



CITY OF MADISON HEIGHTS

CITY HALL - EXECUTIVE CONFERENCE ROOM, 300 W. 13 MILE RD.

**INFORMATION TECHNOLOGY ADVISORY COMMITTEE
MEETING AGENDA**

MAY 04, 2022 AT 6:00 PM

CALL TO ORDER

ROLL CALL

ADDITIONS/DELETIONS

APPROVAL OF MINUTES

- [1.](#) Review and Approve Minutes from December 1, 2021

MEETING OPEN TO THE PUBLIC

REPORTS

2. BPI - Quarterly Report

ADJOURNMENT

NOTICE: Persons with disabilities needing accommodations for effective participation through electronic means in this meeting should contact the City Clerk at (248) 583-0826 or by email: clerks@madison-heights.org at least two working days in advance of the meeting. An attempt will be made to make reasonable accommodations.

MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – December 1, 2021
Executive Conference Room – 300 West 13 Mile Road Madison Heights, MI

Call to Order

Chairman Kogelman called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 6:00 p.m.

Roll Call

Present: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
 Also present: Chris Morison - BPI, Michelle Robison – BPI, Timmins (Alternate)
 Absent: Flanagan, Fleming (Alternate)

Minutes from May 19, 2021

Motion by Davis supported by Didur to approve the minutes of the Special Meeting from May 19, 2021.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
 Nays: None

Additions to the Agenda

Motion by Bliss, supported by Tuller, to add Microsoft 365 pricing and update to the agenda.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
 Nays: None

Information Systems Summary Assessment

James Blackburn from BPI reviewed the Information Systems Summary Assessment, including risk, items that need attention, 2022 strategic planning technology items, Microsoft 365.

There was a detailed discussion regarding Microsoft 365 and security and annual pin training. s

Motion by Didur, supported by Tuller, to recommend to Council and Staff to implement Microsoft 365 ahead of schedule this fiscally year (2022) with a budget amendment.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
 Nays: None

Motion by Tuller, supported by Didur to concur with the details of strategic planning items as budget and operations allow with the addition of annual security awareness training and pen testing before and after each training cycle.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
 Nays: None

Extension of BPI contract

Based on the update given by BPI staff and the plan for the upcoming years, ITAC recommends an extension of the BPI contract for 18 months to consider with the City's fiscal year and budgeting.

Motion by Tuller, supported by Davis, to recommend the extension of the BPI contract until June 2023.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines,

Nays: None

Abstain: Blackburn

Adjournment

Having no further business to discuss before the Committee, Chairman Kogleman adjourned the meeting at 7:40 p.m.

City of Madison Heights
Information Technology Advisory Committee
May 4th, 2022



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Risk and Exposure Review

Summary Report for: **Madison Heights**
 Date Prepared: **May 3rd 2022**
 Assessment Template: **Municipal Lifecycle Assessment**

Hardware

Item	Summary	Score
Asset Inventory	All equipment is documented in asset management database	100
Internet Firewall	End of life	25
Power Management	Setup alerting for all UPS systems and replace aging batteries	80
Servers	Equipment is at end of life	50
Switching	Core Switch used with the SAN and VM Servers is near end of life	30
Workstations	Yearly PC replacement schedule 20-23 a year based on budget	80
Phone - VoIP	Current version of CUCM is nearing EOL	60

Business Applications / Software

Item	Summary	Score
Local Email Host	Exchange Server 2016 needs to be replaced. Microsoft patches scheduled and applied monthly	10
Operating Systems	Servers using MS Datacenter 2012 R2	75
Backup and Recovery Software	Quest Rapid Recovery replaced with Veeam, both systems currently in place but can decommission old Quest Backup servers at CH/PD.	100
Email Encryption / Archiving	Barracuda filtering and encryption renewed as of 11-21	100
Anti-Malware	ESET Antivirus	100
Spam filter	Barracuda filter and encryption renewed as off 11-21	100
Monitoring and Alerting	Ninja RMM sends automated alerts for hardware downtime and severity status	100

Security

Item	Summary	Score
Spam Filter	We subscribe to Barracuda for email filtering of spam/junk mail.	100
Anti-malware	This software is included with our Eset Anti-Virus software	100
Directory Services	Microsoft Active Directory with leveraging organizational units and group policies	100
Intrusion Detection and Prevention	The Security operation Center, SOC, is a cloud managed service. This checks for IDS/IPS incidents in real time. the service is provided by Xenex.	100
VPN – Remote Access	Cisco AnyConnect version 4.9.05042 is up to date and	100
Virtual Networks (VLANs)	We have segmented networks by department. That allows for routing networks in different collision domains.	100

Continuity

Item	Summary	Score
Disaster Recover Plan	Current plan needs to be reviewed by department heads and tested with new parameters	80
Redundant Internet	AT&T Primary ISP connection, WOW secondary connection. Failover testing works after 3 seconds of missed packets.	100
Redundant SIP	Adtran routers are installed on the two internet services for redundant failover.	100
Backup Power – City Hall	The data center backup power will last a maximum of one hour. DPW can provide a portable generator in less than one hour.	80

At Risk Items

Item	Summary	Comments
Exchange 2016	Email is hosted on a local Microsoft 2016 Exchange Server. This creates a major security risk and should be retired ASAP.	Scheduled for replacement in second quarter 2022. O365 migration currently happening.
Servers	The host servers running Microsoft Data Center and VMware are near end of life and need to be replaced.	Scheduled for replacement in fourth quarter 2022.
Firewall	The firewall is end of life and should be replaced	Scheduled for replacement in second quarter 2022.
Storage Area Network	The SAN is at end of life and should be replace before failure occurs and support runs out.	Planned replacement in fourth quarter 2022.
SAN Switch	This switch connecting the storage area network and the host servers is past end of life and no longer supported.	Planned replacement in second quarter 2022.
DPW Wireless Connection	The WAN connection to DPW is a point-to-point wireless connection. To be consistent with the other remote offices a fiber connection should be installed between City Hall and Department of Public works.	An engineering firm will need to be involved in designing and routing the fiber connection.

Needs Attention Items

Item	Summary	Comments
DR Plan	Update and test the DR plan	The backup and restore is tested monthly. The restore points and return to operation should be reviewed by department heads.
Wi-Fi Standards	Currently there are two manufacturers of Wi-Fi access points and the corresponding management application.	This should be consolidated to a single manufacturer to improve reliability and security, recommendation is Cisco Meraki. Budgeted FY 2023-24.

2022 Technology Plan

The following lists technology maintenance items that are scheduled on an annual basis. Additional monthly maintenance can be found in the ConnectWise management portal and are reported to the City on a weekly and biweekly basis.

First Quarter

Annual budget process

Renew EMC support

Monthly Security Scans

Second Quarter

Replace Ubiquity access points with Cisco Meraki

Renew extended warranty for Dell PowerEdge Servers

Replace Firewall

Move city hall offices to temp space

Install MFA for critical connections

Third Quarter

Replace about 25 desktop computers

Replace the iSCSI switches

Replace the SAN

Replace a ESXi server

Renew Barracuda license

Fourth Quarter

Election November 8th

Renew Meraki support

Renew Adobe License

Renew VMware support

Budget process for 2023

Planning calendar year 2023

Project Status - 2022

The technology staff are managing a verity of projects at the City of Madison Heights. The following table lists some of those projects with a brief description.

Item	Description
Microsoft 365	This will replace the Exchange Server with cloud email hosting. Office applications will be replaced with the latest versions. Teams, SharePoint, and OneDrive will also be available. Office 365 tenant has been created, waiting for Microsoft to certify that we are indeed a government entity, should have confirmation on 5-6-22.
Temporary offices	During the renovation of City Hall, temporary offices are being setup for the Clerk, Finance, CDD. These are located in the council chambers and Madison conference room. DPW will setup office workspace and the technology department will install ethernet switching at each of the workstations. Switches are currently ready and tested for the move.
SAN core switching	The replacement switches have been received from Dell and are scheduled to be installed. The configuration and installation is being schedule for after hours to minimize any disruption for staff.
Firewall Replacement	The replacement firewall was received and is schedule for installation. The current firewall rules are being reviewed and A monitoring and alerting SOC is included using AI and security staff.
Annual PC Replacement	Computers will be ordered in early July to replace the older computers. These will be imaged and deployed during the second half of 2022. Court PC's are likely the first group of PC's to be ordered.
Courtroom Remodeling	The 43 rd District Court is remodeling the two courtrooms and refreshing the technology equipment. Currently in the design phase, the technology staff and court management are mapping out the project requirements, budget, timeline, and materials.
DPW Fleet Management	DPW and the Technology Staff are working together on a preliminary project plan for an application to manage the fleet of vehicles. Fire Station currently uses Halligen, will get with that vendor to see if they have something that DPW could purchase and use.
Mobile Fingerprint	PD and the Technology Staff are working together on evaluating a mobile fingerprint device from Dataworks Plus. A GPO will need to be implemented to change the "hosts" file for all PD computers to access this specific CLEMIS webpage.
Video Cameras City Hall Remodel	The city hall remodeling project did not include security cameras. The current appliance camera systems should be replaced with an enterprise system. Create a project charter by working with PD, DPW, and Technology.
Host Server Replacement	Budgeted for the 2022/23 budget year, equipment will be ordered in early July.
SAN Replacement	Budgeted for the 2022/23 budget year, equipment will be ordered in early July.

City Wide Strategic Planning

The following table represents the technology subsection of the citywide strategic planning. Items that are highlighted in green are completed or soon to be completed.

5.4 Leverage technology to drive efficient and responsive service delivery.

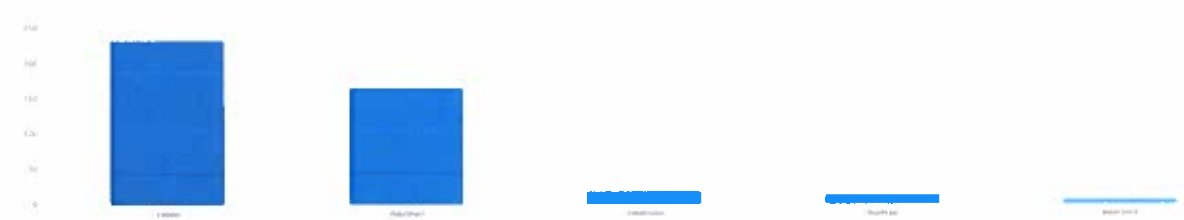
Item	Summary	Comments
Backup and DR Plan	5.3.a – Cybersecurity - replace the current backup software with a new version and replace	Backup is upgraded and DR is in review
Antivirus Antimalware	5.3.b – Upgrade the current antivirus software to advanced threat protection and include all City-owned cell phones.	AV is upgraded and updates applied daily. Cellphone AV is in the evaluation stage.
WAN to DPW	5.3.c – Evaluate point-to-point connection systems for the Department of Public Services.	Options are being evaluated along with City Hall renovations
Cloud Strategies	5.3.d - Develop cloud use strategies, including security, cost of operating in a hybrid environment.	Each City software application has been reviewed and categorized for cloud options. Refer to the reference table later in this document.
DR Plan	5.3.e - Disaster recovery plan update	The DR plan are Return to operation is schedule for review in the winter of 2022
Core SAN Switch	5.3.f - Replacement of EOL Core network switch	The ethernet switching is past end of support. Replacement should be scheduled with the SAN replacement in 2022-23 CIP Budget \$9,000.00
Technology Fire Suppression	5.3.g – City Hall and Police Fire Suppression of Server Communications Room	Although important, fire suppression is a lower priority than other IT risks and has been postponed accordingly. CIP Budget \$12,000.00
Office 365	5.3.h – Review alternatives while evaluating Office 365 Cloud Upgrade	The current Microsoft Exchange host creates a major security risk and should be retired ASAP Estimated Budget \$47,000.00
Storage Area Network	5.3.i – SAN replacement or Cloud Alternative	The SAN is near end of life and will be replaced and right sized for local application requirements. CIP Scheduled for 2022-23 Budget \$35,000.00
Host Server Replacement	5.3.j - Evaluate server replacements based on application usage and ability to operate a Cloud-based environment	As with the SAN, the servers are near end of life and should be replaced. These will be right sized to accommodate the applications hosted locally and moving some applications to the cloud. CIP Scheduled for 2022-23 Budget \$33,000.00

Closed Service Ticket Report

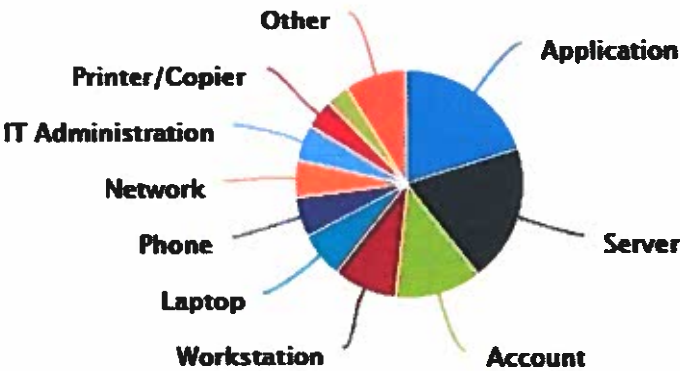
City of Madison Heights
2022 Year to Date

The following Tables and graphs represent a snapshot view of technology services provided to the City of Madison heights for 2022. Additional detailed reporting can be provided on request.

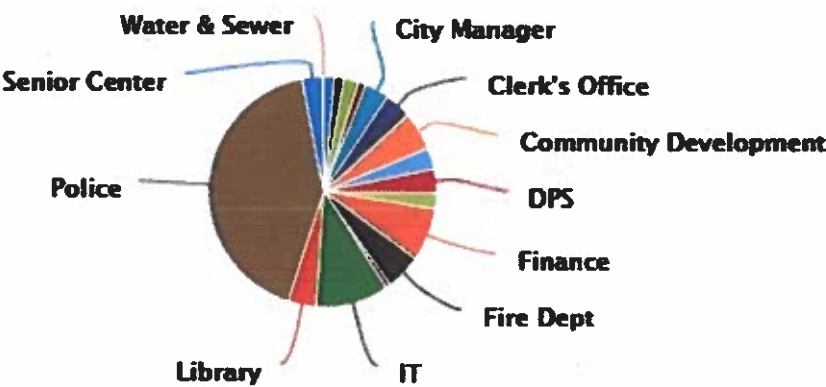
Completed Service Tickets by Staff



Completed by Service Type



Completed Service Tickets by Department



Service Tickets by Location

Site Name	Ticket Count
43rd District Court	11
CH/CDD	26
CH/City Council	4
CH/City Manager	14
CH/Clerk	15
CH/Finance	29
CH/HR	6
CH/Technology Department	42
DPS South	22
Fire Station #1	20
Main	126
Police Department	56
Public Library	16
Senior Center	11
	398

Local Host and Cloud Host Options

The following table lists applications used at the City of Madison heights. Some of these applications are hosted locally on city owned servers and some applications reside in the cloud. These will be continually evaluated to determine the most effective place for the application to reside.

	Application	Manufacturer	Support Agreement	Cloud Option	Timeline	Notes
1	E-Mail Essentials Security	Barracuda	yes	yes	Done	currently in cloud
2	Nsight		yes	yes	Done	moved to cloud as of December 2020
3	General File Storage	Microsoft	no	yes	2022	Office 365
4	Exchange	Microsoft	no	yes	2022	Office 365
5	File Storage for Police	Microsoft	no	yes	2022	Office 365
6	Veeam Backup	Veeam	yes	yes	Done	local backup process with cloud option
7	Cisco Image Stores	Open Source	no	yes	Done	local backup process with replication to cloud
8	Wireless LAN Controller	Ubiquity	no	yes	2022	will be replaced with Meraki - 15 Access Points
9	Management Console	Meraki	yes	yes	Done	currently in cloud
10	Call Manager	Cisco	yes	yes	2023	Move to cloud in 2023. RFP Required
11	Arc GIS	ERSI	??	yes	2023	GIS consultant and RFP required
12	ESET End Point Protection	ESET	yes	yes	2023	License good through 1/10/2023
13	Application Extender	Meta Source	no	TBD	2023	Review with replacement of Laserfiche
14	BS&A	BS&A	yes	TBD	2023	Cloud options will be rolled out in 2022
15	CLEMIS	Oakland County	yes	yes	Done	CLEMIS is a cloud service