

**COUNTY OF MILWAUKEE**  
Inter-Office Communication

**Date:** May 2, 2024

**To:** Supervisor Marcelia Nicholson, Chairperson, Milwaukee County Board of Supervisors  
Supervisor Willie Johnson, Jr., Chairperson, Committee on Finance

**From:** Jacqueline Bobo, Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services

**Subject:** Petition for Waiver Request on Milwaukee County Code of General Ordinances Section 9.05(3) (a) for Yasmin Khdour, IT Intern, Information Management Services Division - Department of Administrative Services (DAS-IMSD).

**File Type:** Action

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**REQUEST**

The Director and Chief Information Officer, Department of Information Management Services Division, Department of Administrative Services (DAS-IMSD) is requesting authorization to waive Section 9.05(3) (a) of the Milwaukee County Code of General Ordinances, to allow Yasmin Khdour, IT Intern, to return to work within DAS-IMSD as a contractor.

**POLICY**

9.05(3)(a) of the Ethics Code, which states no former County employee, for twelve (12) months following the date on which he/she ceases to be a County employee, shall, for compensation, on behalf of any person other than a governmental entity, provide any contractual services to the County.

Milwaukee County Code of General Ordinances:	9.05(3) (a)
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**BACKGROUND**

DAS-IMSD hires up to seven (7) IT Interns every year to provide cooperative educational opportunities to individuals who want to gain valuable on-the-job IT experience. Intern positions are budgeted for 1,040 hours over a twelve-month period. After the expiry of the 1,040 hours, as per Milwaukee County Human Resource rules and policies, these individuals must take a break of at least six (6) months before being rehired in an Intern position by Milwaukee County.

Milwaukee County affords IT Interns the opportunity to gain valuable knowledge because of the unique IT requirements of each County department / division. DAS-IMSD provides support and guidance to over 4,000 computer users, approximately 3,500 computers, and hundreds of applications. During the IT Internship, an intern learns to perform the following duties under general supervision:

- Diagnose and resolve level one technical and end-user incidents and service requests in a team environment for Milwaukee County departments / divisions.
- Support computer software, hardware, and peripherals running on local and wide area networks.
- Research and troubleshoot problems.
- Cyber Security detection and remediation.
- Business Analysis and stakeholder engagement.
- IT contract management.
- Contribute to the continuous improvement of DAS-IMSD IT processes and procedures.

At the end of their 1,040-hour training, many of these IT Interns are uniquely qualified to continue their contributions to Milwaukee County. They have proven their commitment to Milwaukee County constituents, citizens, and DAS-IMSD's customers.

In the case of Yasmin Khmour, she is a Desktop Support Intern who understands the uniqueness, locations, and logistics of each facility of Milwaukee County. As a contractor, she will primarily support the County's conversion to Windows 11.

#### **ALIGNMENT TO STRATEGIC PLAN**

Moving Ms. Khmour from an IT Intern to a contractor is a career path often used by DAS-IMSD staff who eventually become employees. The waiver aligns with the County's Strategic Plans of

- 2B: Break down silos across County government to maximize access to and quality of services offered; and
- 3B: Enhance the County's fiscal health and sustainability by creating a career path for someone that has proven their commitment to Milwaukee County constituents, citizens, and DAS-IMSD's customers.

#### **FISCAL EFFECT**

A Fiscal Note form is attached.

#### **VIRTUAL MEETING INVITES**

- Jacqueline Bobo – Director and Chief Information Office, DAS-IMSD
- Matt Johnson – IT Director Governance and Business Solutions, DAS-IMSD
- Tahir Hassan – Chief Technology Officer, DAS-IMSD
- Deb Neiman – IT Service Operations Manager, DAS-IMSD

**PREPARED BY:**

*Matt Johnson – IT Director Governance and Business Solutions, DAS-IMSD*

*Jacqueline Bobo*

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**Jacqueline Bobo**

*Director and Chief Information Officer*

DAS – Information Management Services Division

**APPROVED BY:**

*Aaron Hertzberg*

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**Aaron Hertzberg**

*Director of Administrative Services*

Department of Administrative Services

**ATTACHMENTS:**

- Attachment 1 – Fiscal Note
- Attachment 2 – Board Resolution
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CC: Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors  
Janelle M. Jensen, Legislative Services Division Manager, Office of the County  
David Crowley, County Executive  
Steve F. Taylor, Vice-Chairperson, Committee on Finance  
Mary Jo Meyers, Chief of Staff, County Executive's Office  
Aaron Herzberg, Director of Administrative Services  
Scott F. Brown, Acting Corporation Counsel  
Liz Sumner, Comptroller  
Joseph Lamers, Director of Performance, Strategy & Budget  
Lindsey Peterson, Operating Budget Manager, Office of  
Performance, Strategy & Budget  
Elena LaMendola, Financial Manager, Central Business Office  
Steve Cady, Director of Research & Policy, Office of the  
Comptroller Shanin Brown, Committee Coordinator, Office of the  
County Clerk