



City of Appleton

100 North Appleton Street
Appleton, WI 54911-4799
www.appleton.org

Meeting Agenda - Final

Human Resources & Information Technology Committee

Wednesday, July 28, 2021

6:30 PM

Council Chambers, 6th Floor

1. Call meeting to order
2. Roll call of membership
3. Approval of minutes from previous meeting

[21-0958](#) Minutes from 7/14/21

Attachments: [Minutes 7-14-21.pdf](#)

4. Public Hearings/Apearances

5. Action Items

[21-0830](#) Request to approve Information Technology to overhire position of Help Desk Analyst.

Attachments: [Help Desk Overhire Request 2021.pdf](#)

6. Information Items

[21-1062](#) Mid year budget report for Information Technology.

Attachments: [IT Department Mid-Year Report 2021.pdf](#)

[21-1063](#) Recruitment status report 7/22/21

Attachments: [RSR thru 7-22-21.pdf](#)

7. Adjournment

Notice is hereby given that a quorum of the Common Council may be present during this meeting, although no Council action will be taken.

Reasonable Accommodations for Persons with Disabilities will be made upon Request and if Feasible.

Questions contact Director Ratchman, 920-832-6427.



City of Appleton

100 North Appleton Street
Appleton, WI 54911-4799
www.appleton.org

Meeting Minutes Human Resources & Information Technology Committee

Wednesday, July 14, 2021

6:30 PM

Council Chambers, 6th Floor

1. Call meeting to order

2. Roll call of membership

Present: 5 - Thao, Fenton, Alfheim, Hartzheim and Smith

3. Approval of minutes from previous meeting

This was approved

[21-0829](#)

Minutes from 6/9/2021

Attachments: [Minutes 6-9-21.pdf](#)

Hartzheim moved, seconded by Smith that the minutes be approved. Roll call.
Motion carried by the following vote:

Aye: 5 - Thao, Fenton, Alfheim, Hartzheim and Smith

4. Public Hearings/Appearances

5. Action Items

[21-0959](#)

Request to approve Public Works HVAC position overhire

Attachments: [HVAC Inspector Over Hire.pdf](#)

Hartzheim moved, seconded by Alfheim, that the Report Action Item be recommended for approval. Roll Call. Motion carried by the following vote:

Aye: 5 - Thao, Fenton, Alfheim, Hartzheim and Smith

[21-0961](#)

Request to approve change to seasonal pay plan to move election worker positions to a fixed hourly rate.

Attachments: [Seasonal election position change.pdf](#)

Hartzheim moved, seconded by Smith, that the Report Action Item be recommended for approval. Roll Call. Motion carried by the following vote:

Aye: 4 - Thao, Fenton, Alfheim and Smith

Abstained: 1 - Hartzheim

[21-0967](#) Request to approve changes to Health Department table of organization

Attachments: [Health Department reorg.pdf](#)

Smith moved, seconded by Hartzheim, that the Report Action Item be recommended for approval. Roll Call. Motion carried by the following vote:

Aye: 5 - Thao, Fenton, Alfheim, Hartzheim and Smith

[21-0960](#) Request to approve Worker's Compensation third party administrator change

Attachments: [WC TPA recommendation.pdf](#)

Smith moved, seconded by Hartzheim, that the Report Action Item be recommended for approval. Roll Call. Motion carried by the following vote:

Aye: 5 - Thao, Fenton, Alfheim, Hartzheim and Smith

6. Information Items

[21-0962](#) Changes to Hearing Conservation Policy.

Attachments: [Hearing Conservation Policy.pdf](#)

This Policy was received and filed

[21-0963](#) Changes to Right to Know policy

Attachments: [Right to Know changes 2021.pdf](#)

This Policy was received and filed

[21-0964](#) Changes to Harassment & Discrimination in Workplace policy

Attachments: [Harassment Discrimination in Workplace.pdf](#)

This Policy was received and filed

[21-0966](#) Changes to Ergonomics policy

Attachments: [Ergonomics Policy.pdf](#)

This Policy was received and filed

[21-0968](#) 2021 HR mid year budget report

Attachments: [2021 HR Mid Year Budget Report.pdf](#)

This Report was received and filed

[21-0969](#)

Recruitment Status Report 7/8/21

Attachments: [RSR thru 7-8-21.pdf](#)

This Report was received and filed

7. Adjournment

Smith moved, seconded by Thao, that the meeting be adjourned. Roll Call.

Motion carried by the following vote:

Aye: 5 - Thao, Fenton, Alfheim, Hartzheim and Smith



"...meeting community needs...enhancing quality of life."

TO: Human Resource & Information Technology Committee

FROM: Tony Saucerman, Interim IT Director

DATE: July 28, 2021

RE: Request approval of Over-Hire for Help Desk Analyst

There are two Help Desk Analyst positions in the Information Technology Department who provide front-line technical support to all City departments. At the April 14, 2021 meeting of the Human Resources and Information Technology Committee meeting, the committee approved a 60-day over-hire for one Help Desk Analyst position to allow a retiring long-term staff member to provide training to her replacement. Subsequently, a new Help Desk Analyst was hired June 21, 2021 and training has been ongoing ever since and is going very well.

Unfortunately, on July 19th, we were informed that the second Help Desk Analyst, who has been with the City for approximately six years, had found another position outside the City and was resigning. His last day will be July 30, 2021.

Knowing that with this departure, the department would have only one Help Desk Analyst with barely over a month's experience, we reached out to the retiring Help Desk Analyst to see if she would consider delaying her retirement (originally scheduled for August 2, 2021) to provide training to the eventual replacement of the second Help Desk Analyst position. This would allow the department to fully staff the Help Desk during this transition as well as provide an opportunity for the two new staff members to receive valuable training from the highly knowledgeable incumbent.

I am happy to report that she has graciously agreed to do so. I cannot say enough about this generous and caring gesture and am exceptionally grateful for her willingness to stay through this transition process. She has a wealth of institutional knowledge that can not be replaced and allowing her to pass some of this knowledge along to the new staff will benefit both their professional development as well as the City as a whole.

Therefore, we are requesting another over-hire for a 60-day period to begin upon the filling of the vacant Help Desk Analyst position. The hiring process is currently underway and we hope to have someone on board by the middle of August. Under no circumstances will the over-hire extend beyond December 1, 2021 without prior approval from this committee.

The additional budget cost of the over-hire is expected to be approximately \$20,000 and can be absorbed within the current 2021 Information Technology Department budget.

Thank you for your consideration of this request. If you should have any questions or would like to discuss further, feel free to contact me.

Information Technology Department

Mid-Year Review

All figures through June 30, 2021

Significant 2021 Events to date:

- Completed the migration of user data to Microsoft One Drive
- Purchased and installed new MDC's in squad cars for Police Department
- Upgraded the firewalls for the City network & implemented 2-factor authentication for security
- Upgraded the network switches at the Police & Fire Departments for improved capacity & security
- Upgraded the phone network to go through AT&T flex fiber replacing old copper equipment
- Continued work to replace the iSeries Mainframe and related software with a networked enterprise resource (ERP) system
- Made programming changes to enhance the intranet applications used by various departments
- Responded to the departure of the IT Director in May by promoting the Network Administrator into a Deputy Director role and naming an interim Director

Budget Performance Summary

<u>Program</u>	<u>2021 Budget</u>	<u>2021 Actual</u>	<u>% used</u>
Administration	\$201,854	\$ 87,204	43%
Mainframe	\$281,636	\$130,191	46%
Network	\$1,682,101	\$987,106	59%

Performance Indicators

	<u>2020 Actual</u>	<u>2021 Projected</u>
% of Virtual Servers	99%	99%
Audit security records requiring attention	5	0
Number of telephones supported	770	770
Number of network accounts supported	635	635
Number of computers supported	550	550
Number of contacts with the helpdesk	15,000	15,000

RECRUITMENT STATUS REPORT

UPDATES THRU 7/22/2021

STAFF PERSON	POSITION	DEPT.	DATE OF VACANCY	# OF OPENINGS	STATUS
KIM	Bus Driver	VT	Multiple	9	Application Deadline: 9/26/21. Second Panel Interview: 7/27/21.
	Part-Time Bus Driver	VT	N/A	N/A	Application Deadline: 9/26/21. Panel Interview: 7/23/21.
	Operator II - Street	DPW	4/3/21	1	Internal Application Deadline: 7/25/21.
	Part Time Service Person	DPW	6/7/21	1	Application Deadline: 7/25/21.
	Operator II – Water Construction (PM Shift)	DPW	5/27/21	1	Application Deadline: 8/8/21.
	Arborist	DPW	7/9/21	1	Panel Interviews: 8/5/21.
	Inspector - HVAC	DPW	9/1/21	1	Application Deadline: 8/1/21.
	HVAC Technician	PRFM	1/5/21	1	Application Deadline: 7/25/21.
	Liquids Operator	Utilities	6/9/21	1	Job offer accepted, start date 7/19/21.
	Administrative Support Specialist (DPW)	DPW	7/29/21	1	Application Deadline: 8/8/21.
ALLISON	Police Officer	Police	N/A	2 +Elig.	PFC Interviews: 7/26/21. New Process Application Deadline: Open/Continuous.
	Community Service Officer (CSO)	Police	1/19/21	N/A	Application Deadline: Open/Continuous.
	Library Clerk	Library	6/26/21	1	Background pending on top candidate.
	Health Officer	Health	6/5/21	1	Application Deadline: Open/Continuous. Second Panel Interview: 8/26/21.
	Human Resources Director	HR	4/3/21	1	Job Offer Accepted. Start date 7/22/21.
	Account Clerk I	Finance	7/5/21	1	Panel Interviews: 8/6/21.
	Help Desk Analyst	IT	7/31/21	1	Resignation. Determining Process.
	Deputy Director Human Resources	HR	7/22/21	1	Job Offer Accepted. Start date 7/22/21.
	HR Generalist	HR	7/22/21	1	Internal Promotion. Application deadline 8/8/21.

TOTAL POSITIONS OPEN = 23 TOTAL ELIGIBILITY LISTS = 1

POSITIONS ON HOLD

STAFF PERSON	POSITION	DEPT	Date(s) of Opening(s)	# of Openings	Vacating Position/Status
KIM	Utility Worker	Utilities	12/18/20	1	Internal transfer date pending the training of new Liquids Operator.
ALLISON	Systems Analyst	IT	9/6/19	1	Using part-time temporary staffing to fill current need.

Note: Part time non-benefited positions do not (per Recruitment Policy) require authorization outside the department. The Mayor has asked departments to scrutinize.

	Information Technology Director	IT	5/5/21	1	Waiting for RTF.
	Fire Protection Engineer	Fire	1/4/22	1	Retirement. Waiting for RTF.

TOTAL POSITIONS ON HOLD = 4

Note: Part time non-benefited positions do not (per Recruitment Policy) require authorization outside the department. The Mayor has asked departments to scrutinize.