

File # 18-757

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

Date: September 20, 2018

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

From: Laurie Panella, Chief Information Officer, Department of Administrative Services - Information Management Services Division.

Prepared by: *Anu Bhangoo, IT Director – Governance and Strategy, Department of Administrative Services - Information Management Services Division.*

Subject: Petition for Waiver Request on Ethics Code Section 9.05 (3) (a) for Kristian Heinrich and Tammy Hart, former IT Interns, Department of Human Resources.

REQUEST

The Chief Information Officer, Department of Administrative Services - Information Management Services Division ("DAS-IMSD") respectfully requests a waiver of 9.05(3)(a) of the Ethics Code, 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 Kristian Heinrich and Pansyette T. Hart, who began employment as IT Intern employees on January 29, 2018 and July 3, 2017 respectively and ceased to be County employees effective August 16, 2018 and January 3, 2018 respectively, and for hiring any other IT Interns as contractors within IMSD in the future.

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 are

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 conclusion 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. In the case of Kristian Heinrich, he is uniquely qualified to provide support to the Parks Department and their new POS system. As a contractor/ temp, Kristian provides primary technical support for the Park's Point of Sale (POS) system for more than 100 parks across Milwaukee County. This includes approximately 125 registers and end-user desktop support to an additional 100 workstations at community centers, gardens & nature facilities, golf courses, nature areas and water-based recreational facilities. Having Kristian Heinrich in this role ensures the Milwaukee County Parks' POS system is maintained to handle their transaction and revenue needs. Further, in case of Pansyette T. Hart, she is Business Analyst / Project Manager assigned to the CJIS and Pre-trial projects. Her primary responsibilities on CJIS are requirements gathering and execution of critical tasks within the project at the direction of the Project Manager, such as report identification and creation, as well as user support. For Pre-Trial project, she is the Project Manager with responsibilities for managing the project budget, timeline, and critical tasks to achieve a successful project outcome, including the management of a cross functional team of end users and internal DAS-IMSD employees to execute key tasks.

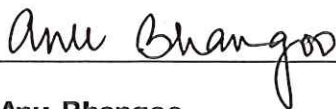
RECOMMENDATION

It is respectfully requested that the County Board of Supervisors waive 9.05(3)(a) of the Ethics Code regarding Kristian Heinrich and Pansyette T. Hart's remain with DAS-IMSD as contractors because of their substantial knowledge and deep understanding of Milwaukee County IT processes and systems that can be vital to County operations. It is also respectfully requested to grant an ongoing waiver to DAS-IMSD hiring any other IT Interns as contractors in the future because of the opportunity for the individuals to gain valuable knowledge and experience as well as to grow IT professionals for the benefit of Milwaukee County and the IT industry at large.

FISCAL IMPACT

A fiscal note is attached.

Prepared by:



Anu Bhangoo
IT Director of Governance and Strategy
DAS – IMSD

Approved by:



Laurie Panella
Chief Information Officer
DAS-IMSD