



Board of Directors Meeting

April 1st, 2014

AGENDA
Information Network of Kansas Inc.
Board of Directors Meeting
915 SW Harrison Topeka, Kansas 66603
2nd Floor Conference Room
Tuesday April 1st, 2014
10:00am - 2:00pm CST

Call to Order

Consent Agenda: *Please NOTE: Any Board member may request an item be removed from this consent agenda and moved to the regular agenda for discussion.*

March 2014 INK Board Minutes
March 2014 Executive Director Report
March 2014 Network Manager Report

Service Requests

No service requests during the month of March.

Contracts for Approval

Riley County Planning and Development (KPC) – Riley County Planning and Development requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Clay County Health Department (KPC) – Clay County Health Department requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Kansas Sheriffs' Association (KPC) – Kansas Sheriffs' Association requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Kansas Department of Revenue ABC (KP) – Kansas Department of Revenue ABC requests a service which will allow government agency constituents to pay for government agency services using ACH and credit cards online and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Kansas Department of Revenue Header Records (iiX) – Kansas Department of Revenue requests a service which will allow government agency constituents to receive driver's license header records. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

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**Information Network of Kansas Inc.
Board of Directors Meeting
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Regular Agenda:

- | | |
|------------------------------|--------------------|
| 1. Strategic Planning | 150 minutes |
| 2. Lunch | 10 minutes |
| 3. Portal Refresh | 15 minutes |
| 4. KSHS Grant | 10 minutes |
| 5. KDWPT RFP Overview | 50 minutes |
| 6. New Business | |
| 7. Adjourn | |

Next Meeting May 6th, 2014

Information Network of Kansas Inc.
Board of Directors Meeting
April 1, 2013

The April 1, 2014 meeting was conducted in the KDOT Office, 915 SW Harrison, 2nd Floor, Topeka, KS.

Board members and Proxies present: Joe Connor, Kathy Sachs (Kobach), Kevin Cronister (Jordan), Anthony Schlinsog, Jim Clark, Travis Rozean, Terry Holdren.

Others present: Stan Ahlerich and Carrie Caswell of Ks Dept. of Commerce, INK Executive Director: Jim Hollingsworth; Donna Shelite (Schlinsog), Phil Elwood of Goodell Stratton Edmonds & Palmer; Jim Minihan of iMerge Consulting; Shane Myers, James Adams, Ashley Gordon, and Wayne Dirks of Kansas Information Consortium LLC.

At 10:02am Connor called the meeting to order. Connor requested a motion to approve the March 2014 minutes. Motion was made by Clark and seconded by Holdren. Motion passed.

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Motion was made by Rozean to approve the Consent Agenda. Seconded by Clark. Motion was approved.

Connor introduced the Regular Agenda and Stan Ahlerich.

Ahlerich reviewed the work performed by the board at the last two meetings. He explained this day's session was to create the action items to accomplish the goals. He explained each of the items needs to include the timeline to do it, who is going to do it and what are the measurements to see if they were done.

Ahlerich divided the board into two groups to separate rooms in order to develop their action items independently and then return to the group and have each group explain their tactics. The goal is to get to a list of action items to which the entire board can agree and support. Discussion ensued.

Clark provided the entire board the action items developed by the first group.

1. Increase Awareness: Develop a multiple pronged Marketing Analysis.
 - Agencies need to know what we can do
 - Within the agencies there are two customer groups to address: Decision makers and the agency professionals who are with the organizations through leadership transitions.
 - Businesses need to know what we have done.
 - Education needs to be performed with not only the agencies and the Administration but also local jurisdictions, the Legislature and Judicial branches. It will be important we understand what our constituents need.
 - Who is using our services?
 - How do we expand?
 - Utilize cross-marketing techniques

A preliminary report to be completed by Hollingsworth and KIC by

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Board of Directors Meeting
April 1, 2013**

- Apply for National Awards
 - Creates national awareness
 - Drives more traffic

Developed by INK and KIC annually with business plan

- Create a Public Information Office

Date to be completed: End of year 2014

2. Maintaining Delivery of Core Values
 - Maintain portal's sustainability
 - Establish long-term contract with vendor

Developed by the board in May 2014 meeting

- Develop Leadership Continuity Plan

Developed by executive committee to present to board: End of 1st quarter 2015

- Develop Core Value Measurements
 - Detailed in annual business plans

Developed by Hollingsworth and KIC by November 2014 with business plan submission

3. Unified Strategy
 - Outreach with strategically focused grants instead of waiting for entities to approach INK
 - Outreach should be anchored in the Portfolio Analysis
 - Develop a portfolio of our vendor's portfolio to include the other sister states
 - Develop a portfolio of our vendor's capabilities
 - Convene user groups to identify their needs
 - Develop a collaborative plan between INK and OITS to develop a shopping cart of services

Developed by Hollingsworth and KIC by end of first quarter 2015

4. Diversify and broaden collaborative services
 - Perform environmental scan of other state's portals/systems and KS local government portals

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- Select services based upon Goal #1 information

Developed by Hollingsworth and KIC with annual business plan: Dec. 1

5. Perform Portfolio Assessment

- Create a dashboard for portal and service performance

Developed by subcommittee of the board, assigned by chair: Sept 2014

- Rationalize portfolio assessment
 - Third Party
 - Competitive Bid
- Develop policy for portfolio changes

Recommendations developed by subcommittee of the board assigned by chair: Dec 2014

6. Assess the functionality of Enterprise account management

- Need to track usage without requiring user to login
- Assess federated ID concept
- Need to continue and expand collaborative approach to projects, i.e., Kansas Business Center
- Develop a portal page for public information

Decision within 3 years

Hollingsworth requested the approval of the consent agenda. Schlinsog motioned to approve the consent agenda with changes to the March minutes as discussed. Seconded by Rozean. Motion carried.

Connor requested that the Portal Refresh and KSHS grant be tabled given the lack of time left.

Myers provided a high level discussion regarding the Ks Wildlife, Parks and Tourism RFP submission. Discussion ensued.

At 3:04 pm, Schlinsog moved to adjourn the meeting. Seconded by Rozean. Motion carried. The meeting was adjourned.

AGENDA
Information Network of Kansas Inc.
Board of Directors Special Meeting
Teleconference
Thursday April 10th, 2014
10:00am - 11:00am CST

Call to Order

Regular Agenda:

- 1. KDWPT RFP**
- 2. New Business**
- 3. Adjourn**

60 minutes

Next Meeting May 6th, 2014

**Information Network of Kansas Inc.
Board of Directors Special Meeting
April 10, 2014**

The April 10, 2013 special meeting was conducted in the INK office, 300 SW 8th Ave, 3rd Floor, Topeka, KS 66603. At 10:04 a.m. Joe Connor called the meeting to order.

Board members and proxies present: Jim Clark, Jim Hollingsworth, INK Executive Director, Phil Elwood of Goodell Stratton Edmonds & Palmer.

Others present via teleconference: Joe Connor, Kathy Sachs (Kobach), Kevin Cronister (Jordan), Anthony Schlinsog, Travis Rozean, Terry Holdren and Gary Landeck.

Clark moved that the open meeting of the Information Network of Kansas be recessed for a closed, executive meeting pursuant to Joint Rule 5 of the Joint Rules of the Senate and House of Representatives and subsection (b) (13) of KSA 2000 Supp. 75-4319, as amended by Section 2 of Chapter 190 of the 2001 Session Laws of Kansas, for the purpose of confidential data relating to financial affairs or trade secrets of corporations, partnerships, trusts, and individual proprietorships and that the Information Network of Kansas resume the open meeting in this room at 10:45 a.m. and that this motion, if adopted, be recorded in the minutes of the Information Network of Kansas and be maintained as a part of the permanent records of the Board. Seconded by Holdren. Motion passed.

At 10:45, Connor returned the meeting into regular session, stated no binding action had been taken. Discussion ensued.

Clark moved to instruct Hollingsworth to enter negotiations with KIC regarding the Kansas Wildlife, Parks and Tourism and that if KIC agrees to the proposed terms, Hollingsworth shall have the authority to sign the contract on behalf of the board. Seconded by Rozean, motion passed.

At 10:56 a.m., Cronister moved to adjourn the meeting, Seconded by Rozean. Motion passed.



Executive Director Report

Submitted by Jim Hollingsworth
 INK Executive Director

For Month Ending: **March 2014**

Board Calendar

Jan-14	Feb-14	Mar-14
Grant Committee Report	Financial/Contr Audit Review and Approval	Strategic Planning
Finance Committee Meeting	Strategic Planning	Finance Committee Meeting
Executive Committee Meeting	Executive Committee Meeting	Executive Committee Meeting
	Finance Committee Meeting	Finance Committee Report- 4th Quarter
Apr-14	May-14	Jun-14
Strategic Planning	Legislative Review Report	Grant Review Committee Meeting
Finance Committee Meeting	ED Contract Review	Quarterly Financials Review
Executive Committee Meeting	Finance Committee Report - 1st Quarter	Finance Committee Meeting
Quarterly Portal Security Audit Scan Results	Contractual Audit Statement of Work Review	Executive Committee Meeting
	Strategic Planning Draft Report	
	Executive Committee Meeting	
Jul-13	Aug-13	Sep-13
Grant Committee Report and Board Approvals	No Meeting	
Board Membership Review, if applicable		Strategic Business Planning Review
Executive Committee Meeting		Quarterly Financials Review
Finance Committee Meeting		Finance Committee Report 2nd Quarter
Strategic Planning: Draft Report		Executive Committee Meeting
Oct-13	Nov-13	Dec-12
Officer Nominating Committee	Board Officer Election Subcommittee	Board Officer Election
Quarterly Portal Security Audit Scan Results	Finance Committee Report - 3rd Quarter	KIC/INK Business Plan Review and Approval
Initiate Annual Business Planning	Executive Committee Meeting	INK Budget Review and Approval
Finance Committee Meeting		Grant Review Committee Meeting
Executive Committee Meeting		Finance Committee Meeting
		Executive Committee Meeting

2011 – 2014 Strategies

Strategy 1	Provide increased Access to multiple entities with Kansas state, county and local entities.
Strategy 2	Demonstrate Value of collaboration with state portal to state, county and local governments.
Strategy 3	Demonstrate expanded data Distribution mechanisms to agencies and associations, business community and citizens.
Strategy 4	Implement a recoverable, scalable Infrastructure environment.
Strategy 5	Maintain a highly Secure environment to attain compliance to applicable industry standards.
Strategy 6	Accomplish Benchmarks to measure the progress toward the completion of established metrics with associated timelines.

2014 Strategic Goals

- Access, Value: Coordinate access to information external to the state for seven services.
- Distribution: Implement ten mobile services.
- Distribution: Implement fifteen RSS feeds available from the portal.

2014 Business Plan Tracking ending Feb. 6

Strategy	Tactics	Complete	In Progress	On Target %	Canceled	Delayed (This Year)	Postponed (Next Year)	New
Strategy 1	8	0	2	25%	0	0	0	0
Strategy 2	10	0	6	60%	0	0	0	0
Strategy 3	21	0	13	62%	0	0	0	0
Strategy 4	3	0	1	33%	0	0	0	0
Strategy 5	5	0	2	40%	0	0	0	0
Strategy 6	7	0	5	71%	0	0	0	0
Total	54	0	29	54%	0	0	0	0

State Entity Grants:

*changes are highlighted

No active grants

KSHS Statehouse Visitor Center: Grant request for the following funding:

- **Interactive Kiosks for Capitol Visitor Center Lobby**
Acquisition, installation, and configuration of the hardware and software to support three (3) touchscreen interactive kiosks for the Capitol Visitor Center lobby. \$50,000
- **Building Directory Location Services Application**
Development and implementation of a building directory and location services application to guide visitors to their desired location in and around the Capitol. The directory and location application will be delivered through the interactive

kiosks and, if feasible, on the web and via a mobile app. \$10,000

The grants committee had expressed concern with all of the items requested as they felt some of the applications or services requested may be better serviced by other organizations. The committee was comfortable with the first two items, listed above. At the March 2014 meeting, the board requested the Executive Director review the scoring received from and with the Legislative CITO. It was suggested that the scoring was performed for the entire request instead of the items with which the committee was comfortable.

The scoring submission was reviewed with the Legislative CITO and the scores were adjusted with the revised selection as the items listed above.

The combined overall scoring from the committee was revised from 1.86 to 2.10. A score of 2.0 or above meets the objectives approved by the board for INK grants.

INK Initiatives:

KBC Restricted Fund

Amount Requested: \$500,000

Total Expended: **\$117,534.30**

Remaining Balance: \$382,465.70

Nature of Request: Explore and implement training and regulatory applications and services from a centralized destination for starting, maintaining and closing a business in Kansas

- Discussions held with representatives from MIT and GovLab. Travel and accommodations paid: **\$10,044.30**
- KBC report created by Dazza Greenwood: Amount Paid: **\$35,000**
- Programming performed to integrate electronic transactions for Annual Reports application from leading CPA software. Reported as 40% of all Annual Report transactions that are currently not captured electronically.
 - Invoice(s) received and paid for cost of third party programming to develop CPA electronic integration. Amount Paid: **\$72.490**

KDWPT RFP

- This subject is on the April agenda and will be discussed. Below is a brief synopsis of the history and current issues. (OK maybe not so brief)
- In the fall of 2013, the KIC business development manager learned of the Kansas Department of Wildlife, Parks and Tourism (KDWPT) desire to investigate alternative solutions to their current vendor arrangement for their entire licensing and reservation system. The contract term with the current vendor ends Dec. 2015. Discussions and trips to Pratt, Ks to understand the requirements resulted in the development of a Statement of Work (SOW). It is important to note here that the developed SOW contained a greatly reduced footprint of the current quantity of hardware and equipment being used by KDWPT.

The SOW was originally due on Dec. 31st, 2013. The deadline was extended but upon receipt of the final version, I refused to allow the SOW to be submitted based upon the KIC requirement that the SOW be submitted under KIC's name and the contract extend beyond the current Network Manager Contract term. KIC was requesting the contract be between KIC and KDWPT and have a term of ten years in order to provide adequate time to recover their upfront investment

- KDWPT subsequently decided to release an RFP with a deadline date of April 1st. The released RFP contained 4 separate packages with the requirement that all bidders bid on all four packages and KDWPT would select the package. The packages contained the current footprint of hardware currently in use and three others with various configurations of reduced numbers of hardware requirements. Package 1 (their current footprint) contained hardware and equipment requirements which exceeded the amount KIC had developed for the SOW.
- Discussions with KIC led to the development of KIC contributing what they had asserted in the SOW and INK purchase the additional equipment required for each of the packages. In addition, estimated financial pro formas were requested be developed estimating the hardware requirements and financial results for the portal overall, (meaning the gross revenue received by the portal for the opportunity prior to the revenue share with KIC) and also for each of the four packages to include the 85/15 split for each of the packages.
- The RFP received 80+ questions from potential bidders and the RFP deadline has been extended to April 15th.
- There are several discussion items in the RFP for INK.
 - The proposal includes the purchase and support of printers and credit card processing terminals by INK. In the past, KIC has purchased all of the required equipment for credit card transaction processing. INK would own the equipment. KIC has asserted that the current process being used for the new hardware devices would be implemented in a similar manner in which we currently perform support for the credit card devices we supply for our current customers, that is, in the event the issue could not be resolved through level one troubleshooting, a printer would be shipped overnight to the affected organization. In addition, KIC has asserted that a new business development manager would be hired to provide onsite assistance when needed and be a single point of contact for KDWPT.
 - Intellectual Property (IP) of the software would be retained by KIC/NIC. KIC has reviewed the current solutions in other NIC states and intend to develop the solution as a Software as a Solution (SaaS) using NIC corporate services to provide the configuration and maintenance of the licensing and reservation systems. This is a significant change from maintaining a copy of the source code on a state owned facility.

The RFP did receive 80+ questions from potential bidders including a question regarding SaaS with respect to IP. KDWPT has responded that the SaaS software would be exempt from the IP requirement, but that configuration changes and requests performed by the vendor at the request of KDWPT would be subject to the IP requirement. Using software in Kansas which is being utilized in other states has been a long standing request from INK. The wrinkle is the IP exemption. The centralized development and IP exemption is a NIC corporate strategic initiative to aggressively pursue Wildlife and Parks opportunities in other states in which they operate utilizing the same software base code.

- KIC has requested the contract have a term of ten years in order to recover the nearly \$2 million dollars in upfront investment to develop the existing licensing and reservation systems to KDWPT requirements. The first two years of the engagement would be developing the solution without remuneration. The RFP contemplates a 5 year initial term with (5) one year additional renewal options. INK's current contract with KIC expires on Dec. 31, 2014 and has (1) two year extension and (1) one year extension. KIC has requested the ability to contract directly with KDWPT for the ten years with a subordinate agreement with INK to maintain the KIC revenue percentage established in the current network manager contract.

Revenue increases for INK based upon the pro forma estimates an increase to INK's monthly income from 20 to 70 percent increase, depending on the package selected by KDWPT.

- INK is currently in the final stages of the development of its strategic plan. It was INK's original vision to complete the strategic plan to assist in the determination of extension of the network manager contract. The timing of the RFP is most inconvenient. With a deadline of an April 15th submission, the planning will not have been concluded, nor would the decision whether to extend the network manager contract.

Discussions with the INK executive committee suggested the development of a contingency contract if the bid was successful that would assert INK's desire to extend the network manager contract to a term that is acceptable to INK and KIC to accommodate the timeline required to recover KIC's and INK's initial investment.

State Participation

Information Technology Executive Council (ITEC): (Executive council comprised of private and public representatives charged with the adoption of IT policies for the state enterprise (All Branches) ITEC chairmanship is rotated every year between the three CITO's.)

- Did not meet in March

Information Technology Advisory Board (ITAB) (Agency CIOs and senior managers of state information technology ITAB is chaired by the Executive Branch CITO)

- March meeting cancelled

Information Technology Security Council (State agency representatives who provide oversight and policy recommendation to ITEC regarding IT security issues for the state. The council is chaired by the Chief Information Security Officer (CISO))

- Subcommittee continues to meet weekly to review and rewrite the ITEC policy 7230. This policy establishes a default security posture requirement for all state entities. Working with Regents institutions and Legislature representative for applicable coverage of the policy. Prior policy specifically exempted Regents institutions.

Kansas Partnership for Accessible Technology (KPAT) (The Kansas Partnership for Accessible Technology (KPAT) addresses web and information technology accessibility issues and provides related policy, standards, guidelines, and procedural recommendations. KPAT is chaired by the state Accessibility Coordinator, Cole Robinson)

- Did not meet in March

Information Technology Identity Management Group (ITIMG) (State agency, universities, external organizations and Secretary of State representatives who meet to develop policies and regulations to forward the usage and adoption of electronic identity management through the use of Public Key Infrastructure (PKI) The group is chaired by Ivan Weichert, Kansas Geographic Information Officer)

- Met March 14th.
- Committee continues to work with Entrust to understand their offering as a replacement for the current Symantec solution.
- KState continues to work with Entrust to develop personal identification verification (PIV) card for all students and faculty of KState.
- Discussed membership to the committee and submission to ITEC.
 - Suggested additions: KState Bioscience Authority and KState University
- Reviewed policies affected by change in vendor.

INK Executive Director Board FY 2013 Meeting Follow Up Items:

August Meeting

- Send Gary the template of the nomination letter: **COMPLETED**
- Move KBC discussion to September: **COMPLETED**

October Meeting

- Schedule strategic discussion at November meeting: **COMPLETED**
- Move KBC report to November meeting: **COMPLETED**

November Meeting

- Schedule Data Sharing discussion at December meeting. Invited Dr. Marilu Goodyear to discuss report results: **COMPLETED**
- Schedule an Executive Session in December to discuss KIC's contract: **COMPLETED**

December Meeting

- Add KBC report discussion to January meeting: **COMPLETED**

January Meeting

- Schedule February meeting agenda with 2 hours of strategic discussion: **COMPLETED**

February Meeting

- Send Governor's 25 IT Initiatives to the board: **COMPLETED**

March Meeting

- Speak with the Legislative CITO to clarify the items being scored: **COMPLETED**

INK Executive Director 2014 Goal Tracking:

- Finalize migration of state data to Avamar
 - Spent early part of November reducing the size of the backup on the Avamar server. Required cooperation between OITS personnel, NIC and INK consultants.
 - Recovery test began 12/3/13. Infrastructure put in place.
 - Discovered database size substantially larger than expected. Cordero server crashed. VMs built and ready.
 - Authorized 3Tb volume be added to Cordero infrastructure.
 - 12/5/13, VPN tunnel between Avamar and Cordero down.
 - 12/11/13, VPN tunnel re-established.
 - 12/12/13, network issue encountered with Cordero
 - 12/17/13, network issue resolved
 - 12/18/13, core dump discovered during recovery initiation, Operating System mismatch identified
 - 12/20/13, First restores begin
 - 12/26/13, Cordero identified backups do not match disk layout. Documentation provided to KIC/NIC
 - 12/28/13, Restores proceeding, expectation is to have backup completed by January 2nd.
 - 12/2/13, All app servers restored, seven utility servers in progress
 - 12/2/13, All servers are up except database. Will begin in morning of the 2nd. File servers identified as not part of the list of servers. Waiting on response from KIC/NIC. Have reached out to network manager for scheduling teleconference to resolve. The effort is frustrated with changes being made to the backup files and file structure without notification of the change.
 - Conference call held 1/6/14 with NIC/KIC/INK and INK contractor. Issues with backup methodology utilized by NIC/KIC identified and resolution described by INK contractor. NIC requested time to review the suggested changes with a follow up call scheduled on 1/9/14.
 - Conference call held 1/9/14 with NIC/KIC/INK and INK contractor. NIC has agreed with and implemented creation of proxy NFS server. Server has been integrated into the backup files on the INK Avamar. INK contractor to begin restoring NFS server and continuing with the development of recovery documentation.
 - Conference call held 1/28/14 with Brady and Minihan. Brady reported the size of the files contained on the Avamar have doubled and the throughput between the OITS and Cordero hosting environment will require greater than 6 days to recover. Options were discussed and we decided to move forward with the recovery in order to test the applications. Once recovery is completed, we will review the issues identified in this year's recovery and work with NIC, OITS and Cordero to develop resolutions.
 - Received notification from OITS stating AOS to perform a Dell Block Upgrade on the Topeka Avamar. It has been asserted the upgrade will have no effect on the update schedule to the data from NIC. The upgrade is scheduled for April 7, starting at 8:30 AM CDT

- Lead effort to obtain input for portal RFP/RFI
 - Strategic plan discussion will lead next steps
- Develop and present to Board a communication plan for legislative, judiciary and agency partners in the third quarter of evaluation
 - Did not receive written evaluation response until second quarter.
 - Have reached out to Terri Clark to schedule a meeting with Legislative CITO to discuss scheduling meetings with Legislators.
 - Will be working with board members for input.
- Develop and implement tool for monitoring customer satisfaction among major customers. Conduct annual survey to identify successes and improvement areas.
 - Researching various customer satisfaction survey companies for development of brief and effective responses. Will bring to board once completed. It will be important to understand what measurements the board desires to track from our customers.
- Monitor and report on INK's Strategic plan on a monthly basis.
 - Provided monthly in Executive Director report.
- Identify executive leadership development opportunities for the Executive Director.
 - Continue to seek out opportunities.
 - Have been invited to speak at Mobile Marketing Strategies Summit in Feb.
 - Travel approved by Board Jan. 2014
 - Received email from Summit organizer stating attendance volumes were less than expected and they deleted the portion of the summit in which INK would have spoken. Basically, we got told thanks.
 - Have discussed with Anthony for additional appropriate opportunities
- Develop set of action items following each board meeting.
 - Included in monthly Executive Director Report.
- Continue to maintain open communication with the Network Manager.
 - Ongoing
- Develop orientation plan for new Board members
 - Developed board member packet for new members.
 - Have met with all new members to review.
 - Encourage any clarifying questions.
 - Continue to meet periodically with members
- Continue to construct a Board calendar for monthly re-occurring agenda items.
 - Included in monthly Executive Director Report.



Information Network of Kansas Board of Directors

Kansas Information Consortium General Manager's Report

Month Ending March 31, 2014

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Highlights

*Record Numbers
for KSSOS Online
Annual Report
Filings*

*Focus On 2014
Portal Refresh
Continues*

*Kansas.gov DOT
Attends Amber
Alert Meeting*

*10 Kansas.gov
Deployments*

*INK Board
Member
Continues with
Library Referral
Campaign*

Executive Summary

Kansas.gov is staying very busy and productive as the month of March is wrapping up. Some of the high points for this month include:

- Kansas Secretary of State's Office sent email notifications to over 32,000 Kansas business entities, reminding to file their corporate annual reports online. Kansas.gov saw online filings double from the previous year and is anticipating a record-breaking year for corporate annual report filings for Secretary of State.
- The Kansas.gov Portal Refresh team remains focused and determined in their pursuit of producing a mobile first, responsive, user-focused version of the Kansas.gov Web site. During the month of March, templates for all main pages were finalized. Accessibility and content have become the primary focus of the design and marketing teams.
- James Adams, Director of Technology for Kansas.gov, participated in a Kansas Amber Alert Technical Working Group discussion centered around technical challenges and successes for the 2 most recent Amber Alerts that took place in the state on February 18th and 25th. This was an opportunity for media partners around the state to discuss the technical mechanics of their operation and look for ways to streamline and improve on this important service.
- Business development and growth continues to stay at the forefront for the Marketing team. In March, Kansas.gov Business Development Managers launched a total of 3 products to new and existing partners.
- INK Board Member, Gary Landeck, continues to provide KanPay Counter referrals to many libraries throughout the state. One of the most recent introductions is to Megan Schulz, with the State Library of Kansas. She has provided an opportunity to discuss Kansas.gov products and services with over 326 different libraries throughout the state.
- In March, the Kansas.gov Development Team and, in coordination with Kansas.gov Project Management team, deployed a total of 7 Project Change requests to existing partners.

Please contact me if you have any questions at 785.296.7171 or via email at smyers@egov.com.

Respectfully submitted,

Shane Myers

Shane Myers, General Manager

New Service Requests & Contracts for Approval

Service Requests

No service requests during the month of March.

Contracts for Approval

Riley County Planning and Development (KPC) – Riley County Planning and Development requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Clay County Health Department (KPC) – Clay County Health Department requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

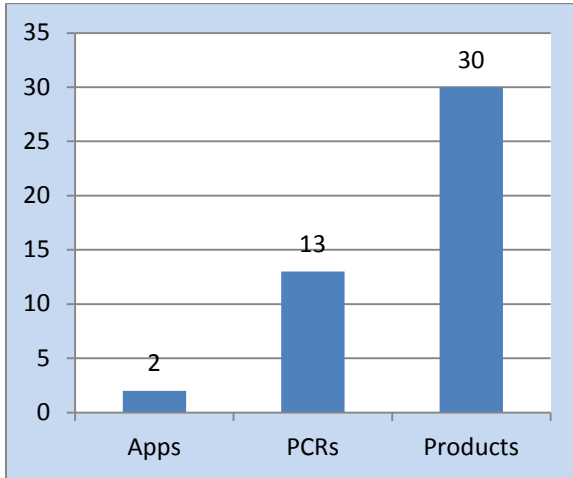
Kansas Sheriffs' Association (KPC) – Kansas Sheriffs' Association requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Kansas Department of Revenue ABC (KP) – Kansas Department of Revenue ABC requests a service which will allow government agency constituents to pay for government agency services using ACH and credit cards online and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

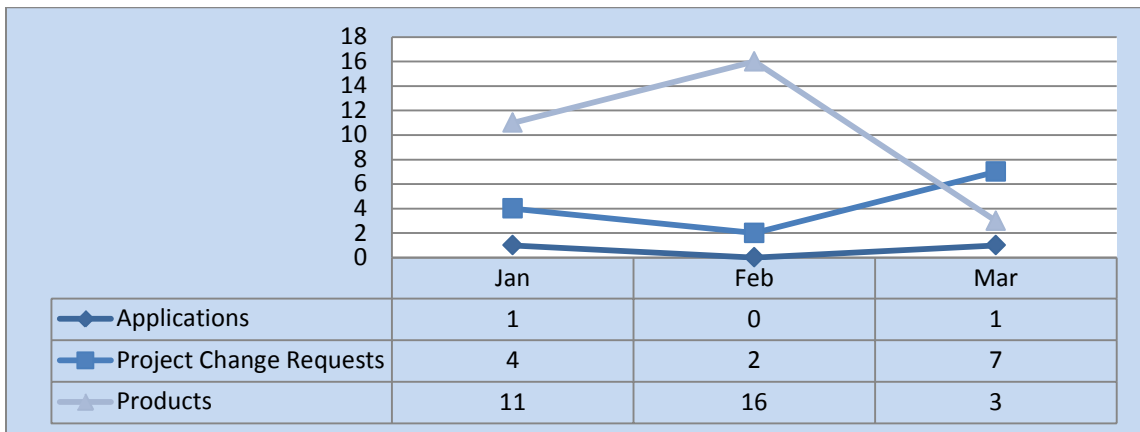
Kansas Department of Revenue Header Records (iiX) – Kansas Department of Revenue requests a service which will allow government agency constituents to receive driver's license header records. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Deployment Summary

Year-to-Date



Monthly Deployments (since January 2014)



Applications Deployed

Agency	Project Name	Deployment (Month)
OJA	Court Case eFile	Jan-14
KSSOS	TPE Direct Payment Processing	Mar-14

Project Change Requests Deployed

Agency	Project Name	Deployment (Month)
KDOR	Title Lien and Registration Search (TLR) 2013 Updates	Jan-14

KDOR	WebFile Homestead Claim 2013 Tax Year Update	Jan-14
KDOR	WebFile Income Tax Return 2013 Tax Year Update	Jan-14
KDADS	HOC Criminal History Record Check Change Backend Host	Jan-14
KSSOS	Corporate Annual Report New AKP029 File	Feb-14
KDOR	IFTA Additional Decals Google Analytics and Survey Gizmo Update	Feb-14
KSSOS	Corporate Annual Report Remove Director Limits	Mar-14
KREAB	Appraiser License Renewal 2014 Updates	Mar-14
KSSBEO	Optometry License Portal 2014 Cycle Update	Mar-14
KSBHA	KSBHA Subscriber License Verification Date Format Update	Mar-14
KDA	Seed Business Registration 2014 Cycle Updates	Mar-14
KSSOS	Dissolutions Google Analytics Update	Mar-14
KSBHA	Disciplinary Actions 2014 Updates	Mar-14

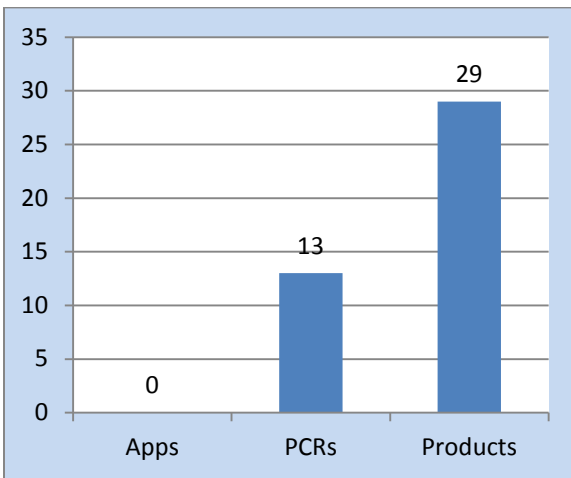
Products Deployed

Agency	Project Name	Deployment (Month)
CYHL	KanPay Counter: City of Highland Water and Sewer	Jan-14
CYHL	KanPay Counter: City of Highland Court	Jan-14
FNCO	KanPay Counter: Finney County Treasurer	Jan-14
FNCO	KanPay Counter: Finney County Motor Vehicle	Jan-14
RLCOGIS	KanPay Counter: Riley County GIS	Jan-14
WYCO	KanPay Counter: Wyandotte Planning	Jan-14
KBOB	KanForm: Expired License Restoration as of 2014	Jan-14
KBOB	KanForm: License New and Renewals (Non-Expired) as of 2014	Jan-14
KBOB	KanForm: Licensed Barber College - New and Renewal Licenses	Jan-14
KDOC	KanForm: Rural Opportunities Conference Registration 2014	Jan-14
KUCR	KanForm: Aerospace Engineering: 70th Reunion	Jan-14
KDOC	KanForm: Rural Opportunities Conference Sponsorship	Feb-14
TRCO	KanPay Counter: Trego County Clerk	Feb-14
LGCO	KanPay Counter: Logan County Health Department	Feb-14
LGCO	KanPay Counter: Logan County Clerk	Feb-14
FNCO	KanPay Counter: Finney County Clerk	Feb-14
FNCO	KanPay Counter: Finney County Community	Feb-14
KSUEXT	KanPay Counter: Jackson County	Feb-14
KSUEXT	KanPay Counter: Nemaha County	Feb-14
KSUEXT	KanPay Counter: Pottawatomie County	Feb-14
USD446	KanPay Counter: Independence Senior High	Feb-14
USD446	KanPay Counter: Independence Middle School	Feb-14
USD446	KanPay Counter: Independence Jefferson Elementary	Feb-14

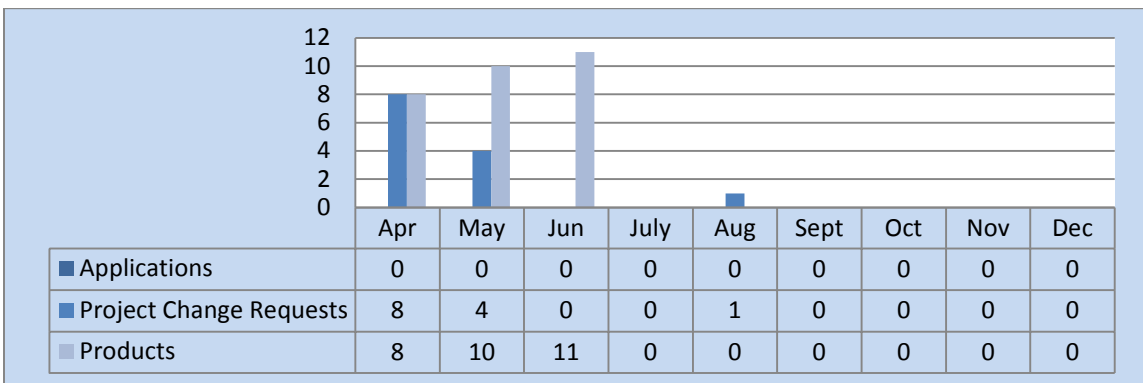
USD446	KanPay Counter: Independence Eisenhower Elementary	Feb-14
USD446	KanPay Counter: Independence Board of Education	Feb-14
USD254	KanPay Counter: Medicine Lodge USD 254	Feb-14
ATCHLIB	KanPay Counter: Atchison Public Library	Feb-14
KCJIS	KanForm: KCJIS Conference Registration 2014	Mar-14
KCJIS	KanForm: KCJIS Conference Vendor Registration 2014	Mar-14
RLCOPAD	KanPay Counter: Riley County Planning and Development	Mar-14

In-Development Summary

Through End of Year 2014



Monthly Deployments (through end of year 2014)



Applications in Development

Agency	Project Name	Scheduled Deploy (Month)	Schedule Variance Reason
None at this time			

Project Change Requests in Development

Agency	Project Name	Scheduled Deploy (Month)	Schedule Variance Reason
KSSOS	Articles of Incorporation (AOI) Coop Name Rule	Apr-14	Awaiting Partner
KSSOS	Corporate Name Change Coop Name Rule	Apr-14	Awaiting Partner
KSSOS	Articles of Incorporation (AOI) Update URL and eMail	Apr-14	Awaiting Partner
KDB	Dental License Verification 2013 Responsive Design and Common Look and Feel	Apr-14	Project Scheduling
KDADS	HOC License Renewal Change Backend Host	Apr-14	Awaiting Partner
KDOR	Tax Payment Portal 2011 Update	Apr-14	Awaiting Partner
BSRB	BSRB License Renewals 2014 Enhancements	Apr-14	
KDB	Dental License Verification Status Update	Apr-14	
KBI	Limited Criminal History Search Enhance Printing Feature	May-14	
KDOR	DLR Interactive DMV Modernization	May-14	
KDOR	Driver License Reinstatements 2011 Rewrite	May-14	
KSSOS	Nightly Corporations Batch	May-14	
BSRB	BSRB License Renewals Rewrite	Aug-14	

Projects On-Hold

Agency	Project Name	On-Hold Date	On-Hold Reason
KSBN	KANN Check 2009 Enhancements	Jan-13	Partner intends to restart this project in July.
KDADS	HOC Criminal History Record Check Convert Data Transfer Format for Subjects	Jan-13	Partner is working with third partner

			vendor to setup new hosting environment.
KREC	KREC License Renewal - KanPay only	Jan-13	Partner is working with third partner vendor to setup new networking environment (Cox).
KDOR	KanPay Payment Portal ABC Licensing Implementation	Feb-14	Partner is working with third partner vendor to setup new hosting environment.
KDA	KDA System Automation Implementation – KanPay only	Feb-14	Partner is working with third partner vendor to setup new hosting environment.

Products in Development

Agency	Project Name	Scheduled Deploy (Month)
CLCOHD	KanPay Counter: Clay County Health Department	Apr-14
FNCOHD	KanPay Counter: Finney County Health Department	Apr-14
LNCO	KanPay Counter: Linn County Treasurer	Apr-14
KSBN	KanPay Counter: KSBN	Apr-14
KSA	KanPay Counter: Kansas Sheriffs' Association	Apr-14
KSA	KanForm: Kansas Sheriffs' Association Vendor Registration	Apr-14
CYBUFFALO	KanPay Counter: City of Buffalo	Apr-14
CYBUFFALO	KanForm: City of Buffalo	Apr-14
KDHE	KanForm: KS Environmental Conference Complimentary Registration	May-14
KDHE	KanForm: KS Environmental Conference Registration	May-14
KDHE	KanForm: KS Environmental Conference Registration Late	May-14
KDHE	KanForm: KS Environmental Conference Vendor Regis	May-14
CYBENN	KanForm: City of Bennington	May-14
CHCO	KanPay Counter: Cherokee County Treasurer	May-14
CKCO	KanPay Counter: Cherokee County Health Department	May-14
ANCO	KanPay Counter: Anderson County Treasurer	May-14
USD359	KanPay Counter: Argonia High Schools	May-14
USD359	KanPay Counter: Argonia Elementary Schools	May-14
CYCHERRY	KanPay Counter: City of Cherryvale	Jun-14
CYCHERRY	KanForm: City of Cherryvale	Jun-14

CYKINSLEY	KanPay Counter: City of Kinsley Water and Sewer	Jun-14
CYKINSLEY	KanPay Counter: City of Kinsley Courts	Jun-14
CYKINSLEY	KanForm: City of Kinsley Water and Sewer	Jun-14
CYKINSLEY	KanForm: City of Kinsley Courts	Jun-14
USD501	KanPay Counter: Chase Middle School	Jun-14
USD501	KanPay Counter: Ross Elementary School	Jun-14
FOCO	KanPay Counter: Ford County Landfill	Jun-14
FOCO	KanPay Counter: Ford County Health Department	Jun-14
FOCO	KanPay Counter: Ford County Register of Deeds	Jun-14
FOCO	KanForm: Ford County Register of Deeds	Jun-14
FOCO	KanPay Counter: Ford County Expo Center	Jun-14
KDOR	KanPay Counter: Driver Control Office	Jun-14
KDOR	KanPay Counter: Titles and Registrations	Jun-14
MNCO	KanForm: Marion County	Jun-14

Support Statistics

Summary of the number of Live Chats, E-mails and Cases Reported from February 22 – March 23.

Month	Live Chats	E-mails	Cases Reported
Jan-14	109	787	188
Feb-14	227	884	213
Mar-14	357	825	163

Site Promotions

The following site promotions were launched on Kansas.gov from February 21 – March 20.

Main Feature Position	Service Promoted	Visits
1	KDOR: WebFile	644
1	KDOR: Refund Status	407
1	KSSOS: Annual Reports	154
2	KDOR: Webfile	415
2	KDOR: Refund Status	180
2	KDHE: Get Active Kansas	29
2	KSSOS/KDOR: Kansas Business Center	22
3	KDOR: WebFile	464

3	KSDC: Civic Alert	20
3	KSDC: Civic Alert	10
4	KDA: KS Ag Day	18
4	LEG: Legislature in Session	15
4	KSDC: Civic Alert	1
5	Kansas.gov blog	24
5	LEG: Legislature in Session	10
6	Flickr: Featured Photo	20
6	Kansas.gov blog	14
7	Flickr: Featured Photo	3
8	Flickr: Featured Photo	6

The below table summarizes the top 5 visited pages on Kansas.gov from February 21 – March 20.

Page	Page Views	Time on Page
Search	22,135	2:02
Government	21,160	1:31
Employment	19,440	1:36
Services	18,821	1:26
Business Center	16,275	2:52

Marketing

Agency	Service	Type	Description
KDWPT	American's Top Family Fishing & Boating Sweepstakes	Social Networking	Statewide Interest
KHP	KHP Cadet Law Program	Social Networking	Statewide Interest
Red Cross	Tornado Safety Facts	Social Networking	Statewide Interest
KDA	March is National Nutrition Month	Social Networking	Statewide Interest
KSDE	Educators Protecting Student Records	Social Networking	Statewide Interest
KDWPT	KSU Insect Zoo	Social Networking	Statewide Interest
KDA	Kansas Agriculture Day	Social Networking	Official Site Promo
KDOT	Graduated Driver's License Info	Social Networking	Statewide Interest
Kansas	"This is my Kansas" video	Social Networking	Statewide Interest
Flickr	Featured Flickr Photo	Social Networking	Official Site Promo
KSHS	Sunflower Facts	Social Networking	Statewide Interest
KDA	FLK Membership	Social Networking	Statewide Interest
GOV	Acting Bank Commissioner Announcement	Social Networking	Statewide Interest
KDWPT	Turkey Hunting Applications	Social Networking	Statewide Interest
KDEM	National Flood Safety Awareness Month	Social Networking	Statewide Interest
KDADS	Kiana Knolland is Youth of the Year	Social Networking	Statewide Interest

KSDE	Great Things Postcard	Social Networking	Statewide Interest
KSDE	National Nutrition Month	Social Networking	Statewide Interest
N/A	NCAA Tournament Announcement	Social Networking	Statewide Interest

Post Project Surveys

	Date collected	Treated respectfully by Kansas.gov staff	Understood the process your project was to go through	As involved in the process as you wanted to be	Kept informed of projects progress	Kansas.gov met their commitments to the project timelines	Quality of the product (application or Web site)	Timely responses of Kansas.gov staff to requests/messages	Kansas.gov staff demonstrated expert knowledge in web design and development	Comments
USD 223 – KanPay Counter	Jan 9	5	5	4	4	4	4	4	4	N/A
KDOR – TLR Features	Jan 9	5	5	5	5	3	5	5	5	The original agreed upon implementation date was 9/16/13 and the actual implementation date was 1/2/14.
KSOTP – 2013 Updates	Jan 14	1	1	1	1	1	1	1	1	<p>On August 15, 2013 we requested that 2 words be added to one page of our on-line renewal process. Request [sic] was sent to Jenna [sic] Coates. On Sept. 25 we received a request for information from Jenna. On Sept. 30 we received a message from Jenna stating that the change would be made before the renewal period opened on Nov. 1st. We assumed that everything was done and opened our renewal cycle as scheduled. On Dec. 3 we received a PCR from Barbie Flick stating a completion date of Dec. 31st. The process was finally [sic] completed on December 23rd. The renewal period ended on December 31st. Those who renewed from Nov. 12 to Dec. 23 did not respond to a complete disciplinary question.</p> <p>In 2013 we had to dismiss two counts from a disciplinary matter because we did not know that the wording in the online question was not the same as the wording in our paper documents. That is what prompted the change request. We were extremely disappointed that we were never informed that this wording was not changed before the renewal period opened. The service we receive from Kansas.gov is not reliable. It takes entirely too long to make a very simple change. Sometimes we don't have the six to twelve months that it takes to make a change in our process.</p>
KDOC – 2 Forms for Rural Opportunities Conference	Feb 22	5	5	5	5	5	3	5	4	Todd Smith is very pleasant to work with.
Riley County	Mar 13	4	4	4	4	4	4	4	4	N/A

Treasurer – KPC										
Atchison Public Library - KPC	Mar 12	5	5	5	5	5	5	5	5	Couldn't have been a better experience. The product offered and expertise of the Kansas.gov staff was outstanding.
Total		25	25	24	24	22	22	24	23	
Average		4.1	4.1	4	4	3.25	3.6	4	3.8	

Scoring		Executive CITO	Legislative CITO	Judicial CITO	INK Board Member	<u>Committee Average</u>	<u>Grant Application</u>
						Score	Score
Increase Citizen Business Access	20%	3	3	2	3	2.75	0.55
Alignment to State Initiatives	15%	1	2	2	3	2.00	0.30
Expand Portal Information	10%	1	3	2	3	2.25	0.23
Technology Improvement	10%	3	3	2	3	2.75	0.28
Revenue Generation	15%	1	1	1	1	1.00	0.15
Extensibility	10%	3	2	1	3	2.25	0.23
Integration	10%	2	2	1	2	1.75	0.18
Market Adoption	10%	1	3	2	2	2.00	0.20

Combined Grant Score 2.10

Funding Recommendation

Fund Application
Do Not Fund Application
Further consideration/Pending Questions

Yes	Yes	Yes	Yes
	No		
	Yes		Yes

Comments:

Providing the public with an integrated online application and on-prem kiosks to get information on meeting rooms, legislator offices and what activities are happening where on the capital grounds is an important service - one that is a long time in coming.

Comments as of 03/03/2014: In general, the application ideas in the grant request are solid, citizen-enabling ideas. If we exclude the applications that require additional work (automated event calendar integration, "find your legislator" by address which requires supporting database), then I completely support implementation of the remaining kiosk-based applications.....

Prior Comments: In general, the application ideas in the grant request are solid, citizen-enabling ideas. However, the costs of creating these applications are not fully addressed nor are the difficulties of either integrating and/or building the required data sources that will theoretically drive the applications. In addition, the grant request provides no consideration for the annual ongoing support, maintenance, and upgrading required by these applications. The working assumption is that these costs will work themselves out. While I support the notion of each of the applications described in the grant request, the \$150,000 grant is only a down payment on the overall upfront and ongoing costs. We should not assume that these unaddressed costs will be covered by the "kindness of strangers" and thus I can not support this request as currently presented. In general, the application ideas in the grant request are solid, citizen-enabling ideas. However, the costs of creating these applications are not fully addressed nor are the difficulties of either integrating and/or building the required data sources that will theoretically drive the applications. In addition, the grant request provides no consideration for the annual ongoing support, maintenance, and upgrading required by these applications. The working assumption is that these costs will work themselves out. While I support the notion of each of the applications described in the grant request, the \$150,000 grant is only a down payment on the overall upfront and ongoing costs. We should not assume that these unaddressed costs will be covered by the "kindness of strangers" and thus I can not support this request as currently presented.

As noted in the comments above, this request needs further work to address the complexities of the applications as described in the request and considerable additional work to address and include the associated costs (upfront, support, maintenance, etc.) that have not been included in the overall definition of the request.

I approve the first two items. Will wait to see the cost of the remaining before making a decision.

As we discussed in our meeting, I support the parts of the grant request that we discussed in the meeting. I don't object to the "find you legislator" or calendar app. But we discussed funding through another agency

INK Grant Proposal - High Level Budget

KSHS Capitol Visitor Center Interactive Kiosk and Self-Guided Tour Mobile App Project

Jan-14

Deliverable	Cost estimate
Interactive kiosks in Capitol Visitor Center lobby	\$ 50,000
Building directory and wayfinding application	\$ 10,000
Integrated Capitol meeting and events calendar application	\$ 10,000
“Identify Your Kansas Legislator” application	\$ 30,000
Self-guided Capitol tours mobile application	\$ 50,000
Total	\$ 150,000

KDWPT RFP
Hardware Stock Requirements

	Package 1			Package 2			Package 3			Package 4		
Hardware/Stock	KIC	INK	Total	KIC	INK	Total	KIC	INK	Total	KIC	INK	Total
POS Devices	164	412	576	0	0	0	100	0	100	0	0	0
Thermal Printers (DT)	618	0	618	618	0	618	618	0	618	618	0	618
Thermal Printers (TT)	0	286	286	0	286	286	0	286	286	0	286	286
Special Paper	60	60	120	60	60	120	60	60	120	60	60	120
Kiosks	5	0	5	5	0	5	5	0	5	5	0	5
Handhelds	110	0	110	110	0	110	110	0	110	110	0	110
Adhesive Sleeves	0	50000	50000	0	50000	50000	0	50000	50000	0	50000	50000
PCs	0	0	0	0	0	0	0	100	100	0	100	100