

**COUNTY OF MILWAUKEE**  
Inter-Office Communication

**Date:** August 18, 2023

**To:** Supervisor Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

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

**Subject:** From the Chief Information Officer, Information Management Services Division, Department of Administrative Services (DAS-IMSD), requesting authorization to allocate the remaining \$6,452,755 of Federal American Rescue Plan Act of 2021 funds from the allocated contingency account in Capital Improvement Project WY072601 to establish digital transformation projects.

**File Type:** Action Report

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**REQUEST**

The Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services (DAS-IMSD), requests authorization to allocate the remaining \$6,452,755 funds in contingency account Capital Improvement Project WY072601 for digital transformation to establish a set of digital transformation projects as outlined below and in the attached presentation.

**POLICY**

Milwaukee County Board file 22-106, which established Capital Project WY072601 – Milwaukee County Digital Transformation Initiative with ARPA funding in the amount of \$10,500,000 (\$500,000 for a digital transformation assessment and \$10 million to execute the digital transformation roadmap).

**Specific Adopted Capital Project:**

WY0726 – Milwaukee County Digital Transformation Initiative

**BACKGROUND**

*ARPA Funding Allocation to Milwaukee County – WY072601-Milwaukee County Digital Transformation Initiative*

Resolution 22-106 authorized \$500,000 for a digital transformation assessment and set aside \$10,000,000 of ARPA funds in WY072601 – Milwaukee County Digital Transformation Initiative, to effectuate identified projects. Funds set aside are to be released upon the County Board’s review and approval of the projects cited in IMSD’s digital transformation assessment plan (plan).

Since the adoption of Resolution 22-106, the County Board has authorized the digital transformation projects listed below, leaving \$6,452,755 allocated for additional digital transformation projects.

- 22-977 and 22-1085
  - WY072602 – End User Device Lifecycle – Phase 1 - \$1,400,000
  - WY072603 – Wireless Infrastructure County Buildings – Phase 2 - \$250,000

- WY072604 – Enterprise Data & Analytics – Phase 1 - \$965,000
- WY072605 – HR Benefits System Replacement - \$560,665
- 23-200
  - WY072607 – Sheriff Foreclosure Sale Auction Solution – \$277,980
- 23-435
  - WY072608 – Public Meeting Translation Services - \$93,600

The attached presentation from Baker Tilly and subcontractors SysLogic and ChangeArrow (contract approved via Resolution 23-206) describes the assessment project’s process, findings, and recommendations for projects for the remaining funds.

<b>Related File No’s:</b>	22-106
<b>Associated File No’s (Including Transfer Packets):</b>	22-977 22-1085 23-206 23-200 23-435
<b>Previous Action Dates(s):</b>	9/22/2022 12/15/2022 2/2/2023 2/2/2023 4/20/2023

**ALIGNMENT TO STRATEGIC PLAN**

- 1C: Increase the number of County contracts awarded to minority and women-owned businesses.
- 2A: Determine what, where, and how we deliver services based on the resolution of health disparities.
- 2B: Break down silos across County government to maximize access to and quality of services offered.
- 3B: Enhance the County’s fiscal health and sustainability.

**FISCAL EFFECT**

There are sufficient funds in the County’s ARPA program and the allocated contingency account in Capital Improvement Project WY072601 for digital transformation to fund the \$6,452,755 request. Approval of this action would leave no funds within Capital Improvement Project WY072601. There is no tax levy impact.

**TERMS**

Authorization to fund the digital transformation projects as requested in the list below and in the attached presentation for \$6,452,755 in ARPA Funds. Funds will be encumbered by December 31, 2024, and spent by December 31, 2026.

<b>14 Proposed Initiatives</b>	<b>Strategic Focus Area(s)</b>	<b>Proposed ARPA Cost Allocation</b>	<b>Number of Impacted Departments</b>
Meeting Space Technology Updates	2A, 2B	\$340,000	4
Microsoft Teams VOIP	2B	280,000	All (39)
Procure-to-Pay (P2P) System (Assessment + Implementation)	1C, 2B	1,175,000	All (39)
Contract Management Platform	1A, 1C, 2B	380,000	All (39)

<b>14 Proposed Initiatives</b>	<b>Strategic Focus Area(s)</b>	<b>Proposed ARPA Cost Allocation</b>	<b>Number of Impacted Departments</b>
Employee Self-Service	1B, 2B, 3B	190,000	All (39)
Court Document Management System	2B, 3B	300,000	1
Contact Repository & Management Systems	1A, 1B, 1C, 2B, 2C, 3C	415,000	All (39)
Case and Task Management Systems	2B, 3B	530,000	4
e-Discovery Solution	1B, 2A, 2B, 2C, 3A, 3B, 3C	380,000	3
DHHS NetSmart for ADS (No Wrong Door component)	2B	595,000	2
Constituent 311 Self-Service	2B	300,000	26
Change and Project Management Resources	2B, 3B	340,000	All (39)
Website Content Management System	2A, 2B, 3C	136,000	6
RFP Bid Platform	1A, 1B, 2C	117,000	All (39)
<b><i>Overarching Contingency (15%)</i></b>	-	975,000	
<b><u>\$6,452,755 Remaining ARPA Funds Avail.</u></b>	<b><u>All</u></b>	<b><u>\$6,452,755</u></b>	<b><u>All</u></b>

**VIRTUAL MEETING INVITES**

- Jaci Bobo – Director and Chief Information Officer
- Matt Johnson – IT Director Governance and Business Solutions
- Linda Alexander – IT Business Relationship Manager
- Seth Cooper (Baker Tilly – [Seth.Cooper@bakertilly.com](mailto:Seth.Cooper@bakertilly.com))
- Steven Shutt (Baker Tilly – [Steven.Shutt@bakertilly.com](mailto:Steven.Shutt@bakertilly.com))
- Tina Chang (SysLogic – [tchang@syslogicinc.com](mailto:tchang@syslogicinc.com))
- Rob Sanders (SysLogic – [rsanders@syslogicinc.com](mailto:rsanders@syslogicinc.com))
- Glenn Theriault (ChangeArrow – [glenn@changearrow.com](mailto:glenn@changearrow.com))

**PREPARED BY:**

Matt Johnson – IT Director Governance and Business Solutions


**Jaci 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 is the Fiscal Note

Attachment 2 is the Board Resolution

Attachment 3 is the Digital Transformation Assessment Presentation and List of Recommended Projects

CC: David Crowley, County Executive  
Liz Sumner, Chairperson, Committee on Finance  
Sequanna Taylor, Vice-Chairperson, Committee on Finance  
Mary Jo Meyers, Chief of Staff, County Executive's Office  
Kelly Bablitch, Chief of Staff, County Board of Supervisors  
Janelle M. Jensen, Legislative Services Division, Office of the County Clerk  
Aaron Herzberg, Director of Administrative Services  
Margaret Daun, Corporation Counsel  
Scott B. Manske, Comptroller  
Justin Rodriguez, Budget and Management Coordinator  
Joseph Lamers, Director of Performance, Strategy & Budget  
Amy McKinney, Sr. Budget and Management Analyst  
James Moon, Director, Central Business Office  
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