upgrade and Modernize MERITS Website (In Progress)
  - MERITS - New Deduction Type for Vision Insurance (Completed)
  - SQL Monitoring Tool - Replace Idera with SQL Sentry (Completed)

- Application Statistics

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

2020 – IT Team Effort (by Area of Focus)
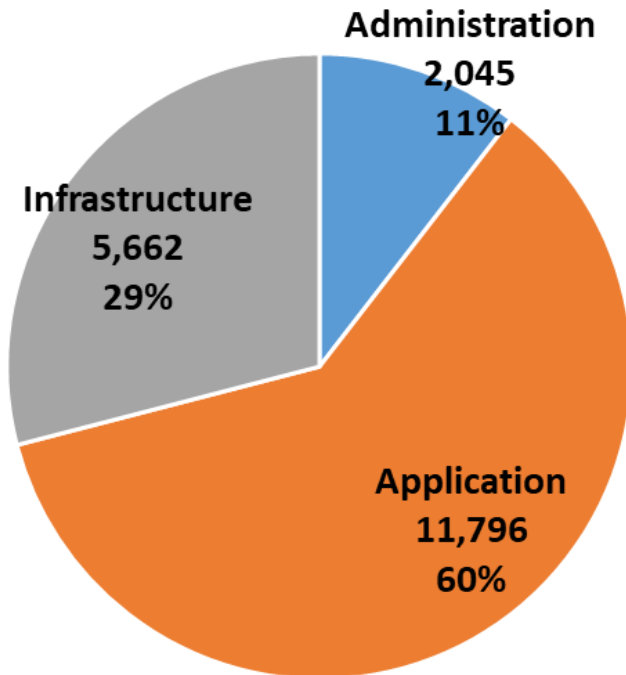
Total Effort = 19,503 hr

Category / Area	Effort (hr)
Administration	**2,045**
Audit	21
General Administration	2,025
Application	**11,796**
Business / User Support	2,392
Maintenance	1,883
Upgrade	7,521
Infrastructure	**5,662**
Audit	444
Business / User Support	3,965
Disaster Recovery	15
Maintenance	808
Upgrade	430
Total	**19,503**

2020 – IT Team Effort (by Category)

Administration
2,025
10%

Audit
464
2%

Upgrade
7,952
41%

Business / User Support
6,356
33%

Maintenance
2,692
14%

Disaster Recovery
15
0%

Total Effort = 19,503 hr
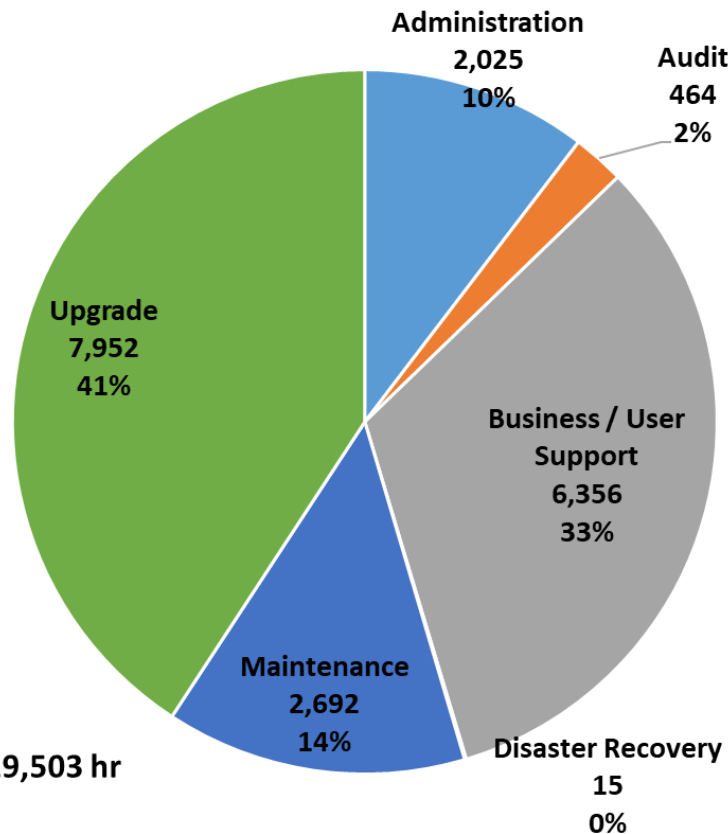
Descriptions:

Improvements / Upgrades: Includes application and infrastructure upgrades such as optimization, updates to the application, projects such as the reporting tool migration, 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 COVID-related responses

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 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
(2019/2020)
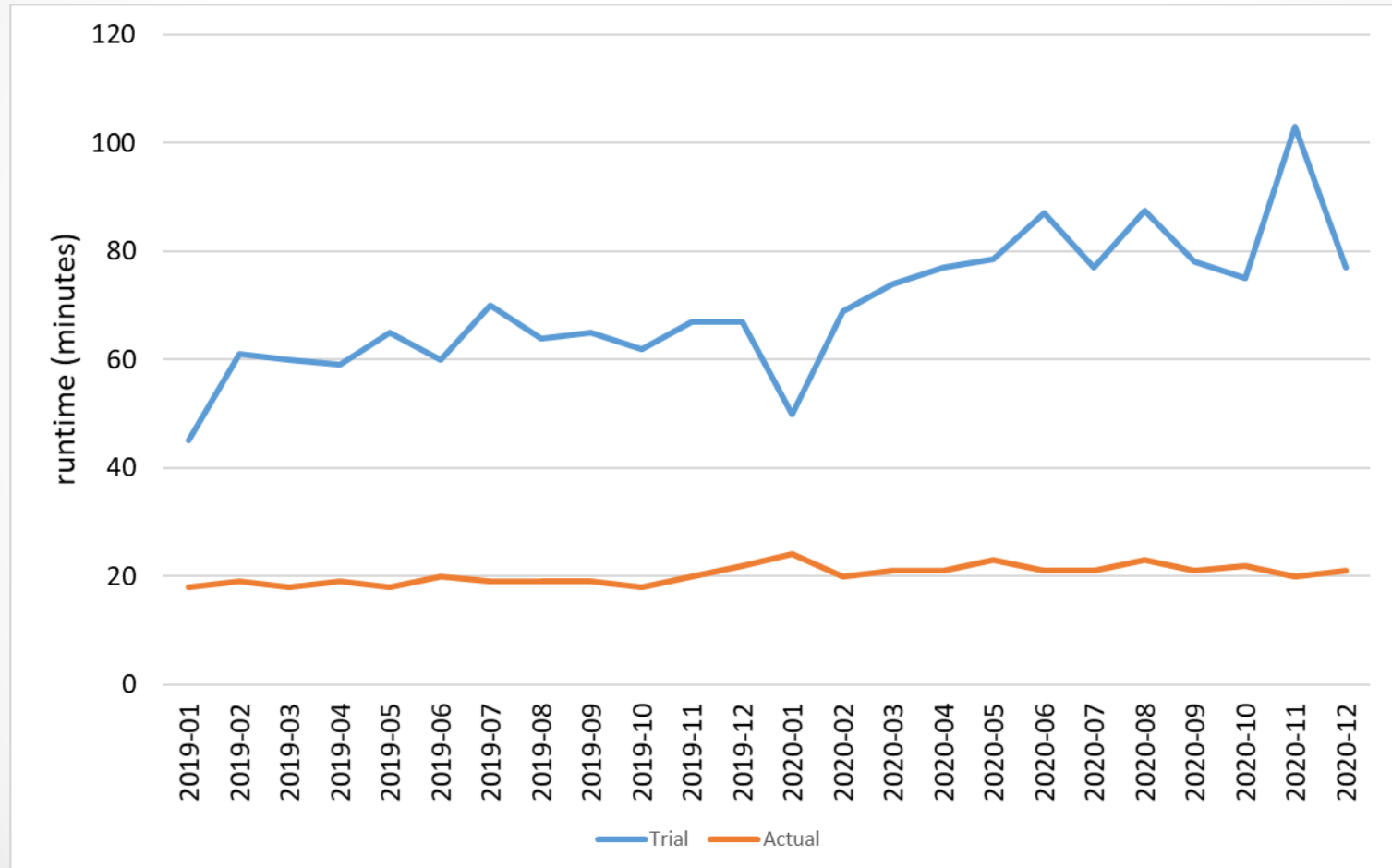
Application Tickets Activity in 2020
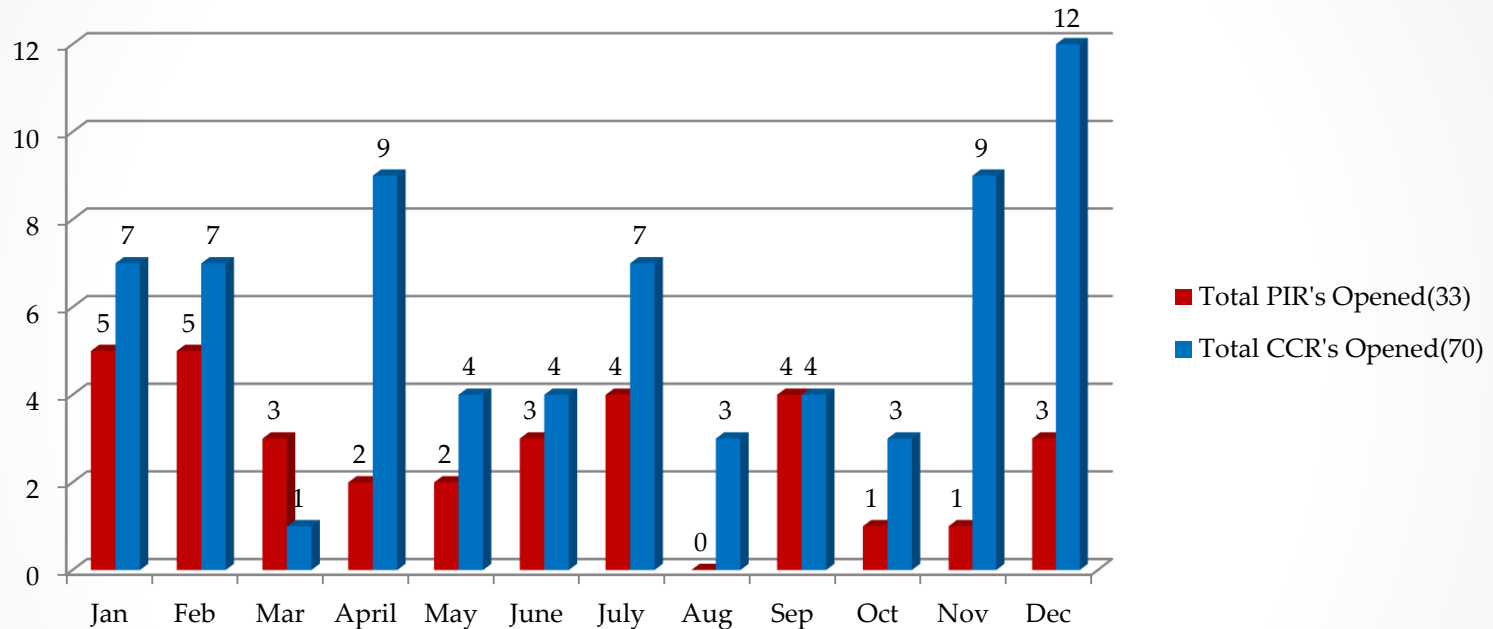
A total of 103 tickets were opened for upgrades, enhancements/fixes;
      70 were for upgrades and enhancements
      33 were for fixes.

- Closed   - 101
- Canceled   - 0

5

Infrastructure Tickets Activity in 2020
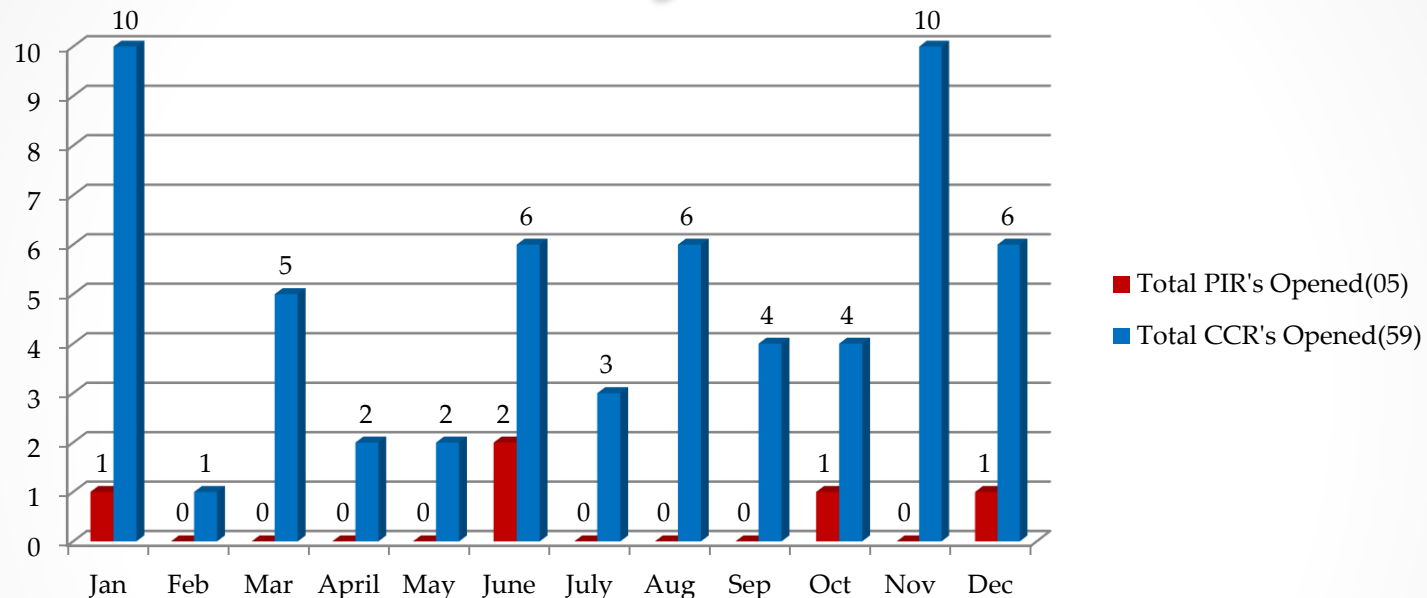
A total of 64 tickets were opened for Infrastructure related tasks

     47 were for upgrades, disaster recovery, and improvements

     17 were for maintenance activities

- Closed   - 63
- Canceled   -   0

Batch Jobs

- A total of 6,160 application batch jobs were run in 2020:
  - 6,155 completed successfully
  - 5 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

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	98%	1	M	Vulnerability Assessment - 2020 @	Raynal	Experis/Jefferson Wells audit of our technoloy environments	G1	IP	Y	10/14/20	3/31/21	200	45	155	$0	$0	$0
G	15%	2	M	Upgrade Titan Content Manangement System @	John	Upgrade of the content management system for CMERS.com	G1	IP	Y	1/4/21	3/31/21	100	2	98	$6,400	$0	$6,400
G	20%	3	M	Upgrade Change Auditor to Latest Stable Version @	John	Upgrade Change Auditor to Latest Stable Version	G1	IP	Y	2/24/21	3/31/21	100	3	98	$0	$0	$0
G	30%	4	M	Upgrade/Replace PDBK1 AND PDBKDR and Supporting Software/Hardware @	Zampino	Upgrade/replacement of our tape backup servers at Femrite and 789	G1	IP	N	1/29/21	6/30/21	100	36	64	$58,402	$0	$58,402
G	93%	5	M	SSRS Report Migration	Manchu	Replacing our discontinued reporting software with SSRS	G1	IP	Y	3/6/19	4/26/21	11,884	9,317	2,568	$483,417	$433,106	$50,311
G	30%	6	M	POC-Upgrade Struts and Modernize MERITS @	Manchu	Upgrade Struts framework and modernize MERITS web application	G1	IP	N	1/27/21	5/1/21	450	132	318	$0	$0	$0
G	30%	7	M	IP Address Review and Cleanup 2020 @	Powell	Internal Audit of our IP Addresses	G1	IP	N	1/22/21	3/31/21	100	30	71	$0	$0	$0
G	6%	8	M	DNS Review and Cleanup 2020 @	Powell	Internal Audit of our DNS Entries	G1	IP	N	1/22/21	4/30/21	100	6	94	$0	$0	$0
G	4%	9	M	AD Review and Cleanup 2020 @	Powell	Internal Audit of our AD Objects	G1	IP	N	1/22/21	5/31/21	100	4	96	$0	$0	$0
G	1%	10	M	Firewall Review and Cleanup 2020 @	Powell	Internal Audit of our Firewall Configurations	G1	IP	N	1/22/21	6/30/21	100	1	99	$0	$0	$0
G	5%	11	M	Femrite SAN Upgrade/Replacement @	Raynal	Replacement of Femrite SAN	G1	IP	N	1/29/21	6/30/21	100	5	95	$224,958	$224,958	$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
Storage Area Network Upgrade @ (Raynal)	2/12/2020	24.5 hours / $2,450
Network Infrastructure Firmware Upgrade @ (Powell)	3/27/2020	140 hours / $14,000
MSS Multi Factior Authentication @ (Manchu)	4/16/2020	291 hours / $28,950
Routine audit of Phishing Preparedness @ (Siddiqui)	4/22/2020	5 hours / $18,500
Routine audit of IT General Controls @ (Siddiqui)	4/22/2020	12.5 hours / $25,250
Routine audit of Business Continuity @ (Siddiqui)	4/22/2020	6 hours / $24,600
MERITS Certificate Renewals @ (John)	4/27/2020	64.25 hours / $6,425
Vulnerability Audit @ (Raynal)	6/22/2020	140.5 hours / $62,050
Veeam Upgrade @ (Powell)	7/31/2020	6 hours / $600
MERITS DB patching & SQL Audit Finding Fixes @ (John)	8/15/2020	75 hours / $7,500
IP Address Review and Cleanup @ (Zampino)	8/31/2020	96 hours / $9,600
DNS Review and Cleanup @ (Zampino)	8/31/2020	28 hours / $2,750
Firewall Review and Cleanup @ (Zampino)	8/31/2020	28 hours / $2,800
AD Review and Cleanup @ (Zampino)	8/31/2020	15 hours / $1,500

	Finished	Hours / $ Spent
WUG Upgrade @ (Zampino)	9/14/2020	2.75 hours / $275
MERITS Websphere App. Server Patching @ (Manchu)	9/15/2020	96 hours / $9,600
Upgrade Tracker/Serena Business Manager @ (John)	9/29/2020	13 hours / $1,300
VMware Upgrade @ (Powell)	9/22/2020	44 hours / $4,400
Backup Exec Upgrade @ (Powell)	10/9/2020	58 hours / $5,800
SQL Audit Finding Fixes - FileNet @ (John)	9/24/2020	49.5 hours / $5,940
SQL Audit Finding Fixes - Utilities Databases @ (John)	10/27/2020	27 hours / $2,700
FileNet - WebSphere App Server Patching @ (Manchu)	11/12/2020	40 hours / $7,610
Upgrade System Galaxy Security System @ (Powell)	11/12/2020	6.5 hours / $1,045
Audit of IT processes and controls @ (Siddiqui)	12/17/2020	12 hours / $1,200
MERITS - New Deduction Types for vision @ (Manchu)	12/30/2020	272.75 hours / $27,275
SQL Monitoring Tool @(John)	1/15/2021	21 hours / $2,100
Upgrade Network Infrastructure/OS @ (Zampino)	2/11/2021	72 hours / $7,200
Upgrade SAN Firmware and DSM/SANHQ @ (Raynal)	2/24/2021	17 hours / $1,700

Organizational/Personnel Update

Administration and Operations Committee
Wednesday, March 17, 2021

ERS is working with DER to fill the following positions:

- ERS Operations Director
- Network Administrator
- Accounting Assistant II
- Records Technician II