



City of Appleton

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

Meeting Agenda - Final

Human Resources & Information Technology Committee

Wednesday, March 9, 2022

6:30 PM

Council Chambers, 6th Floor

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

[22-0293](#) Minutes 2-23-22

Attachments: [Minutes 2-23-22.pdf](#)

4. Public Hearings/Apearances

5. Action Items

[22-0297](#) Request to sole source an IT network assessment to Heartland Business Systems in the amount of \$60,000.

Attachments: [2022 Heartland Assessment Sole Sourcing.pdf](#)

6. Information Items

[22-0300](#) Retitle Facilities Project Manager to Project and Resiliency Manager.

Attachments: [Project and Resiliency Manager.pdf](#)

[22-0298](#) FBI Information Technology Security Audit of the Appleton Police Department

Attachments: [IT 2022 FBI Audit.pdf](#)
[IT SA Methodology.pdf](#)

[22-0295](#) Recruitment Status Report 3/3/2022

Attachments: [RSR 3.3.22.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.

Question on agenda contact Director Ratchman at 920-832-6427



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Meeting Minutes Human Resources & Information Technology Committee

Wednesday, February 23, 2022

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

[22-0182](#)

Minutes 1-26-22

Attachments: [Minutes 1-26-22.pdf](#)

Hartzheim moved, seconded by Alfheim, 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

[22-0184](#)

Request to approve Pool Manager position to pay grade 8 in Seasonal Pay Plan.

Attachments: [Pool Manager Pay Grade Memo.pdf](#)
[Seasonal Pay Plan draft.pdf](#)

Smith 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

[22-0185](#)

Request to approve over-hire for Benefits Coordinator position in H.R.

Attachments: [HR Overhire memo.pdf](#)

Alfheim 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

[22-0186](#)

Request to approve change to Information Technology table of organization.

Attachments: [IT Table of Organization Change Memo.pdf](#)
[Information Technology TO draft 2-23-22.pdf](#)

Hartzheim moved, seconded by Smith, 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

[22-0187](#)

2021 end of year report on the Connecting Care Clinic.

Attachments: [2021 EOY CCC Scorecard.pdf](#)
[2021 Year End Review Presentation.pdf](#)

This Presentation was received and filed

[22-0183](#)

Recruitment Status Report 2-18-22

Attachments: [RSR 2.18.22.pdf](#)

This Report was received and filed

7. Adjournment

Smith moved, seconded by Hartzheim, that the meeting be adjourned. Roll Call. Motion carried by the following vote:

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

CITY OF APPLETON

INFORMATION TECHNOLOGY DEPARTMENT



100 N. Appleton Street
Appleton, WI 54911



(920) 832-6410



(920) 832-5885



helpdesk@appleton.org

To: HR/IT Committee
From: Corey Popp, Information Technology Director
Date: March 2, 2022
Re: Infrastructure, Systems, and Vulnerability Assessment

With some urgency, I am proposing to sole source an IT network assessment to Heartland Business Systems in the amount of \$60,000. This project is divided into two parts:

1. An Infrastructure and Systems Assessment (\$45,000)
2. An Internal Network Vulnerability Assessment (\$15,000)

For the past twenty years, Heartland and their engineers have been installing and supporting the City's IT department's core Ethernet switches, firewalls, wireless network, storage area network, and virtualized server environment. Their familiarity with the network's hardware and topology allows them to provide their assessment within the context of the system's originally intended design.

With relative expediency, they will be able to compare the network's original configuration and scale to its current configuration and scale to determine if any changes have caused security, reliability, or performance issues. My goal is to begin the assessment no later than mid or late March 2022. Once begun, the entire assessment will take 30 days to complete. Funding for this project is dependent on Resolution 2-R-2 (Reallocation of Funds).

The assessment deliverable will include a list of findings and prioritized remediation steps. The assessment does **not** include actual remediation nor the estimated cost of remediation. The remediation phase will require a separate purchase or RFP process, and significant additional funds will likely be necessary.

Attached to this memo is a copy of an email from the City of Appleton's Purchasing Manager, which states that they agree that sole sourcing this project is justified.



RE: Proposal to sole source an IT project

Jeffrey Fait <Jeffrey.Fait@Appleton.org>

Mon 2/14/2022 8:59 AM

To: Corey J. Popp <Corey.Popp@appleton.org>

Corey:

For various reasons related to the scope, familiarity, timeliness and technical complexity of this project, I agree that sole sourcing to Heartland is justifiable. There are no red flag issues that come to mind.

Thanks,

Jeff Fait, CPPB

Purchasing Manager

City of Appleton, WI

920-832-6311



[Close this window](#)



~~Facilities~~ Project and ~~Resilience~~ Resiliency Manager

Class
Code:
220-26
(CC-2)

Bargaining Unit: Non-Union Exempt

CITY OF APPLETON
Established Date: Oct 22, 2015
Revision Date: Oct 22, 2015

SALARY RANGE

\$34.86 - \$52.30 Hourly
\$72,508.80 - \$108,784.00 Annually

NATURE OF WORK:

Responsible for ~~managing multiple aspects planning, design, budget, renovation and installation~~ planning, organizing, and coordinating the activities necessary to manage projects through their lifecycle to support the Capital Improvement Program and climate mitigation and Resiliency Plans that foster the environmental, economic, and social wellbeing of the community. ~~Performs project management of multiple construction initiatives aimed to remodel, construct and maintain public facilities and parks.~~ Manages and coordinates projects and plans with a specific timeframe and funding amount to ensure that goals and objectives are accomplished. The incumbent works under the general supervision of the Director of Parks, Recreation and Facilities Management.

JOB FUNCTIONS:

ESSENTIAL JOB FUNCTIONS

- Provides project management and construction administration services for capital facilities improvements to include coordinating and interfacing, as necessary, with internal staff, authorities of jurisdiction, architectural/engineering firms, etc.
- Develops scopes of work, performs feasibility analysis, and prepares cost estimates for capital facilities improvements and/or maintenance projects necessary to support the

organization's mission and inclusion in the Capital Improvement Plan. Assists with the development and maintenance of the 5-Year Capital Improvement Plan.

- Prepares construction documents and provides other professional services for miscellaneous in-house projects.
- Assists the Director in planning, developing, and coordinating large and complex architectural and engineering projects.
- Prepares cost estimates, RFQ's, RFP's, reviews and approves drawings and specifications submittals. Prepares contracts and purchase requisitions for assigned projects. Approves change orders and any modifications to project scope per policy.
- Provides communications and presentations as necessary and for approvals by the City Council.
- Reviews and manages project budgets and prepares financial reports.
- Provides direction and maintains relationships with contracted architectural, engineering and construction professionals.
- Prepares project schedules and correspondence. Monitors project schedules and adjusts as necessary. Reports issues or variations of schedule.
- Facilitates meetings and moving plans for construction projects from conceptual design, planning and deployment.
- Inspects and reviews projects to monitor compliance with specifications, building and safety codes or other regulations.
- Ensures all punch-list items are complete, lien waivers and a certificate of occupancy has been obtained before any final payments are approved. Conducts final project walkthroughs and ensures projects are completed per specification.
- Manages, maintains, and updates as built and record file drawings, plans and specifications. Performs management of facilities documentation per statute of limitations for records retention.
- Develops and maintains a City of Appleton Resiliency Plan that fosters environmental, economic, and social wellbeing benefits.
- Works with the Climate Change and Mitigation Commission committees, commissions, and boards of jurisdiction to seek input and to educate members on relevant initiatives being performed by the City of Appleton.
- Serves as the City of Appleton liaison and actively participates with the DNR Green Tier Legacy Communities program.
- Assists departments in identifying and implementing environmental impact best practices in their operations.
- Develops and maintains a City of Appleton Resiliency Plan that fosters environmental, economic, and social wellbeing benefits.
- Maintains the City of Appleton greenhouse gas inventory.
- Coordinates the delivery of public education with consultants and subject matter experts around sustainability and resiliency efforts.
- Prepares annual reports as requested for the City's resiliency programs.

OTHER JOB FUNCTIONS

- Works in coordination and cooperation with the Facilities Operations Supervisor in planning projects and potential resources required to support capital projects.
- Maintains customer satisfaction by understanding customer needs, providing timely communication, and ensuring facilities management technicians follow customer service standards.
- Assists City departments on mitigation and resiliency initiatives.

- Other tasks as assigned

REQUIREMENTS OF WORK:

Degree in construction management, engineering, or architecture, plus four to six years' experience. Professional registration and certifications such as Certified Renewable Energy Professional or Sustainability Development Professional are desired; or any combination of experience and training which provides the following knowledge, abilities, and skills:

- Knowledge of the principles and theories of general construction trade practices, construction contracts, project management, architectural/engineering firm negotiations, specifications, and project scope/design development.
- Knowledge of resiliency programs and policies.
- Working knowledge of the codes and standards applicable to the public-sector.
- Understandings of materials and methods utilized in electrical, mechanical and structure systems.
- Ability to read and interpret blueprints and specifications.
- Ability to work effectively and efficiently in a fast-paced environment.
- Proficient in the use of AutoCAD including as-built drawing management.
- Proficient in Microsoft Office Suite, emphasis on Excel and Project.
- Proficient in the knowledge of green building, carbon reduction and energy efficiency policies, strategies, and technologies.
- Excellent communication, written and organizational skills
- Strong ability to multi-task
- Strong leadership and team building abilities
- May perform other duties as assigned

SUPPLEMENTAL INFORMATION:

COMPETENCIES

Communication
Staff Development (mentoring)
Motivate
Problem Solving
Adaptability/Flexibility

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To: HR/IT Committee
From: Corey Popp, Information Technology Director
Date: February 25, 2022
Re: FBI IT Security Audit of the Appleton Police Department

The State of Wisconsin's Crime Information Bureau (CIB) has informed the Appleton Police Department (APD) that an auditor from the Federal Bureau of Investigation (FBI) will arrive on site Tuesday, May 24, 2022 to perform a Criminal Justice IT Security Audit. The last time the APD was the subject of an FBI audit was Thursday, May 10th, 2012. It is my understanding from APD staff that FBI audits of criminal justice agencies are both routine and random (i.e., this audit was triggered by chance).

Members of the City of Appleton's IT staff and APD will attend and participate in the audit. As stated in the attached Information Technology Security Audit document obtained from FBI.gov, "These audits are comprised of an administrative interview to review administrative and technical controls implemented to protect [Criminal Justice Information] from both a physical and logical perspective."

Wisconsin's CIB sits within the Wisconsin Department of Justice, Division of Law Enforcement Services.

Information Technology Security Audit

Audit Categories

Criminal Justice Audit – an audit of a criminal justice agency’s access, use, storage, and destruction of any Criminal Justice Information (CJI) received from FBI Criminal Justice Information Services (CJIS) Division systems for criminal justice purposes via both direct and indirect access methods. These audits include both name-based and fingerprint-based queries over wired or wireless networks.

Non-criminal Justice Audit – an audit of a non-criminal justice agency’s access, use, storage, and destruction of any CJI received from FBI CJIS systems for non-criminal justice purposes via direct and indirect access methods. These audits include both name-based and fingerprint-based queries over wired or wireless networks.

Outsourcing/Channeling Audit – an audit of an FBI approved contractor who submits fingerprints on behalf of an authorized recipient to the FBI and receives the results of such a submission for dissemination back to the authorized recipient. The scope of channeler audits focuses mainly on the storage, dissemination, and destruction of criminal history record information (CHRI).

These audits are comprised of an administrative interview to review administrative and technical controls implemented to protect CJI from both a physical and logical perspective. Additionally, most audits include a physical security and network inspection in which controls identified in the administrative interview are verified to be implemented and working correctly.

Audit Objective(s)/Scope

The purpose of the audit is to assess the user community’s compliance with the FBI *CJIS Security Policy* requirements as approved by the Advisory Policy Board (APB) and National Crime Prevention and Privacy Compact (Compact) Council. The FBI *CJIS Security Policy* provides a baseline of security requirements for current and planned services and sets a minimum standard for new initiatives.

The FBI *CJIS Security Policy* applies to all entities with access to, or who operate in support of, FBI CJIS Division’s services and information. The FBI *CJIS Security Policy* provides the minimum security requirements associated with the creation, viewing, modification, transmission, dissemination, storage, and/or destruction of CJI.

Entities engaged in the interstate exchange of CJI data for non-criminal justice purposes are also governed by the standards and rules promulgated by the Compact Council to include the Outsourcing Standard for Channelers.

Overview of the Process

Pre-audit

Prior to the on-site audits, the CJIS Audit Unit (CAU) auditors contact the CJIS Systems Officer (CSO) or Information Security Officer (ISO) and local agency representatives to schedule the audit date and to give an overview of the audit process. They also gather basic audit information and discuss pre-audit responsibilities.

The CSA pre-audit questionnaire is used to assist the audit manager in gathering pertinent information prior to the on-site visit. Information gathered from the pre-audit questionnaire is used to formulate additional questions to be answered during the on-site visit and to assist in determining policy compliance. Additionally, the pre-audit questionnaire is used as a tool by audit managers to prepare information sheets for local auditors, outlining/summarizing the CSA's audit program and procedures.

Information that is requested in the pre-audit questionnaire includes:

- Agreements utilized at the CSA and/or local agencies (e.g., management control agreements, CJIS Security Addendums)
- Policies and procedures utilized at the CSA and/or local agencies (e.g., personnel sanctions, physical and electronic media protection, security incident response, etc.)
- Security Awareness Training materials and records
- Current technical security audit report for each of the agencies selected for the audit
- Background of network infrastructure which identifies all networks and information systems utilized to store, access, or transmit CJI for criminal or non-criminal justice purposes
- Description of measures taken to protect those identified networks and information systems (boundary protection, encryption, authentication, account management, system event logs, etc.)

The local pre-audit packet is used to assist local auditors in determining the agency's compliance with FBI *CJIS Security Policy* policies and procedures. This information is mailed prior to the audit and reviewed during the on-site visit.

Agency Selection

The Information Technology Security (ITS) Audit program is designed to assess agency compliance with the FBI *CJIS Security Policy*. This is accomplished through a review of administrative policies and procedures, as well as on-site network inspections, at the CSA and a sample of local agencies (usually 10-16) within the jurisdiction of the CSA. The ITS Audit program's local agency selection process is limited to a variety of constraints to include: logistics, geography, fiscal and personnel resource limitations, and CSO/ISO input.

Assessment

During the CSA visit, the audit manager interviews the CSO/ISO and CSA personnel to determine the CSA's adherence to FBI *CJIS Security Policy* policies and procedures.

During local audits, auditors conduct interviews with local agency representatives to determine the agency's adherence to FBI *CJIS Security Policy* policies and procedures. Additionally, an on-site network inspection is conducted. Upon completion of the on-site interviews and network inspections, auditors determine compliance with FBI *CJIS Security Policy* policies and procedures.

After all interviews and network inspection assessments are completed, exit interviews with the CSO/ISO and local agency representatives are conducted to inform them of compliance issues and copies of the results are disseminated.

Post-audit

Upon completion of the audit, the CAU will provide the results and recommendations from the audit to the CSO. The CAU will also provide policy/reference material and additional supporting audit documentation, if appropriate. The CSO is requested to review the findings and to respond to recommendations, if any, by indicating corrective actions that will be taken. The CAU will provide the audit results, including the CSO's response to the required actions, to the CJIS APB's Compliance Evaluation Subcommittee for criminal justice audits or the Compact Council for non-criminal justice and channeler audits, for review and appropriate action.

RECRUITMENT STATUS REPORT

UPDATES THRU 2/24/2022

STAFF PERSON	POSITION	DEPT	DATE OF VACANCY	OPEN DATE	# OF OPENINGS	STATUS
JESSIE	Public Works Director	DPW	6/4/2022	12/10/2021	1	Employment Resource Group process started 2/4/22.
	Engineering Technician	DPW	2/5/2022	2/1/2022	1	Medical pending on 1 candidate.
	Utility Locator	DPW		2/3/2022	1	Reviewing applications.
	HVAC Technician	PRFM	1/05/2021	11/25/2020	1	Application deadline: 3/13/22.
	Electrical/Building Inspector	DPW	2/19/2022	1/24/2022	1	Reviewing applications.
	Water Plant Operator	Utilities	3/2/2022	2/11/2022	1	Application deadline: 3/6/22.
	Transit Operations Supervisor	VT	9/30/2021	10/05/2021	1	Application deadline: 3/6/22.
	Mechanic – VT	VT	2/1/2022	1/24/2022	1	Conditional offer extended to 1 candidate.
	Part Time Utility Worker – VT	VT	9/30/2021	10/05/2021	2	Application deadline: 2/27/2022.
	Bus Driver	VT	Multiple	N/A	9	Application deadline: 6/30/22.
	Part-Time Bus Driver	VT	N/A	N/A	N/A	Application deadline: 6/30/22. Conditional offer extended to 2 candidates.
ALLISON	Police Officer	Police	N/A	N/A	1 +Elig.	Conditional offer extended to 1 candidate. Backgrounds pending on 1 candidate. Job offer accepted, start date: 3/14/22.
	Community Service Officer (CSO)	Police	1/19/2021	01/26/2022	N/A	Background pending on 1 candidate. Conditional offer extended to 1 candidate. Physical fitness testing 3/3/22.
	Fire Protection Engineer	Fire	1/4/2022	09/23/2021	1	Evaluating position.
	Firefighter	Fire	N/A	09/29/2021	N/A	Job offer accepted, start date 3/14/22
	Benefits Coordinator	HR	5/3/2022	01/05/2022	1	Job offer accepted, start date 4/4/22.
	Weights and Measures Specialist – Half-Time	Health	2/24/2022	01/24/2022	1	Application deadline extended to 3/6/22.
	Public Health COVID-19 Fellowship	Health	N/A	02/15/2022	1	Application deadline 3/6/22.
	Deputy Director Finance	Finance	02/17/2022	02/24/2022	1	Application deadline: 3/20/22.

TOTAL POSITIONS OPEN = 28 TOTAL ELIGIBILITY LISTS = 1

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

POSITIONS ON HOLD

STAFF PERSON	POSITION	DEPT	Date(s) of Opening(s)	# of Openings	Vacating Position/Status
ALLISON	Systems Analyst	IT	9/6/2019	1	Using part-time temporary staffing to fill current need.
	Library Clerk – Regular Part Time	Library	12/21/2021	1	Internal transfer. Position on hold.
	Property Assessor III	CED	05/14/2022	1	RTF approved. Determining process.
	Communication Specialist	Police	05/04/2022	1	Retirement. Evaluating position.

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.