



City of Milwaukee
Employees' Retirement System

Bernard J. Allen
Executive Director

David M. Silber, CFA, CAIA
Chief Investment Officer

Melody Johnson
Deputy Director

June 10, 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 Employees' Retirement System has been scheduled for **Wednesday, June 16 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. Request for Approval to Issue RFP for Network Infrastructure Security Consulting Services.
- II. Approval of A&O Committee Audit Charter and Internal Audit Charter.
- III. IT Projects Portfolio.
- IV. Organizational/Personnel Update.

Sincerely,

A handwritten signature in black ink, appearing to read "Bernard J. Allen".

Bernard J. Allen
Executive Director

BJA:jmw

Memo



To: Bernard Allen, Executive Director

From: Jeffrey Shober, CTO

Date: June 7, 2021

Re: Request for Approval to Issue RFP for Network Infrastructure Security Consulting Services

The IT Team seeks approval to issue an RFP for consulting services to perform a technical security assessment of the IT infrastructure. The vendor will collaborate with the IT Team to develop recommendations that will improve our technical security posture. Based upon the recommendations and our business needs, the IT Team will make adjustments to harden/enhance our IT security posture.

Rationale

With the recent uptick in cyberattacks, and our recent experience with the Microsoft vulnerability, the IT Team feels it to be a prudent action to have a third party security expert review our IT security posture. While the internal auditors conduct vulnerability assessments and other security reviews on a regular basis, they are required to be independent of the operations while assessing the effectiveness of the controls and management. This project is aimed at obtaining deep technical cybersecurity expertise from a vendor who will work with the team to review our architecture holistically, and indicate areas for improvement, including long term improvement opportunities.

Please be aware that even though the team continues to stay abreast of issues and vulnerabilities, patching and upgrading systems, implementing multi-factor authentication (use of one-time codes), etc., the team strongly believes that having a "different set of eyes" look at our environment will be beneficial.

Cost Estimate

This RFP will provide us with information about the costs, but we anticipate that a small engagement will probably cost around \$30,000 to \$60,000.

Anticipated Timeline

It is the intention to proceed quickly with this process, and obtain a final technical report from the successful bidder by the end of 2021.

RFP Dissemination

The RFP will be posted on our website and will be sent to some vendors that the team is aware of that do this work, and could potentially be qualified to assist us.



Employees' Retirement System of the City of Milwaukee

Administration & Operations Committee Audit Charter May 2021

Purpose

The purpose of this Administration and Operations (A&O) Committee Audit Charter dated May 2021 is to assist the Board Members in fulfilling their oversight responsibilities for the financial reporting process, the system of internal control, the audit process, and the agency's process for monitoring compliance with laws and regulations and the code of conduct. Because of the existing member composition of the A&O Committee as well as the limited number of members, this committee will also have responsibility for the Internal Audit function.

- I. AUTHORITY**
- II. RESPONSIBILITIES**
 - (1) Financial Statements**
 - (2) System of Risk Management**
 - (3) Internal Control**
 - (4)) Internal Audit**
 - (5) External Audit of the Financial Statements**
 - (6) Agency's Processes for Monitoring Compliance**
 - (7) Special Investigations and Whistleblower Mechanism**
 - (8) A&O Committee Management and Reporting Responsibilities**
- III. MEETINGS**

I. AUTHORITY

The A&O Committee has authority to request the Board to conduct or authorize investigation in to any matters within its scope of responsibility. It is empowered to:

- Recommend independent auditors to be engaged by the agency, review and approve the planned and budgeted fees of the independent auditors, review and evaluate the performance of the independent auditors and obtain Board approval for any proposed discharge of the independent auditors.
- Pre-approve all auditing and non-audit services.
- Resolve any disagreements between management and the audit team encountered during the course of the audit including any restrictions on the scope of the work or access to required information.
- Retain independent accountants, or others to advise the A&O Committee or assist in the conduct of an investigation as necessary.
- Seek any information required from employees, all of who are directed to cooperate with the committee's requests.

II. RESPONSIBILITIES

The committee will oversee the following responsibilities:

(1) Financial Statements

- Review significant accounting and reporting issues, including complex or unusual transactions, highly judgmental areas, and recent professional and regulatory pronouncements, and understand their impact on the financial statements.
- Review with management and the external auditors the results of the external audit, including any difficulties encountered.
- Review the annual financial statements and consider whether they are complete, consistent with information known to committee members and reflect appropriate accounting principles.
- Review with the City Attorney or outside legal counsel the status of legal matters that may have an effect on the financial statements.
- Review with management and the external auditors all matters required to be communicated to the committee under generally accepted auditing Standards.
- Understand how management develops interim financial information, and the nature and extent of external and internal auditor involvement.
- Review interim financial reports with management and the external auditors and consider whether they are complete and consistent with the information known to committee members.

(2) System of Risk Management

- Ensure that the organization has a comprehensive policy on risk management.
- Consider the effectiveness of the organization's risk management system, including risks of information technology systems.
- Consider the risks of business relationships with significant vendors and consultants.
- Review reports on management's self-assessment of risks and the mitigations of these risks.
- Understand the scope of the internal auditor's review of risk management over financial reporting and internal controls and obtain reports on significant findings and recommendations with management's responses.
- Hire outside experts and consultants in risk management as necessary.

(3) Internal Control

- Consider the effectiveness of the organization's internal control system, including information technology security and control.
- Understand the scope of internal auditor's and external auditor's review of internal control over financial reporting and its processes and obtain reports on significant findings and recommendations with management's responses.

- Ensure that the organization has a comprehensive policy on internal control and compliance and periodically review the policies on ethics, the code of conduct and fraud.
- Review the role of the internal auditor's involvement in the governance process, including governance documentation and training.
- Ensure that contracts with external service providers contain appropriate record-keeping and audit language.

(4) Internal Audit

- Assure and maintain through the organizational structure of the agency and by other means, the independence of the internal audit process. Review with management the department charter, objectives, plans, activities, staffing, budget, qualifications, and organizational structure of the internal audit function.
- Obtain the information and training needed to enhance the committee members' understanding of the purpose of internal audits so that the committee may adequately oversee the internal audit function.
- Ensure there are no unjustified restrictions or limitations placed on Internal Audit and internal audit staff. Ensure that internal auditors have access to all documents, information and systems in the organization.
- Receive and review all internal audit reports and management letters. Review any changes in the scope of their internal audit. Review the responsiveness and timeliness of management's follow-up activities pertaining to any reported findings and recommendations.
- Review the performance of Internal Audit periodically.

(5) External Audit of the Financial Statements

- Review the external auditor's proposed audit scope and approach, including coordination of audit effort with internal audit. Pre-approve all services to be performed by the external financial statement auditor.
- Review the independence of the external financial statement audit firm by obtaining statements from the auditors on relationships between the audit firm and the organization, including any non-audit services, and discussing these relationships with the audit firm. Obtain from management a listing of all services provided by the external audit firm.
- Review the performance of the external financial statement audit firm.
- Exercise final approval on the request for proposal, the appointment, and retention or discharge of the audit firm.
- Review and approve the audited financial statements, associated management letter, attestation on the effectiveness of the internal control system and procedures for financial reporting, other required auditor communications, and all other auditor reports and communications relating to the financial statements.
- Define the services that the external financial statement auditor is allowed to perform and the services that are prohibited. Ensure production of a report of all costs of and payments to the external financial statement auditor. The listing should separately disclose the costs of the financial statement audit, other attest projects, agreed-upon-procedures and any non-audit services provided.

(6) Agency's Processes for Monitoring Regulatory Compliance

- Review the effectiveness of the system for monitoring compliance with laws and regulations and the results of management's investigation and follow-up (including disciplinary action) of any instance of noncompliance.
- Review the findings of any examinations by regulatory agencies and any auditor observations, including investigations of misconduct and fraud.
- Review the process for communicating to all affected parties the ethics policy, code of conduct and fraud policy to agency personnel and for monitoring compliance.
- Obtain regular updates from management and organization legal counsel regarding compliance matters.
- Monitor changes and proposed changes in laws, regulations and rules affecting the agency.

(7) Special Investigations and Whistleblower Mechanism

- Institute and oversee special investigations as needed.
- Provide an appropriate confidential mechanism for whistleblowers to provide information on potentially fraudulent financial reporting or breaches of internal control to the A&O Committee, City Comptroller's Audit Division-Audit Hotline or City of Milwaukee Ethics Board.

(8) A&O Committee Management and Reporting Responsibilities

- Provide an open avenue of communication between internal audit, the external financial statement auditors, other external auditors, and management Board members.
- Confirm annually that all responsibilities outlined in this charter have been carried out and review the charter on an annual basis to determine updates.
- Report annually to the Board, members, retirees and beneficiaries describing the committee's composition, responsibilities and how they were discharged and any other pertinent information, including approval of non-audit services and proposed changes and ensure appropriate disclosure as may be required by law or regulation.
- Evaluate the committee's and individual member's performance on a regular basis and report to the Board.

III. MEETINGS

The A&O Committee will meet at least four times a year on a quarterly basis. All committee members are expected to attend each meeting. The agendas for meetings should be prepared and provided to members in advance, along with appropriate briefing materials. The committee may invite members of management or others to attend meetings and provide pertinent information as necessary. Minutes will be prepared by and filed with the Board members.

Employees' Retirement System of the City of Milwaukee

Internal Audit Charter May 2021

Purpose

The purpose of this Internal Audit Charter dated May 2021, is to assist the internal auditors in fulfilling their mission and fiduciary responsibilities under the oversight of the Administration and Operations (A&O) Committee. The provisions of this charter apply to the activities of the Employees' Retirement System (ERS) of the City of Milwaukee Internal Audit function only, and should be used for no other purpose. This document includes the following topics.

- I. MISSION**
- II. OBJECTIVES & SCOPE**
- III. INDEPENDENCE**
- IV. AUTHORITY**
- V. ACCESS**
- VI. RESPONSIBILITIES & ACCOUNTABILITY**
- VII. PROFESSIONAL STANDARDS**
- VIII. REPORT DISTRIBUTION & FOLLOW-UP**
- IX. RELATIONSHIP TO PREVENTION, DETECTION & CORRECTION ACTIVITIES**
- X. SIGNATURE SECTION**

I. MISSION

The mission of Internal Audit is to provide independent, objective assurance and consulting services designed to add value and improve the operations of ERS. It assists the Board and the Executive Director in accomplishing their oversight responsibilities by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, internal control, and governance processes. The following are specific tasks to be carried out by Internal Audit to accomplish the mission:

- Supporting the agency's efforts to achieve its objectives through conducting a risk assessment every three years, designing, reviewing and executing an annual audit plan, and providing a wide range of quality independent internal auditing services.
- Assessing the integrity, quality, and efficiency of the systems of internal control.
- Assessing the degree to which ERS complies with various policies, procedures, laws, and regulations in a manner that facilitates operational efficiency, quality of service, and fiduciary responsibility.

- Examining and testing the performance of important control elements.
- Assessing the integrity of the financial reporting processes.
- Communicating results of audit projects through timely written reports delivered to the Board, the Executive Director, and management identified as stakeholders.
- Assessing through follow-up audit projects the degree to which management action plans created in response to recommendations in audit reports are carried out effectively and timely.

II. OBJECTIVES & SCOPE

Auditing Objectives. The objectives of the auditing services are to provide independent assurance to the A&O Committee and management that ERS' assets are safeguarded, operating efficiency is enhanced, and compliance is maintained with prescribed laws and regulations and Board and management policies. These objectives of auditing services include an independent assessment of the agency's risk awareness, reliability and integrity of the organization's data and information, and achievement of the agency's goals and objectives.

Consulting and Advisory Objectives. The objectives of internal audit's consulting and advisory services are to provide ERS management with recommendations for improving processes that will advance the goals and objective to successfully achieve the overall mission of the organization. The objectives will also allow internal audit the opportunity to follow-up with management to ensure action steps were taken to mitigate the risk.

Scope. The scope of work of internal audit is to determine whether the agency's network of risk management, internal control, and governance processes, as designed and represented by management, are adequate and functioning in a manner to ensure:

- Programs are operating within the highest fiduciary standards and are in compliance with the requirements defined in the Federal and State constitutions, laws, and regulations, local government ordinances and rules, and the policies and procedures of the agency.
- Programs and processes are in synchrony with industry best practices, using the best public and private examples and all resources available as benchmarks.
- Significant legislative or regulatory issues impacting the agency are recognized and addressed appropriately and timely.
- Operations, processes and programs are consistent with established missions, objectives and goals and they are being executed in accordance with management's plan.
- Existing policies and procedures are appropriate and updated.
- Internal and external risks are identified and managed.
- Employers appropriately enroll employees, accurately report member earnings, and appropriately report other employee data.
- Interaction with appropriate governance groups occurs as needed.
- Significant financial, managerial, and operating information is accurate, reliable, and timely.

- Resources are acquired economically, used efficiently, and adequately protected.
- Quality service and continuous improvement are fostered in the organization's control process.
- Contractors, including third-party administrators, are meeting the objectives of the contracts, while in conformance with applicable laws, regulations, policies, procedures and best practices and the agency's contract monitoring process is effective to ensure minimal risk.
- Responsibilities and activities of the external financial statement auditors are coordinated with those of the internal auditors in order to provide continuity of audit efforts and to avoid duplication.
- Access for auditors is provided as appropriate.
- Specific operations, processes or programs are reviewed at the request of the A&O Committee, the Board, and management.

Opportunities for improving member service, management of risks, internal control, governance, cost benefit, and the organization's effectiveness and image may be identified during audits. This information will be communicated to the A&O Committee and to appropriate levels of management.

III. INDEPENDENCE

Independent Professional Standards. The A&O Committee recognizes that professional independence requires the auditors have knowledge of operations and appropriate expertise in the subject matter that is being audited. Internal Audit must provide the credentials of any or all staff members upon request of the A&O Committee.

Conflict of Interest. Internal Audit shall discuss any potential issues regarding impairment of independence and/or conflicts of interest and their mitigation(s) with the A&O Committee as necessary.

IV. AUTHORITY

The Internal Audit function is established by the Board of this agency and governed by the A&O Committee. This Charter is approved and all future amendments to it are to be approved by the A&O Committee through a majority vote. This Charter shall be reviewed at least annually and updated as required by the A&O Committee.

Internal Audit functionally reports to the A&O Committee. Meetings are held with the A&O Committee on at least a quarterly basis. The portion of the A&O Committee agenda regarding Internal Audit generally include:

- A discussion of current year Plan status
- Points of emphasis of audit reports issued in the quarter
- Status of audits in process
- Changes or proposed changes to the Plan
- Audit follow-up status reports as necessary (based on exceptions noted)
- Special requests for audits from the Board or from Management with Board approval

- Closed sessions, when necessary, as provided for under the Wisconsin open meetings law

The A&O Committee retains the right to provide input and approve the annual audit plan presented by Internal Audit. The risk assessment and Plan are discussed in the meeting at the end of the quarter in which they are completed. Internal Audit shall inform the A&O Committee of the status of the audit plan and any changes needed. Management may request special audits outside of the plan to be conducted, which must be approved by the A&O Committee. The mission, responsibilities, and workings of the A&O Committee are described in the committee charter.

Internal Audit staff is not authorized to initiate or approve accounting transactions external to those related to the function. Internal Audit staff is not authorized to direct the activities of any agency employee not employed by the function, except to the extent such employees have been appropriately assigned to auditing teams or to otherwise assist the internal auditors.

V. ACCESS

The Internal Audit staff, as appropriate, are granted authority for full, free and unrestricted access to all of the agency's functions, records, files and information systems, personnel, contractors, external auditors, physical properties, rental locations, and any other item relevant to the function, process or department under review. All contracts with vendors shall contain standard audit language enabling the internal auditors and other auditors and specialists to have access to relevant records and information. Documents and information given to Internal Audit shall be handled in the same prudent and confidential manner as by those employees normally accountable for them. All of the ERS employees are required to assist the staff of Internal Audit in fulfilling their audit functions and fiduciary duties.

VI. RESPONSIBILITIES & ACCOUNTABILITY

Internal Audit is responsible for the following in order to meet the mission, objectives and scope of this Charter:

1. Establish policies for conducting Internal Audit activities and directing its technical and administrative functions according to the agency's policies and direction provided by the A&O Committee and professional standards described in Section VII.
2. Perform a risk-assessment every three years and review the flexible annual audit plan that will accomplish the mission, objectives and scope of this Charter. This plan will include some unassigned hours in order to provide flexibility for changing conditions. This plan shall in part be based upon risks and control concerns identified by management.
3. Facilitate the implementation of the audit plan.
4. Implement the annual audit plan, as approved, including, as appropriate, any plan amendments, special tasks or projects requested by management, the Board and the A&O Committee.

5. Obtain updates to follow-up on management action plans as they relate to the recommendations provided by Internal Audit for improvement to ensure the risks are being mitigated timely.
6. Transmit copies of all audit reports and management letters to the A&O Committee.
7. Assess periodically whether the purpose, authority and responsibility, as defined in this Charter, continue to be adequate to accomplish its mission, objectives and scope. The result of this periodic assessment should be communicated to the A&O Committee.
8. Assist in the investigation of significant suspected fraudulent activities within the organization and notify the A&O Committee, the Board and other Executives, as appropriate, of the results.

VII. PROFESSIONAL STANDARDS

Internal Audit shall follow the professional standards of relevant professional organizations. These professional standards include, but are not limited to, the following:

- Institute of Internal Auditors (IIA) Professional Standards and Code of Ethics
- American Institute of Certified Public Accountants (AICPA) Professional Standards and Code of Ethics, as applicable
- Generally Accepted Government Auditing Standards (GAGAS) from the United States General Accounting Office (GAO), as applicable

VIII. REPORT DISTRIBUTION & FOLLOW-UP

Draft audit reports are first distributed to the Executive Director or their designee for comments. After comment, they are then distributed to the applicable department head. Internal Audit is responsible for obtaining management responses and issuing the final version of the audit report according to the following time schedule:

- Once a draft report is issued to a department head, 15 business days are allowed for management responses to be prepared and forwarded to Internal Audit. Internal Audit may extend the deadline, though the maximum number of business days for a response will be 25 days.
- Upon receipt of acceptable management responses, Internal Audit has 10 business days to issue the final version of the report.
- In cases where the department under review does not meet the above schedule, Internal Audit has the authority to issue the report without management responses to the chairman of the A&O Committee.

Final audit reports are distributed as follows:

- The department head, under review, receives a complete copy of the full report.
- The Executive Director, the Board, and the A&O Committee also receive a copy of the full report.

IX. RELATIONSHIP TO PREVENTION, DETECTION AND CORRECTION ACTIVITIES

Internal Audit strives to participate in the initial stages of major agency-wide projects so that risks can be appropriately managed and internal controls instituted in the design phase in order to prevent problems and minimize the associated costs. It recognizes that it is more expensive to detect and correct problems than it is to prevent them in the initial stages of a project.

X. SIGNATURE SECTION

The A&O Committee reviewed and adopted this Internal Audit Charter in May 2021, and transmitted it to the Board. The Internal Audit Charter is effective immediately and is hereby signed by the following persons who have authority and responsibilities under this Charter.

Chair, A&O Committee

Date

Chairman, ERS Board

Date

Executive Director

Date

IT Projects and Ticket Statistics

- Major Projects/Initiatives:

- Titan Content Management System Upgrade (In Progress)
- Desktop PC Upgrade (In Progress)
- Firewall Review and Cleanup 2020 (In Progress)
- Backup Exec Physical Server Upgrade (In Progress)
- Vulnerability Assessment - 2020 (Completed)
- DNS Review and Cleanup 2020 (Completed)
- Change Auditor Upgrade (Completed)
- Femrite SAN Upgrade/Replacement (Completed)
- Proof Of Concept (POC) for FileNet to BAW Upgrade (In Progress)
- SSRS (SQL Server Reporting Services) Reports Migration (Completed)
- Proof Of Concept (POC) for Struts Upgrade and Modernize MERITS Website (Completed)

- Application Statistics

| Category | High Priority | Low Priority | Total |
|--|---------------|--------------|-------|
| Current Inventory | 13 | 4 | 17 |
| PIR's | 5 | 0 | 5 |
| CCR's | 8 | 4 | 12 |
| Pending/Hold | 0 | 0 | 0 |
| Deployed(Awaiting Next stage) /Ready for Production | 1 | 0 | 1 |
| Net Current Inventory | 12 | 4 | 16 |

Portfolio as of June 1, 2021

| Project Health | | | | | | | | | | | | | | | | | |
|----------------|-----------------|----------|------------------------|---|-------------|---|----------------|--------|---------------------------------|-------------------|------------------------|-------------------|-----------------|--------------------------------------|--|--|---|
| | % Work Complete | Priority | Complexity (S / M / L) | | | | | | | | | | | | | | |
| | | | | Project Name | Project Mgr | Description | Strategic Goal | Status | Additional 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 | M | Upgrade Titan Content Management System @ | John | Upgrade of the content management system for CMERS.com | G1 | IP | Y | 1/4/21 | 6/30/21 | 100 | 36 | 64 | \$6,400 | \$0 | \$6,400 |
| G | 74% | 2 | M | Upgrade/Replace PDBK1 & 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 | 116 | (16) | \$58,402 | \$0 | \$58,402 |
| G | 19% | 3 | M | Firewall Review and Cleanup 2020 @ | Powell | Internal Audit of our Firewall Configurations | G1 | IP | N | 1/22/21 | 6/30/21 | 100 | 19 | 81 | \$0 | \$0 | \$0 |
| G | 27% | 4 | M | POC - FileNet P8 to IBM BAW Upgrade @ | Manchu | Replace FileNet with IBM BAW | G1 | IP | N | 4/5/21 | 6/30/21 | 220 | 51 | 169 | \$24,000 | \$0 | \$24,000 |
| | | | L | Upgrade Struts and Modernize MERITS Website | Manchu | Upgrade Struts framework and modernize MERITS web application | G1 | NS | N | | 3/29/24 | 18,850 | 0 | 18,850 | \$617,114 | \$0 | \$617,114 |

Green = On Target / No Significant Issues / All Updates Approved

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

Completed Projects & Tasks in Last 12 Months

Finished

Hours / \$ Spent

| | | |
|--|------------|------------------------|
| 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 |
| 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 |
| SQL Audit Finding Fixes - FileNet @ (John) | 9/24/2020 | 49.5 hours / \$5,940 |
| Backup Exec Upgrade @ (Powell) | 10/9/2020 | 58 hours / \$5,800 |
| SQL Audit Finding Fixes - Utilities Databases @ (John) | 10/27/2020 | 27 hours / \$2,700 |

Note: Additional labor costs of Upgrade Struts and Modernize MERITS Website Project are part of an on-going contract.

Completed Projects & Tasks in Last 12 Months

Finished

Hours / \$ Spent

| | | |
|--|------------|--------------------------|
| 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 |
| Vulnerability Assessment - 2020 @ (Raynal) | 3/17/2021 | 45 hours / \$80,000 |
| IP Address Review and Cleanup 2020 @ (Powell) | 3/24/2021 | 80 hours / \$8,000 |
| Upgrade Change Auditor @ (John) | 3/30/2021 | 7 hours / \$700 |
| DNS Review and Cleanup 2020 @ (Powell) | 5/5/2021 | 22.5 hours / \$2,250 |
| AD Review and Cleanup 2020 @ (Powell) | 5/5/2021 | 13 hours / \$1,300 |
| SSRS Report Migration (Manchu) | 5/5/2021 | 10,014 hours / \$860,695 |
| Upgrade Symantec Endpoint Protection @ (John) | 5/12/2021 | 34 hours / \$3,400 |
| Femrite SAN Upgrade/Replacement @ (Raynal) | 5/25/2021 | 96 hours / \$234,558 |
| POC - Upgrade Struts and Modernize MERITS @ (Manchu) | 6/2/2021 | 669.5 hours / \$66,950 |

Organizational/Personnel Update

Administration and Operations Committee

Wednesday, June 16, 2021

ERS is working with DER to fill the following positions:

- Network Administrator
- Records Technician II