

**COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION**

Date: August 2, 2019

To: Supervisor Theodore Lipscomb, Sr., Chairman, County Board of Supervisors

From: Lynn J. Fyhrlund, Interim Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services.

Prepared by: Anu Bhangoo, IT Director – Governance and Strategy, 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 Tyler Heater and Maya Zelaya, IT Interns, Information Management Services Division, Department of Administrative Services.

REQUEST

The Interim Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services (“DAS-IMSD”) respectfully requests a waiver of 9.05(3)(a) of the Milwaukee County Code of General Ordinances, which states that 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. This waiver request is for Tyler Heater and Maya Zelaya, who began employment as IT Intern employees on December 31, 2018 and February 25, 2019 respectively.

BACKGROUND

DAS-IMSD hires six (6) IT interns every year to provide cooperative educational opportunities to individuals who want to gain valuable on-the-job IT experience while working for Milwaukee County. Each of such Intern positions are budgeted for total number of 1040 hours for a twelve-month period. After the expiry of such 1040 hours, as per Milwaukee County Human Resource rules and policies, these individuals must take a break of at least 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 4000 computer users, approximately 3300 computers and hundreds of applications. During the average 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 all 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 IMSD IT processes and procedures.

At the end of their 1040-hour training, many of these interns are uniquely qualified to continue their contributions to Milwaukee County. They have proven their commitment to the constituents, citizens and customers that DAS-IMSD provides services for. However, due to the restriction imposed by Section 9.05(3)(a) of the Milwaukee County Code of General Ordinances, which states that 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, these interns cannot be hired as contracted staff by DAS-IMSD. This is a disadvantage for the County as any new hires in contractor positions need to be trained again on County IT systems. DAS-IMSD uses contracted staff to augment full-time employee (FTE) positions to fulfill IT support needs of the County.

In the case of Tyler Heater and Maya Zelaya, they are Desktop Support and Computer Deployment Specialist who understand the uniqueness, locations and logistics of each facility of Milwaukee County. Their primary responsibilities will be to image, configure and deploy Windows 10 computer upgrades through the first quarter of 2020. They will also provide support and training to Milwaukee County computer users to ensure the success of the Windows 10 upgrade project.

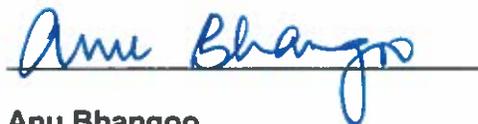
RECOMMENDATION

It is respectfully requested that the County Board of Supervisors waive 9.05(3)(a) of the Milwaukee County Code of General Ordinances regarding Tyler Heater and Maya Zelaya's becoming DAS-IMSD contractors because of their substantial knowledge and deep understanding of Milwaukee County IT processes and systems that can be vital to County operations.

FISCAL IMPACT

A fiscal note is attached.

Prepared by:



Anu Bhangoo
IT Director of Governance and Strategy
DAS – IMSD

Approved by:



Lynn J. Fyhriund
Interim Director and Chief Information Officer
DAS-IMSD

Attachments:

Attachment 1: Fiscal Note

Attachment 2: Resolution

cc: County Executive Chris Abele
Supv. James "Luigi" Schmitt, Chair, Finance and Audit Committee
Supv. Willie Johnson, Jr, Vice Chair, Finance and Audit Committee
Members, Finance and Audit Committee
Raisa Koltun, Chief of Staff, County Executive
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Teig Whaley-Smith, Director, Department of Administrative Services
Steve Cady, Research Director, Comptroller's Office
Joseph Lamers, Director, Department of Administrative Services – Office of
Performance, Strategy & Budget
Adam Gilmore, Paralegal, PRB/Ethics
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LaCricia McSwain, Financial Manager, Central Business Office
Pamela Bryant, Capital Finance Manager, Comptroller's Office
Vincent Masterson, Capital Budget Coordinator, Department of Administrative Services
– Office of Performance, Strategy & Budget