Board of Directors Meeting

May 6th, 2014

AGENDA
Information Network of Kansas Inc.
Board of Directors Meeting
700 SW Harrison Topeka, Kansas 66603
2nd Floor Conference Room
Tuesday May 6th, 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.*
   April 2014 INK Board Minutes
   April 2014 Executive Director Report
   April 2014 Network Manager Report

Contracts for Approval

The following entities are requesting 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 agency. This is a fee service.

- **City of Geneseo (KPC)**
- **City of Conway Springs (KPC)**
- **Finney County Health Department (KPC**
- **Rossville Community Library (KPC)**
- **Fredonia Public Library (KPC)**
- **Unified School District 359, Argonia Jr. and Sr. High School (KPC) Unified School District 359**
- **Argonia Elementary School (KPC)**
- **Jefferson County 4H Council (KPC)**
- **Nemaha County 4H Council (KPC)**
- **Jackson County 4H Council (KPC)**

Regular Agenda:
1. **1st Quarter Financial Results**   **20 minutes**
2. **KDWPT RFP Update**   **10 minutes**
3. **Executive Session: Consultation w/Counsel** **60 minutes**
4. **Strategic Planning Outline**   **30 minutes**
5. **Lunch**   **30 minutes**
6. **Portal Refresh**   **15 minutes**
7. **KSHS Grant**   **10 minutes**
8. **New Business**
9. **Adjourn**

   Next Meeting June 3rd, 2014

Information Network of Kansas Inc.
Board of Directors Meeting Minutes
May 5, 2014

The May 5, 2014 meeting was conducted in 700 SW Harrison Topeka, Kansas 66603 2nd Floor Conference Room . At 10:01 a.m. Kathy Sachs called the meeting to order.

Board members and proxies present: Jim Clark, Kathy Sachs (Kobach), Kevin Cronister (Jordan), Anthony Schlinsog, Travis Rozean, Terry Holdren and Gary Landeck.

Others present: Jim Hollingsworth, INK Executive Director, Phil Elwood of Goodell Stratton Edmonds & Palmer (INK Counsel), Shane Myers, James Adams, and Wayne Dirks of the Kansas Information Consortium LLC, and Scott Somerhalder of NIC, Inc.

Sachs introduced the consent agenda for approval.
    April 2014 INK Board Minutes
    April 2014 Executive Director Report
    April 2014 Network Manager Report
    The following entities are requesting an Over-the-Counter payment service.
- City of Geneseo (KPC)
- City of Conway Springs (KPC)
- Finney County Health Department (KPC
- Rossville Community Library (KPC)
- Fredonia Public Library (KPC)
- Unified School District 359, Argonia Jr. and Sr. High School (KPC)
- Argonia Elementary School (KPC)
- Jefferson County 4H Council (KPC)
- Nemaha County 4H Council (KPC)
- Jackson County 4H Council (KPC)

Clark moved to approve the consent agenda, Rozean seconded. Motion passed.

At 10:10 am, 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 10:40 a.m. Clark requested Hollingsworth, Elwood, Minihan and Eric Rucker (SOS) remain 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 10:40, Sachs returned the meeting into regular session, stated no binding action had been taken.

At 10:40 am, Rozean 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 11:00 a.m. Clark requested Hollingsworth, Elwood, Minihan and Eric Rucker (SOS) remain 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 Landeck. Motion passed.

At 11:00, Sachs returned the meeting into regular session, stated no binding action had been taken. Discussion ensued.

At 11:20 am, Sachs recessed the board for lunch. At 11:40 am, Sachs returned the board to regular session.

Hollingsworth provided an outline of the strategic discussions including each of the strategic initiatives and an outline of a year by year deliverables. Hollingsworth requested any changes to the outline. Hollingsworth stated he would begin the development of the final documentation of the plan.

Hollingsworth displayed several state websites to demonstrate the dramatic change in programming methodologies being utilized this year. Hollingsworth explained the newest generation of state websites is employing a much more visual presentation of navigation, showing scenic views as backgrounds and that a very strong emphasis was being placed on mobile device access. Hollingsworth displayed the new Kansas homepage demonstrating some of the new features being employed. Hollingsworth asked members if any had comments regarding the new site. Discussion ensued.

Hollingsworth provided an update to the Kansas Historical Society grant for interactive kiosks and building directory application for the Visitor Center of the Kansas Statehouse. Hollingsworth stated he had talked with the Legislative Chief Information Technology Officer regarding his initial scoring per the board's request and that as a result of restricting the scoring to the interactive kiosks and building directory applications, the Legislative CITO has revised his scoring. Hollingsworth informed the board that as a result of the revised scoring, the overall average score of the Grants Committee was 2.10 and that all four of the committee members recommended funding the request. Hollingsworth reminded the board that a 2.0 score reflects the grant "Meets Expectations". Discussion ensued. Cronister moved to approve the Kansas Historical Society grant in the amount of $60,000. Seconded by Rozean. Motion passed.

At 12:10 pm, Landeck moved to adjourn the meeting, Seconded by Clark. Motion passed.

Executive Director Report

Submitted by Jim Hollingsworth
INK Executive Director

For Month Ending: **April 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 March

Strategy	Tactics	Complete	In Progress	On Target %	Canceled	Delayed (This Year)	Postponed (Next Year)	New
Strategy 1	8	0	3	38%	0	0	0	0
Strategy 2	10	0	6	60%	0	0	0	0
Strategy 3	21	1	16	81%	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**	**1**	**33**	**63%**	**0**	**0**	**0**	**0**

State Entity Grants:

*changes are <mark>highlighted</mark>

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: $119,684.30
>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: **$75.000**

KDWPT RFP
- The contingency contract if the bid was successful has been executed. The contract asserts INK's financial support for the RFP. Revenue generation for INK is negotiated to return 60 – 80% of the potential revenue within the first three to five years.

- The RFP was submitted on time. As of the date of this report, no correspondence has been received from KDWPT.

NIC User Conference
- Attended the NIC user conference in downtown Kansas City.
- NIC CEO discussed current state of the company and many states presented on their newest application development projects.
- Also in attendance were Sec. Clark, Bryan Dreiling and Joe Connor.

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 CITOs.)
- Did not meet in April

Information Technology Advisory Board (ITAB) (Agency CIOs and senior managers of state information technology ITAB is chaired by the Executive Branch CITO)
- April 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))
- I am a member of a subcommittee which meets 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)
- Committee met April 8.
- Received update from ADA Coordinator
- Reviewed KPAT Annual Report
- Received an update on the PDF accessibility scan
- Discussed 2014 potential initiatives for the group
- Next meeting July 8.

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 April 11.
- Discussed existing and prospective customers
- K State representative discussed their plans for Personal Identification Verification (PIV) cards.
- SOS discussed the identification needs of the KBC
- Discussed future plans of reviewing all policy documents.
- Next meeting scheduled for May 9.

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.
    - Upgrade was performed with no issues.

- o Within next few months will be working with consultants to schedule the timeline of this year's recovery of the Avamar in a Cordero environment.

- Lead effort to obtain input for portal RFP/RFI
  - o Strategic plan discussion will lead next steps
  - o RFP determination will be discussed at the May 2014 meeting.
- Develop and present to Board a communication plan for legislative, judiciary and agency partners in the third quarter of evaluation
  - o Have reached out to Terri Clark to schedule a meeting with Legislative CITO to discuss scheduling meetings with selected Legislators.
  - o 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.
  - o Have developed various customer satisfaction surveys. The four surveys are designed to address INK's different customer groups: Existing Agency customers, Prospective Agency customers, Existing public customers, Project Development Summary. (**the surveys are attached separately**)
- Monitor and report on INK's Strategic plan on a monthly basis.
  - o Provided monthly in Executive Director report.
- Identify executive leadership development opportunities for the Executive Director.
  - o Continue to seek out opportunities.
  - o Was 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.
  - o Have discussed with Anthony for additional appropriate opportunities
- Develop set of action items following each board meeting.
  - o Included in monthly Executive Director Report.
- Continue to maintain open communication with the Network Manager.
  - o Ongoing
- Develop orientation plan for new Board members
  - o Developed board member packet for new members.
  - o Have met with all new members to review.
  - o Encourage any clarifying questions.
  - o Continue to meet periodically with members
- Continue to construct a Board calendar for monthly re-occurring agenda items.
  - o Included in monthly Executive Director Report.

Existing Agency Customer Survey

Target: Agency Executive and Business Leaders

Existing Agency Customers

Providing value, quality, and being the best vendor your entity has ever worked with are INK's goals. But only you can tell us whether we are achieving it. Our services to the state of Kansas are only as good as our customer's experience. We want to hear what you have to say.

1. How satisfied were you with your latest project with INK?
    a. Very/Moderately/Slightly/Not at all satisfied

2. If less than Moderately, would you please explain?
    _____

3. How closely did INK follow your project development timelines?
    a. Very/Moderately/Slightly/Not at all closely

4. If less than Moderately, would you please explain?
    _____

5. Please rate the value of the services you received from INK.
    a. Extremely High/High/Moderately High/Slightly Low/Low Value

6. Please rate your overall satisfaction with the quality and quantity of INK services you receive.
    a. 1-6

7. Would you to recommend INK to other entities?
    a. Yes/No

8. What other services would you like to see INK offer?
    _____

9. Would you like to have a representative contact your agency for further exploration of additional services?
    a. Yes/No

Prospective Customers

Target: Agencies not currently participating, city, county officials, school districts

Prospective Customers

The Kansas legislature created the Information Network of Kansas in 1991 to provide services to increase citizen and business access to government. For over twenty years, we have been providing web application development, ACH and credit card processing, web site content management services and hosting to most state sponsored entities at no up-front costs. We currently work with 25 state agencies, 76 county governments, and 125 city and local governments. We would like to know if INK's services can help your organization.

1. Do you currently offer to your customers the ability to process transactions via the web/mobile/tablet?
    a. Yes/No

2. Do you currently offer credit card payment services?
    a. Yes/No

3. What web services would you or your customers like you to implement?
    _____

4. Would you be interested in learning more about how INK can assist your organization?
    a. Yes/No

5. If yes, would you like to have a representative contact your agency for further exploration?
    a. Yes/No

Existing User Customers Survey

Target: INK Subscribers grouped by functional category

Existing Customers

Providing value, efficiency and ease of use are our commitment to you. But only you can tell us whether we are achieving it and what other services can help your company succeed. Our state of Kansas services are only as good as our customer's experience. We want to hear what you have to say.

1. How satisfied were you with your latest interaction with INK?
    a. Very/Moderately/Slightly/Not at all satisfied

2. If less than Moderately, would you please explain?
    _____

3. Please rate the value of the services you received from INK.
    a. Extremely High/High/Moderately High/Slightly Low/Low Value

4. Please rate your overall satisfaction with the quality and quantity of INK services you receive.
    a. 1-6

5. Would you to recommend INK to other organizations?
    a. Yes/No

6. What other services would you like to see INK offer?
    _____

7. Would you like to have a representative contact your organization for additional information or further exploration of service development?
    a. Yes/No

Post Project Surveys

Post Project Surveys are initiated by KIC following a change request or new service deployment. KIC provides the individual surveys in the monthly Network Manager report and keeps an overall average of the scores throughout the year. At the end of the year the averages are reported in the monthly Network Manager report.
Target: Agency project managers, business managers, technicians

Post Project Survey

At Kansas.gov, we strive to provide the best service possible. Your feedback helps us serve all government partners better. Please take the time to let us know what we did well and if there are any areas for improvement.

1. What agency do you work for?

2. What was the title of the project?

3. What was your role in the project?

- Project Manager
- Business Manager
- Technical Contact
- Director/Executive Sponsor
- Other Please enter an 'other' value for this selection.

4. Please rate your satisfaction in the following areas. (1 = poor; 5 = excellent)	1	2	3	4	5
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					

4. Please rate your satisfaction in the following areas. (1 = poor; 5 = excellent)	1	2	3	4	5
Kept informed of project's 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					

5. If provided, please rate your satisfaction of the following service (1 = poor; 5 = excellent)	1	2	3	4	5
Quality of marketing services					

6. How did you learn about Kansas.gov?

- Another government employee
- Supervisor
- Past experience
- Public information officer
- Kansas.gov presentation or staff member
- State IT committee
- Other Please enter an 'other' value for this selection.

7. Additional Comments:

Information Network of Kansas
Board of Directors

Kansas Information Consortium
General Manager's Report

Month Ending April 30, 2014

Inside

Highlights

KIC Submits RFP Response for KDWPT opportunity

2014 Portal Refresh Near Launch

9 Kansas.gov Products and Services Launched

Kansas.gov Deployed 5 Project Change Requests

Executive Summary

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

- On April 15, the Kansas.gov team submitted a response to *RFP EVT0002976: Software, Automated Licenses/Permit Issuance System.* This represents an opportunity to build an enterprise licensing system for the Kansas Department of Wildlife, Parks, and Tourism.

- 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 website. During the month of April, the team worked to polish and refine the site in preparation for the May 1 launch date. User testing and accessibility testing also ranked high on the priority scale this month, with visits to the Department of Administration, Secretary of State's office and the Office of Information Technology Services.

- Business development and growth continues to stay at the forefront for the Marketing team. In April, Kansas.gov Business Development Managers launched a total of 9 products and services to new and existing partners.

- In April, the Kansas.gov Development Team and, in coordination with Kansas.gov Project Management team, deployed a total of 5 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 April.

Contracts for Approval

City of Geneseo (KPC) – City of Geneseo 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.

City of Conway Springs (KPC) – City of Conway Springs 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.

Finney County Health Department (KPC) – Finney 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.

Rossville Community Library (KPC) – Rossville Community Library 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.

Fredonia Public Library (KPC) – Fredonia Public Library 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.

Unified School District 359, Argonia Jr. and Sr. High School (KPC) – USD 359, Argonia Jr. and Sr. High School, 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 agency. This is a fee service.

Unified School District 359, Argonia Elementary School (KPC) – USD 359, Argonia Elementary School, 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 agency. This is a fee service

Jefferson County 4H Council (KPC) – Jefferson County 4H Council 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.

Nemaha County 4H Council (KPC) – Nemaha County 4H Council 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.

Jackson County 4H Council (KPC) – Jackson County 4H Council 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.
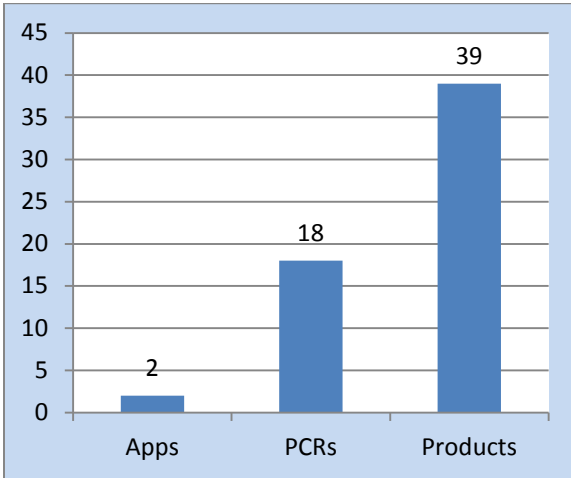
Deployment Summary

Year-to-Date

Monthly Deployments (since January 2014)

	Jan	Feb	Mar	Apr
Applications	1	0	1	0
Project Change Requests	4	2	7	5
Products	11	16	3	9
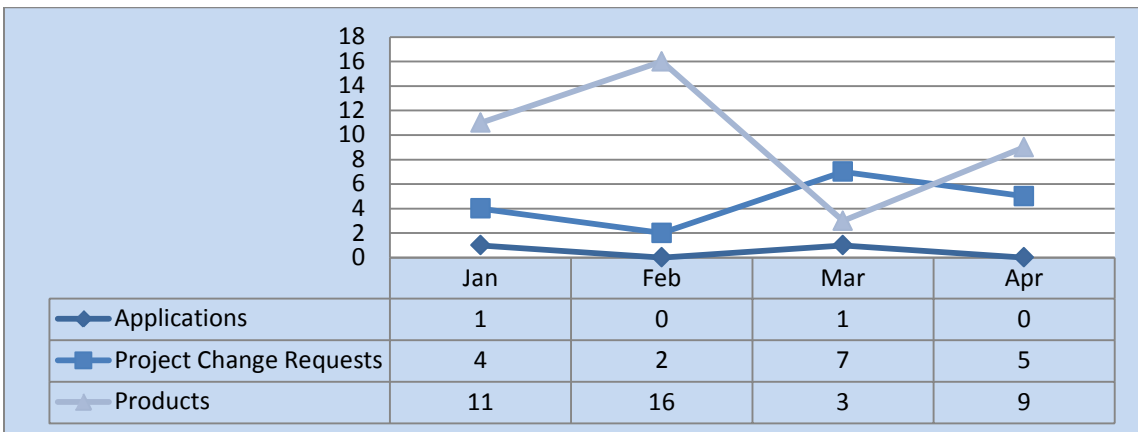
Applications Deployed

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
KSSOS	Articles of Incorporation (AOI) Coop Name Rule	Apr-14
KSSOS	Corporate Name Change Coop Name Rule	Apr-14
KSSOS	Articles of Incorporation (AOI) Update URL and eMail	Apr-14
KSSBEO	Optometry License Portal Enhance Search Results	Apr-14
KDB	Dental License Verification Status Update	Apr-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
CLCOHD	KanPay Counter: Clay County Health Department	Apr-14
KSA	KanPay Counter: Kansas Sheriffs' Association	Apr-14
GTCO	KanPay Counter: Grant County Clerk's office	Apr-14
GTCO	KanPay Counter: Grant County Public Works	Apr-14
GTCO	KanPay Counter: Grant County Ambulance Service	Apr-14
GTCO	KanPay Counter: Grant County Sheriff's Office	Apr-14
KDOC	KanForm: Kansas Pride Day 2014	Apr-14
FLK	KanForm: From Land of Kansas Form	Apr-14
KUCR	KanForm: Kansas University Center for Research Form	Apr-14

In-Development Summary

Through End of Year 2014
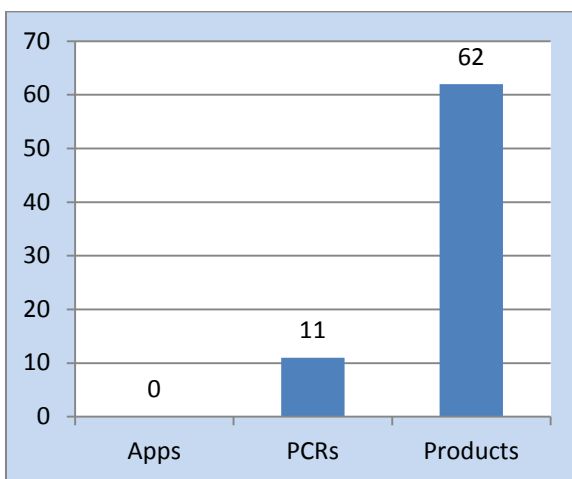
Monthly Deployments (through end of year 2014)

	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Total
■ Applications	0	0	0	0	0	0	0	0	0
■ Project Change Requests	7	2	1	1	0	0	0	0	11
■ Products	15	18	15	14	0	0	0	0	62
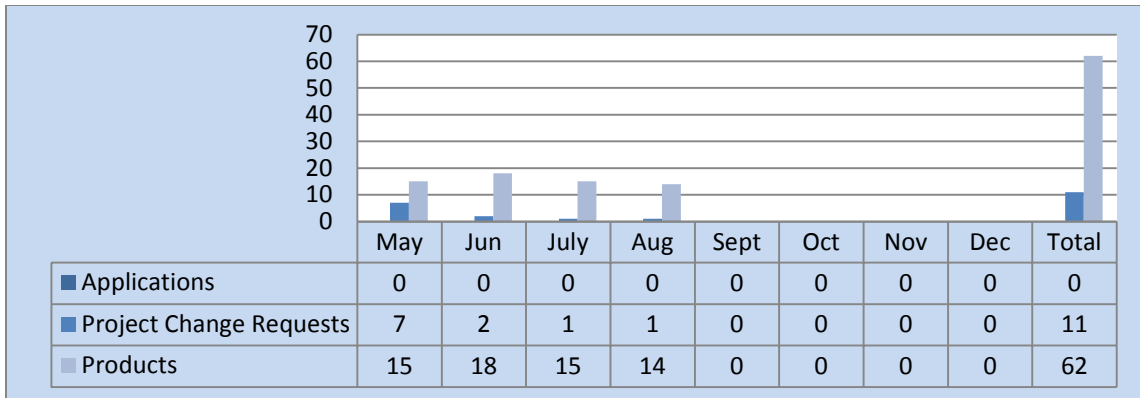
Applications in Development

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
BSRB	BSRB License Renewals 2014 Enhancements	May-14	Awaiting Partner
KBI	Limited Criminal History Search Enhance Printing Feature	May-14	
KBP	Pharmacy License Renewal Enhance Export Notification	May-14	
KDB	Dental License Verification 2013 Responsive Design and Common Look and Feel	May-14	
KDADS	HOC License Renewal Change Backend Host	May-14	
KSBN	Nurse License Verification Change License View	May-14	
KSSBEO	Optometry License Portal Change CEU Display Rules	May-14	
KSSOS	Nightly UCC Batch	Jun-14	
KSSOS	Nightly Corporations Batch	Jun-14	High Priority
KDOR	Tax Payment Portal 2011 Update	Jul-14	Awaiting Partner
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.
KDOR	DLR Interactive DMV Modernization	Apr-14	Partner is working with third partner vendor to complete project.
KDOR	Driver License Reinstatements 2011 Rewrite	Apr-14	Partner is working with third partner vendor to complete project.

Products in Development

Agency	Project Name	Scheduled Deploy (Month)
FNCOHD	KanPay Counter: Finney County Health Department	May-14
KSU 4H	KanPay Counter: Jackson County 4H Council	May-14
KSU 4H	KanPay Counter: Nemaha County 4H Council	May-14

KSU 4H	KanPay Counter: Pottawatomie County 4H Council	May-14
KSBN	KanPay Counter: KSBN	May-14
CYBUFFALO	KanPay Counter: City of Buffalo	May-14
CYBUFFALO	KanForm: City of Buffalo	May-14
KDHE	KanForm: KS Environmental Conference Complimentary Registration	May-14
KDHE	KanForm: KS Environmental Conference Registration	May-14
KDHE	KanForm: KS Environmental Conference Vendor Regis	May-14
USD359	KanPay Counter: Argonia High Schools	May-14
USD359	KanPay Counter: Argonia Elementary Schools	May-14
FPL	KanPay Counter: Fredonia Public Library	May-14
RCL	KanPay Counter: Rossville Community Library	May-14
VCL	KanPay Counter: Valley Center Library	May-14
KCC	KanPay Counter: Kansas Corporation Commission	Jun-14
PPL	KanPay Counter: Pittsburg Public Library	Jun-14
BSPL	KanPay Counter: Bonner Springs Public Library	Jun-14
GBPL	KanPay Counter: Great Bend Public Library	Jun-14
DCPL	KanPay Counter: Dodge City Public Library	Jun-14
PML	KanPay Counter: Pioneer Memorial Library	Jun-14
MCPL	KanPay Counter: Mary Cotton Public Library	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
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	Jul-14
USD501	KanPay Counter: Ross Elementary School	Jul-14
KDOR	KanPay Counter: Driver Control Office	Jul-14
KDOR	KanPay Counter: Titles and Registrations	Jul-14
MNCO	KanForm: Marion County	Jul-14
CYBENN	KanForm: City of Bennington	Jul-14
CYMCL	KanPay Counter: City of McLouth	Jul-14
CYHAR	KanPay Counter: City of Harveyville	Jul-14

CYCOL	KanPay Counter: City of Columbus	Jul-14
KUMHRI	KanPay Counter: Kansas University Mental Health Research	Jul-14
ANCO	KanPay Counter: Anderson County Treasurer	Jul-14
LNCO	KanPay Counter: Linn County Treasurer	Jul-14
CKCO	KanPay Counter: Cherokee County Treasurer	Jul-14
CKCO	KanPay Counter: Cherokee County Health Department	Jul-14
KDHE	KanForm: KS Environmental Conference Registration Late	Jul-14
CRCORWD1	KanPay Counter: Crawford County RWD 1	Aug-14
NMCORWD4	KanPay Counter: Nemaha County RWD 4	Aug-14
EWCORWD1	KanPay Counter: Ellsworth County RWD 1	Aug-14
ANCORWD5	KanPay Counter: Anderson County RWD 5	Aug-14
CFCORWD3	KanPay Counter: Coffey County RWD 3	Aug-14
BUCORWD7	KanPay Counter: Butler County RWD 7	Aug-14
MOCORWD12	KanPay Counter: Montgomery County RWD 12	Aug-14
KSA	KanForm: Kansas Sheriffs' Association Vendor Registration	Aug-14
ELCOEMS	KanPay Counter: Ellis County EMS	Aug-14
ELCOSW	KanPay Counter: Ellis County Solid Waste	Aug-14
CYBENTON	KanPay Counter: City of Benton	Aug-14
FICO	KanPay Counter: Sheriff's Office Property Tax	Aug-14
FICO	KanPay Counter: Sheriff's Office MVR Fees	Aug-14
FICO	KanPay Counter: Sheriff's Office General Fees	Aug-14

Support Statistics

Summary of the number of Live Chats, E-mails and Cases Reported from March 21–April 24.

Month	Live Chats	E-mails	Cases Reported
Jan-14	109	787	188
Feb-14	227	884	213
Mar-14	360	825	163
Apr-14	441	909	170

Site Promotions

The following site promotions were launched on Kansas.gov from March 21 – April 24.

Main Feature Position	Service Promoted	Visits
1	KSSOS: Annual Reports	684

2	KDOL: KLIC February Labor Market Report	82
2	KDOL: KLIC February Labor Market Report	34
2	KSIC: InsureKS.org	3
3	KDOR: Refund Status	546
3	KSSOS: Annual Reports	3
4	KDOR: WebFile	1742
4	KDOR: Refund Status	33
5	KDOR: WebFile	76
5	LEG: Legislature in Session	60
6	Kansas.gov blog	49
6	LEG: Legislature in Session	4
7	Flickr: Featured Photo	25
7	Kansas.gov blog	4
8	Flickr: Featured Photo	5

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The below table summarizes the top 5 visited pages on Kansas.gov from March 21–April 24.

Page	Page Views	Time on Page
Government	33,268	1:42
Search	32,203	2:13
Employment	24,413	1:40
Business Center	24,016	2:49
Services	19,888	1:26

Marketing

Agency	Service	Type	Description
KSDE	Education Post Card	Social Networking	Statewide Interest
KDOL	Workers Comp. Benefit Levels	Social Networking	Statewide Interest
CY_LAWRENCE	Lawrence Farmer's Market	Social Networking	Statewide Interest
CY_SCOTTCITY	Explore Scott City	Social Networking	Statewide Interest
KDWPT	Scenic Byways	Social Networking	Statewide Interest
KDWPT	State Parks	Social Networking	Statewide Interest
KDOL	KLIC Monthly Labor Report	Social Networking	Official Site Promo
KDEM	KSU ReadyCampus Event	Social Networking	Statewide Interest
KAAAC	Michelle Obama to Speak	Social Networking	Statewide Interest
KDWPT	Scenic Byways	Social Networking	Statewide Interest
KDADS	Older worker Awards Ceremony	Social Networking	Statewide Interest
KDOT	LED Transportation Lights	Social Networking	Statewide Interest
KDWPT	Calendar of Events	Social Networking	Statewide Interest
NetWork KS	Youth Entrepreneurship Challenge	Social Networking	Statewide Interest

KDA	Earth Day	Social Networking	Statewide Interest
KFAC	Summer Courses Offered	Social Networking	Statewide Interest
KASB	Defend the American Dream	Social Networking	Statewide Interest
CY_KANSASCITY	KC Metro Net Gain	Social Networking	Statewide Interest
KDHE	Pet First Aid Month	Social Networking	Statewide Interest
McConnell AFB	USAF Tankers Based at MAFB	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.
KSBTP – 2013Updates	Jan 14	1	1	1	1	1	1	1	1	On August 15, 2013 we requested that 2 words be added to one page of our on-line renewal process. Requesst [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 fianlly [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. 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.
KDOC – 2 Forms for Rural Opportunities	Feb 22	5	5	5	5	5	3	5	4	Todd Smith is very pleasant to work with.

Conference									
Total		16	16	15	15	13	13	15	14
Average		4.00	4.00	3.75	3.75	3.25	3.25	3.75	3.50

The board reached a consensus that the following statement describes the vision of INK.

"Delivering world-class digital Government."

The following were items the board articulated as the strengths and weaknesses of INK:

Strengths:
- Adequate funding available: Grants
- Diversity of the membership to bring requirement perspectives
- Leverage vendor development teams
- Corporate structure flexibility
- Strong relationship with larger agencies
- Legacy of self-funded model
- Product offerings to customers
- State (state, county, local) enterprise applicability
- Not complacent

Weaknesses:
- Lack of agency focus across the enterprise
- Lack of agency/public understanding of INK's capabilities
- Perception of INK
- Legislative risk – Sweep of funds
- Citizen awareness of Kansas.gov
- Inadequate planning for new technologies
- Slow to adapt to current industry trends and functionality
- Amount of work for one person

The board determined the following core values of the organization.

- Retain self-funded model to provide information for public benefit
- Enterprise focused – public and private
- Improvement through cooperative partnerships
- Forward Thinking
- Good stewards of the data
- Accountable, Responsible and transparent
- Board member diversity
- Face of e-government

The board determined the goals of the board over the term of the strategic plan.

- Increase awareness of INK to citizens, agencies and businesses
    - Public information officer
    - Expand agency participation with portal
    - Engage customer groups for service input

- o Develop/Implement Marketing/Education Plan

- Maintaining and delivering core values

- Unified Web/Digital strategy
  - o Proactive development of forward thinking grants

- Diversifying collaborative services
  - o Unified licensing
  - o Open records publication
  - o Mobile development
  - o Facilitate/enable collaborative services

- Perform portfolio assessment to improve performance, enhance existing services and prioritize
  - o Assess our capacity

- Enterprise account management
  - o Unified industry approved user interface

The board developed the following action items.

1. Increase Awareness: Develop a multiple pronged Marketing Analysis.
   - Agencies need to know what we can do
     - o 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.
     - o Who is using our services?
     - o How do we expand?
     - o Utilize cross-marketing techniques

   A preliminary report to be completed by Hollingsworth and KIC by July 2014

   - Apply for National Awards
     - o Creates national awareness
     - o 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
   - 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

- o 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

Requirements by year:

2014

What:	Increase Awareness: Develop a multiple pronged Marketing Analysis
When:	A preliminary report to be completed by **July 2014**
Who:	KIC and Executive Director

What:	Apply for National Awards
When:	**2014 business plan and annually**
Who:	KIC and Executive Director

What:	Create Public Information Office
When:	**2014 business plan**
Who:	KIC and Executive Director

What:	Maintaining Core Values
When:	**May 2014**
Who:	INK Board of Directors

What:	Develop Core Value Measurements
When:	**2014 business plan then annually**
Who:	KIC and Executive Director

What:	Diversify and broaden collaborative services
When:	**2014 business plan then annually**
Who:	KIC and Executive Director

What:	Perform Portfolio Assessment
When:	**September 2014**
Who:	Board subcommittee, assigned by chair

What:	Rationalize portfolio assessment
When:	**December 2014**
Who:	Board subcommittee, assigned by chair

2015

What: Develop Leadership Continuity Plan
When: **Q1 of 2015**
Who: INK Board Executive Committee

What: Develop Unified Strategy
When: **Q1 of 2015**
Who: KIC and Executive Director

What: Develop Core Value Measurements
When: **2014 business plan then annually**
Who: KIC and Executive Director

What: Diversify and broaden collaborative services
When: **2014 business plan then annually**
Who: KIC and Executive Director

2016

What: Apply for National Awards
When: **2014 business plan and annually**
Who: KIC and Executive Director

What: Develop Core Value Measurements
When: **2014 business plan then annually**
Who: KIC and Executive Director

What: Diversify and broaden collaborative services
When: **2014 business plan then annually**
Who: KIC and Executive Director

2017

What: Apply for National Awards
When: **2014 business plan and annually**
Who: KIC and Executive Director

What: Develop Core Value Measurements
When: **2014 business plan then annually**
Who: KIC and Executive Director

What: Diversify and broaden collaborative services
When: **2014 business plan then annually**
Who: KIC and Executive Director

2018

What: Apply for National Awards
When: **2014 business plan and annually**
Who: KIC and Executive Director

What: Develop Core Value Measurements
When: **2014 business plan then annually**
Who: KIC and Executive Director

What: Diversify and broaden collaborative services
When: **2014 business plan then annually**
Who: KIC and Executive Director

What: Assess the functionality of Enterprise account management
When: **Q4 of 2018**
Who: ?

KSHS - Visitor Center   **Amount Requested:**   **$150,000**

Scoring		Executive CITO	Legislative CITO	Judicial CITO	INK Board Member	Committee Average Score	Grant Application 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

	Executive CITO	Legislative CITO	Judicial CITO	INK Board Member
Fund Application	Yes	Yes	Yes	Yes
Do Not Fund Application		No		
Further consideration/Pending Questions		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