Kansas

Information Network of Kansas

AD ASTRA PER ASPERA

Board of Directors Meeting

August 5th, 2014

AGENDA
Information Network of Kansas Inc.
Board of Directors Meeting
700 SW Harrison Topeka, Kansas 66603
2nd Floor Conference Room
Tuesday August 5th, 2014
10:00am - 1:00pm CST

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.*

> July 2014 INK Board Minutes
> July 2014 Executive Director Report
> July 2014 Network Manager Report

Service Requests

There are no service requests for July.

Contracts for Approval

OITS – Avamar Hosting: Three year contract to host INK's Avamar server. Contract will provide for hosting services, network access and support. The contract includes 2013 charges for initial setup.

The following entities are requesting an Over-the-Counter service which will allow using credit cards and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. These are a fee services.

Iola Public Library (KPC)
Pioneer Memorial Public Library (KPC)
Independence Public Library (KPC)
Kansas Department of Labor (KPC)
University of Kansas Aerospace Engineering (KPC)
City of Minneapolis (KPC)
City of Gorham (KPC)

The following entities are requesting a KanForm service to build simple forms to collect data and online payments. Development of the INK application for this service is at no cost to the contracted government agencies. These are fee services.

Kansas University Tertiary Oil Recovery Program (KanForm)
Kansas Department of Labor (KanForm)

Regular Agenda:

1. **2nd Quarter 2014 Financial Update**   **20 minutes**
2. **Board Member Update**   **20 minutes**
3. **Kansas Business Center Update**   **60 minutes**
4. **Executive Session: Personnel Matters**   **30 minutes**
5. **New Business**
6. **Adjourn**

AGENDA
Information Network of Kansas Inc.
Board of Directors Meeting
700 SW Harrison Topeka, Kansas 66603
2nd Floor Conference Room
Tuesday August 5th, 2014
10:00am - 1:00pm CST

Next Meeting September 2nd, 2014

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

The August 5, 2014 meeting was conducted in 700 SW Harrison, Topeka, Kansas, 66603, 2nd Floor Conference Room.

Board members and proxies present: Jim Clark, Joe Connor, Kevin Cronister (Jordan), Gary Landeck, Travis Rozean, Kathy Sachs (Kobach), Scott Hill and Donna Shelite (Schlinsog). Others present: Jim Hollingsworth, INK Executive Director, Phil Elwood of Goodell Stratton Edmonds & Palmer (INK Counsel), Jim Minihan of iMerge Consulting, Scott Somerhalder of NIC, Inc., Shane Myers, Todd Smith and Wayne Dirks (Kansas Information Consortium LLC), and Bryan Dreiling (OITS).

At 10:00 a.m. Connor called the meeting to order. Connor introduced the consent agenda for approval.
August 2014 INK Board Minutes
August 2014 Executive Director Report
August 2014 Network Manager Report

Contracts presented for approval:
OITS – Avamar Hosting
Iola Public Library (KPC)
Pioneer Memorial Public Library (KPC)
Independence Public Library (KPC)
Kansas Department of Labor (KPC)
University of Kansas Aerospace Engineering (KPC)
City of Minneapolis (KPC)
City of Gorham (KPC)
Kansas University Tertiary Oil Recovery Program (KanForm)
Kansas Department of Labor (KanForm)

Landeck moved to approve the consent agenda, Hill seconded. Motion passed.

Clark provided an update on the 2nd quarter financial results to the board stating no anomalies exist. Discussion ensued. Clark moved to accept the 2nd quarter financials, Sachs seconded. Motion passed.

Landeck provided an update regarding the selection of a new board member to replace the position being vacated by Rozean. Landeck stated they had one candidate and are searching for two other candidates which meet the INK statutory requirements. Landeck anticipated being able to provide the complete candidate recommendation for the September INK board meeting.

Hollingsworth provided a brief description of Secretary of State conducted user group meetings held to review the new content for the Kansas Business Center. Sachs explained the purpose of the meetings was to preview the new content layout and to gather user feedback on the design and to gain input from the group for additional content or functionality that would be helpful to them performing business registration and licensing. Sachs stated that the group would continue

to meet even after the initial launch in order to continue to modify the business center for their needs.

Myers provided a prototype demonstration of the content being developed by the Secretary of State's office into the existing structure of the Kansas Business Center contained within Kansas.gov, the state's web portal. Discussion ensued.

Somerhalder addressed the board of directors thanking them for the execution of the Network Manager contract. Somerhalder stated the contract is evidence of the board's confidence and recognition of the financial investment made by NIC over the past two years to provide a more stable and reliable network environment. Somerhalder expressed NIC's continued commitment of KIC and NIC to Kansas.

At 10:45 a.m., Cronister moved that the meeting of the Information Network of Kansas be recessed for a closed, executive meeting pursuant to KSA 75-4319, to discuss matters relating to personnel issues and that the Information Network of Kansas resume the open meeting in this room at 11:30 a.m. and 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 Clark. Motion passed.

At 11:25 a.m. Connor returned the board to regular session stating no binding action had been taken.

At 11:25 a.m. Cronister moved that the meeting of the Information Network of Kansas be recessed for a closed, executive meeting pursuant to KSA 75-4319, to discuss matters relating to personnel issues and that the Information Network of Kansas resume the open meeting in this room at 12:00 p.m. and 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 Clark. Motion passed.

At 11:55 a.m. Connor returned the board to regular session stating no binding action had been taken.

At 11:55 a.m. Cronister moved that the meeting of the Information Network of Kansas be recessed for a closed, executive meeting pursuant to KSA 75-4319, to discuss matters relating to personnel issues and that the Information Network of Kansas resume the open meeting in this room at 12:15 p.m. and 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 Shelite. Motion passed.

At 12:10 p.m. Connor returned the board to regular session stating no binding action had been taken.

Having no further action, Connor adjourned the meeting at 12:10 p.m.

Executive Director Report

Submitted by Jim Hollingsworth
INK Executive Director

For Month Ending: **July 2014**

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 June

Strategy	Tactics	Complete	In Progress	On Target %	Canceled	Delayed (This Year)	Postponed (Next Year)	New
Strategy 1	8	0	2	38%	0	0	0	0
Strategy 2	10	0	7	70%	0	0	0	0
Strategy 3	21	1	13	86%	1	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**	**30**	**67%**	**1**	**0**	**0**	**0**

State Entity Grants:

*changes are highlighted

Active Grants

KSHS Statehouse Visitor Center:

- **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

Functionality and product selection discussions continue.

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**
- Much of this month was spent with meetings regarding this initiative. Have met with both the Content team, (SOS, Network Kansas, KDOR, KIC, INK) and the Technical Team (KDOR, SOS, KIC, OITS) to discuss and understand what functionality is desired by each team.
- It was decided that an INK project manager would not be hired until after the Phase 1, due by Sept. 2, is complete.
- There still exists process and security questions and concerns and the respective teams are working the issues to discover solutions or alternatives
- It has been reiterated in both team meetings that INK will take over the project at the conclusion of Phase 1.
- **SOS has conducted two sessions of user review. The first group consisted of user groups. Attending were lawyers, CPAs and our own Mr. Landeck. Kathy conducted a walk-through of the application content. Terrific feedback was given by the group including the addition of a new tab for tax professionals that list only the forms required. There was good discussion that this group knew what they needed to do and only needed the forms to be able to do it. Having a list of the available or applicable forms would be a great service for them. The second group consisted of Labor and Revenue to review the site. Both groups appeared enthusiastic to participate.**

  A group meeting was also held with SOS and KIC to review a demo of the inclusion of the content being developed by SOS into the portal. Overall, the demo was received well by SOS. As the content for the site is still being developed discussions commenced regarding the timeline of when SOS would complete the content development and when KIC may implement the content into the portal. It is important to note here that the content being developed by SOS has been accepted well by the user groups and will be a great improvement to the existing KBC content. Some of the content includes videos of Sec Kobach of explanations of the different types of business formations. The August INK meeting will include a short demonstration of the inclusion of the SOS content into the KBC structure on the portal.

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.

Avamar Updates
- The Va. and Tx. facilities were upgraded to Avamar v7.
- KIC notified INK that the NIC server experienced extremely high CPU utilization and required restarting. Although not confirmed, it is believed the Avamar update and the Oracle database version may be causing the issue.
- Updates to the Avamar server have been postponed since 5/13/14 so as to not destabilize the portal and agency applications.
- Currently, the Texas facility is being used to test an upgrade the Oracle database and further test that the backup can be run successfully. NIC is working closely with Oracle and Avamar technicians. If the test is successful, the solution will be deployed in the Va. facility.
- Once the Avamar backups are reinitiated, the system will go back to the last update and begin replicating the changes to the INK Avamar server.
- Met with Mit Winter or Alexander Open Systems (AOS) and EMC representatives to discuss the upgrade of INK's Avamar server to increase capacity and uplift the operating system.
- The upgrade will require coordination with KIC/NIC technicians to ensure operating system compatibility.
- I have requested that AOS provide capacity reports on the existing INK Avamar server to determine the timeline for the requirement to increase the size of the memory.
- Preliminary bid for the upgrade is approximately $27k. This amount is essentially the same amount expended for the current server with the increase of memory from 2 terabytes to 8 terabytes.
- NIC successfully upgraded Avamar source to version 7.
- Backup to INK QAvamar has resumed. NIC has implemented VDMK backup following Robert Brady and Minihan's requests. This reconfiguration of the backup will provide a greatly reduced time to recover the Avamar from days or weeks to hours.
- Currently waiting for Avamar backup to catch up in order to calculate load capacity and ongoing memory storage requirements. Have talked with AOS and EMS to have them provide the capacity reports.
- **Capacity reports have been received and are under review. The reports are going to be used to determine if an upgrade of the Avamar hardware will be required based upon the operating system upgrade performed by NIC at the source and the volume of backup data currently being received from NIC due to the reconfiguration and upgrade of the operating system changes.**

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.)
- Met July 22. Updates from each of the three branch CITOs were received. Notable was that the KEES application has been put on hold.
- I, Shane and James Adams were asked and presented to the ITEC an overview of INK and an overview of the development of the Kansas portal.
- John Byers, the Chief Information Security Office (CISO) presented a revised default information security policy for all entities of the state. The development of the policy has been underway for eight months. I was a part of these discussions. The purpose of the language uplift was to review and revise the existing policy in order to make the language and requirements more readable and more easily understood of what needs to be

performed to comply. Several discussions were held during the process with entities outside the counsel during its development, including Legislative Post Audit. Their inclusion was an attempt to gain insight into their desired goals and to provide a "checklist" of compliance items that LPA regularly seeks. Perhaps most importantly, this policy will now include the Regents under its applicability. All previous versions of security policy overtly excluded the Regents. This is a very big deal. Members of the committee included K State, KU, KU Med, KBI, Legislature and INK.

Information Technology Advisory Board (ITAB) (Agency CIOs and senior managers of state information technology ITAB is chaired by the Executive Branch CITO)
- Did not meet in July. Meetings have been moved to quarterly.

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))
- July meeting was dedicated to the briefing of the proposed default IT security policy. The members of the council represent many of the agencies. After discussions and questions were addressed, unanimous approval was gained to present the policy to ITEC for adoption.

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 July

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 Kathy Sachs).
- The committee has experienced a great deal of member turnover. Kathy has begun a process of review of the statutes, policies, contracts and regulations governing the PKI initiative. The current contract with Symantec expires Dec 2014. The decision to move to an existing contract on file with the Dept of Administration under the security products contract or to go out for a separate RFP needs to be determined, but it was felt that before that decision could be reached a deeper understanding of the existing environment is needed, given the number of new members attending. You may recall that KDOR determined to not continue the use of digital certificates which greatly reduced the number of recurring certificates needed. As this is an election year, SOS has stated that they will not be introducing any new vendor to the process prior to the conclusion of the election in November. This requires the group to have the determination completed in order to facilitate the decision of vendor selection and pricing following Nov and prior to Dec 31.

GIS Policy Board (The Kansas GIS Policy Board is responsible for the development of standards, strategies, and policies that emphasize cooperation and coordination among agencies, organizations, and government entities in order to maximize the cost effectiveness of GIS by creating public and private partnerships throughout Kansas.)
- Did not meet in July.

INK Executive Director Board FY 2014 Meeting Follow Up Items:

July: Complete the execution of the Network Manager contract:
Completed

INK Executive Director 2014 Goal Tracking:

- Goals are to be approved at the August 2014 meeting.

Information Network of Kansas
Board of Directors

Kansas Information Consortium, LLC
General Manager's Report

Month Ending July 31, 2014

Inside

Executive Summary

Kansas.gov is staying very busy and productive as the month of July is wrapping up.

- The KIC team was engaged in many discussions and meeting with stakeholders regarding the Kansas Business Center initiative. Working towards a short-term goal of delivering updates by September 8, KIC is dedicating many resources towards this project.

- KIC Business Development Managers and Project Managers had a busy month! BDMs launched 16 products to both state and local government entities. PMs launched 5 PCRs to our state 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 July.

Contracts for Approval

Iola Public Library (KPC) – Iola 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.

Pioneer Memorial Public Library (KPC) – Pioneer Memorial 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.

Independence Public Library (KPC) – Independence 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.

Kansas Department of Labor (KPC) – Kansas Department of Labor 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.

University of Kansas Aerospace Engineering (KPC) – University of Kansas Aerospace Engineering 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 Minneapolis (KPC) – City of Minneapolis 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 Gorham (KPC) – City of Gorham 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 University Tertiary Oil Recovery Program (KanForm) – Kansas University Tertiary Oil Recovery Program requests a Form Building service specifically designed for state and municipal governments and offers you the ability to build simple forms to collect data and online payments. 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 Labor (KanForm) – Kansas Department of Labor requests a Form Building service specifically designed for state and municipal governments and offers you the ability to build simple forms to collect data and online payments. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.
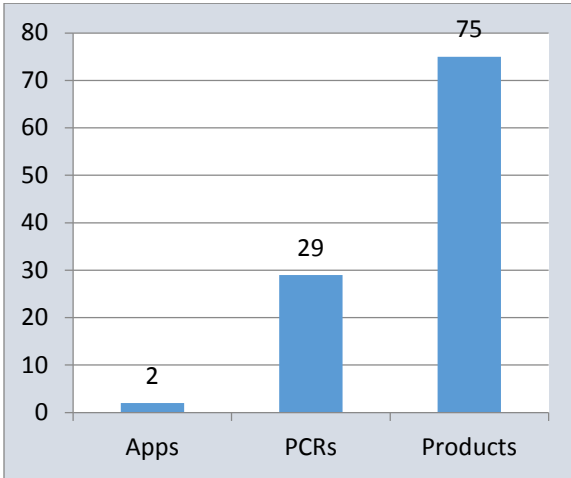
Deployment Summary

Year-to-Date

Monthly Deployments (since January 2014)

	Jan	Feb	Mar	Apr	May	June	July
◆ Applications	1	0	1	0	0	0	0
■ Project Change Requests	4	2	7	5	4	2	5
▲ Products	11	16	3	9	8	12	16
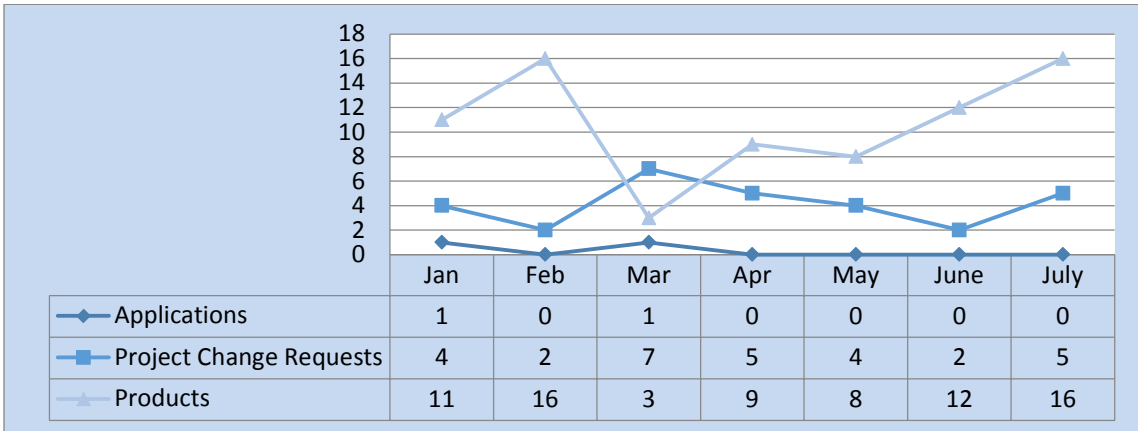
Applications Deployed

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

Project Change Requests Deployed

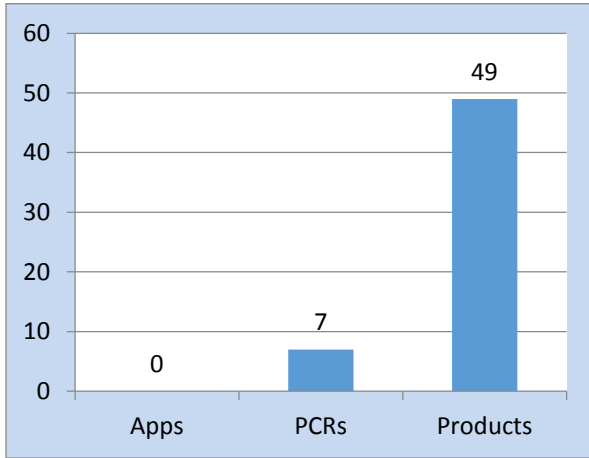| Agency	Project Name	Deployment (Month)
KDOR	Title Lien and Registration Search (TLR) 2013 Updates	Jan-14
KDOR	WebFile Homestead Claim 2013 Tax Year Update	Jan-14
KDOR	WebFile Income Tax Return 2013 Tax Year Update	Jan-14
KDADS	HOC Criminal History Record Check Change Backend Host	Jan-14
KSSOS	Corporate 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
KBP	Pharmacy License Renewal Enhance Export Notification	May-14
KBP	Pharmacy License Renewal Remove Disciplinary Restriction	May-14
BSRB	BSRB License Renewals 2014 Enhancements	May-14
KSBN	Nurse License Verification Change License View	May-14
KSSBEO	Optometry License Portal Change CEU Display Rules	Jun-14
KSSOS	Articles of Incorporation (AOI) Remove Cover Letter Content	Jun-14
KDB	Dental License Verification 2013 Responsive Design	Jul-14
KDOR	IFTA Additional Decals Update Permit Contact	Jul-14
COTA	COTA Search Suite 2013 Updates	Jul-14
BOA	CPA License Renewal Update Statute Verbiage	Jul-14
KBI	Limited Criminal History Search Enhance Printing Feature	Jul-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

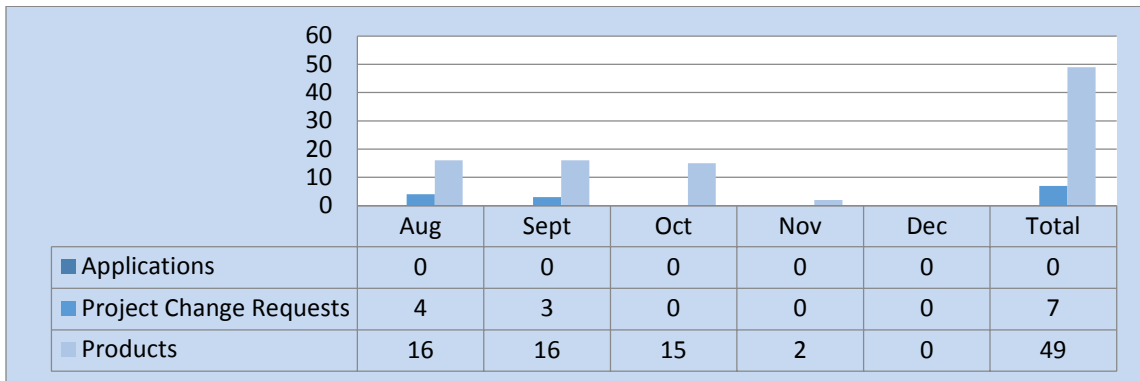| FNCO	KanPay Counter: Finney County Treasurer	Jan-14
FNCO	KanPay Counter: Finney County Motor Vehicle	Jan-14
RLCOGIS	KanPay Counter: Riley County GIS	Jan-14
WYCO	KanPay Counter: Wyandotte Planning	Jan-14
KBOB	KanForm: Expired License Restoration as of 2014	Jan-14
KBOB	KanForm: License New and Renewals (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
FPL	KanPay Counter: Fredonia Public Library	May-14
RCL	KanPay Counter: Rossville Community Library	May-14

FICOHD	KanPay Counter: Finney County Health Department	May-14
USD359	KanPay Counter: Argonia High Schools	May-14
USD359	KanPay Counter: Argonia Elementary Schools	May-14
CYCS	KanPay Counter: City of Conway Springs	May-14
CYGEN	KanPay Counter: City of Geneseo	May-14
FLK	KanPay Counter: From Land of Kansas Form	May-14
KDHE	KanForm: KS Environmental Conference Complimentary Reg	14-Jun
KDHE	KanForm: KS Environmental Conference Registration	14-Jun
KDHE	KanForm: KS Environmental Conference Vendor Regis	14-Jun
DCPL	KanPay Counter: Dodge City Public Library	14-Jun
MCPL	KanPay Counter: Mary Cotton Public Library	14-Jun
PML	KanPay Counter: Pioneer Memorial Library	14-Jun
EPL	KanPay Counter: Eudora Public Library	14-Jun
CYBUFFALO	KanPay Counter: City of Buffalo	14-Jun
EWCORWD1	KanPay Counter: Ellsworth County RWD 1	14-Jun
HVCOCL	KanPay Counter: Harvey County Clerk	14-Jun
HVCOCPZ	KanPay Counter: Harvey County Planning and Zoning	14-Jun
RCCOHD	KanPay Counter: Rice County Health Department	14-Jun
BUCORWD3	KanPay Counter: Butler County RWD 3	14-Jul
KSA	KanForm: Kansas Sheriffs' Association Vendor Registration	14-Jul
KUCR	KanForm: TORP EKOGA Conference	14-Jul
KUKGS	KanForm: Midwest Ground Water Conference Late	14-Jul
KUKGS	KanForm: Midwest Ground Water Vendor	14-Jul
CYMINN	KanPay Counter: City of Minneapolis	14-Jul
BUCORWD7	KanPay Counter: Butler County RWD 7	14-Jul
KUTORP	KanPay Counter: KU Tertiary Oil Recovery Program	14-Jul
THCO	KanPay Counter: Thomas County Treasurer	14-Jul
CPL	KanPay Counter: Cheney Public Library	14-Jul
CYBENTON	KanPay Counter: City of Benton	14-Jul
CYULY	KanPay Counter: City of Ulysses	14-Jul
KDHE	KanForm: KS Environmental Conference Registration Late	14-Jun
KDOL	KanPay: KDOL Workers Compensation	14-Jul
KDOL	KanPay: KDOL Health and Safety	14-Jul

In-Development Summary

Through End of Year 2014

Monthly Deployments (through end of year 2014)

	Aug	Sept	Oct	Nov	Dec	Total
▪ Applications	0	0	0	0	0	0
▪ Project Change Requests	4	3	0	0	0	7
▪ Products	16	16	15	2	0	49

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	Resident Agent/Office Amendments Store Multiple Email Address	14-Aug	
KSSOS	Corporate Name Change Store Multiple Email Address	14-Aug	
KSSOS	Articles of Incorporation (AOI) Store Multiple Email Address	14-Aug	
KSSOS	Corporate Annual Report Store Multiple Email Address	14-Aug	
KIC	Kansas Business Center Simplified Login	14-Sep	
KIC	Kansas Portal: 2014 KBC Content	14-Sep	
KIC	KanAccess KBC Related Enhancements	14-Sep	

Projects On-Hold

Agency	Project Name	On-Hold Date	On-Hold Reason
KDOR	DLR Interactive DMV Modernization	14-Apr	Partner is working with third partner vendor to complete project.
KDOR	Driver License Reinstatements 2011 Rewrite	14-Apr	Partner is working with third partner vendor to complete project.
KDA	KDA System Automation Payment Process System Automation Implementation	14-Feb	Partner is working with third partner vendor to setup new hosting environment.
KDOR	Tax Payment Portal CCP Implementation	14-Jul	Partner is working with third partner vendor to complete project.
KSSOS	Nightly Corporations Batch	14-Jul	Partner requested.
KSSOS	UCC Batch	14-Jul	Partner requested.
KBP	Pharmacy License Renewal 2015 Updates	14-Jul	KBC initiative
KBP	License Renewal: Change Background Color	14-Jul	KBC initiative
KSBEMS	Attendant License Renewal: 2014 Cycle Updates	14-Jul	KBC initiative
KBI	Limited Criminal History Search Add Admin CDB Search	14-Jul	KBC initiative
KBP	Pharmacy License Renewal 2014 Cycle Updates	14-Jul	KBC initiative
KDB	Dental License Renewal 2014 Cycle Updates	14-Jul	KBC initiative
KDHE	Dry Cleaners Registration Content Changes 2013	14-Jul	KBC initiative
KIC	KanForm: Integrate KanAccess	14-Jul	KBC initiative
KDADS	HOC License Renewal: Change Backend Host	14-Jul	KBC initiative
KDHE	KanPay Payment Portal: COBRA Insurance Application Implementation	14-Jul	KBC initiative

Agency	Project Name	Deploy Date	Notes
KDOR	KanPay Payment Portal: ABC Licensing Implementation	14-Jul	KBC initiative
KSBTP	KanPay Payment Portal: System Automation Implementation	14-Jul	KBC initiative
OJA	District Court Record Search Migrate SNCO to FullCourt	14-Jul	KBC initiative
KIC	KanSite	14-Jul	KBC initiative
KIC	Kansas Portal: 2014-15 Updates	14-Jul	KBC initiative
KSICC	KanSite: Web Site Implementation	14-Jul	KBC initiative

Products in Development

Agency	Project Name	Scheduled Deploy (Month)
KWO	Governor's Conference on the Future of Water in KS 14	Aug-14
KWO	Governor's Conference on the Future of Water in KS 14 Late	Aug-14
KUMHRI	KanPay Counter: Kansas University Mental Health Research	Aug-14
MCPL	McPherson Public Library	Aug-14
GARPL	Garnett Public Library	Aug-14
INDYPL	Independence Public Library	Aug-14
CHPL	Chanute Public Library	Aug-14
IPL	KanPay Counter: Iola Public Library	Aug-14
PLCO	Phillips County EMS	Aug-14
CYGORHAM	City of Gorham	Aug-14
CYCHERRY	KanForm: City of Cherryvale	Aug-14
CYCHERRY	KanPay Counter: City of Cherryvale	Aug-14
CYKINSLEY	KanForm: City of Kinsley Courts	Aug-14
CYKINSLEY	KanForm: City of Kinsley Water and Sewer	Aug-14
CYKINSLEY	KanPay Counter: City of Kinsley Courts	Aug-14
CYKINSLEY	KanPay Counter: City of Kinsley Water and Sewer	Aug-14
KCC	KanPay Counter: Kansas Corporation Commission	Sep-14
KDOR	KanPay Counter: Driver Control Office	Sep-14
KDOR	KanPay Counter: Titles and Registrations	Sep-14
KSBN	KanPay Counter: KSBN	Sep-14
GBPL	KanPay Counter: Great Bend Public Library	Sep-14
PPL	KanPay Counter: Pittsburg Public Library	Sep-14
VCL	KanPay Counter: Valley Center Library	Sep-14
BSPL	KanPay Counter: Bonner Springs Public Library	Sep-14
CFCORWD3	KanPay Counter: Coffey County RWD 3	Sep-14
CRCORWD1	KanPay Counter: Crawford County RWD 1	Sep-14
MGRWD12	KanPay Counter: Montgomery County RWD 12	Sep-14

ANCORWD5	KanPay Counter: Anderson County RWD 5	Sep-14
NMCORWD4	KanPay Counter: Nemaha County RWD 4	Sep-14
CYOBERLIN	City of Oberlin	Sep-14
CYOBERLIN	City of Oberlin Court	Sep-14
CYROZEL	City of Rozel	Sep-14
GRCOCC	KanPay Counter: Grant County Civic Center	Oct-14
FOCO	KanForm: Ford County Register of Deeds	Oct-14
FOCO	KanPay Counter: Ford County Expo Center	Oct-14
FOCO	KanPay Counter: Ford County Health Department	Oct-14
FOCO	KanPay Counter: Ford County Landfill	Oct-14
FOCO	KanPay Counter: Ford County Register of Deeds	Oct-14
LNCO	KanPay Counter: Linn County Treasurer	Oct-14
ELCOEMS	KanPay Counter: Ellis County EMS	Oct-14
ELCOSW	KanPay Counter: Ellis County Solid Waste	Oct-14
ANCO	KanPay Counter: Anderson County Treasurer	Oct-14
CKCO	KanPay Counter: Cherokee County Health Department	Oct-14
CKCO	KanPay Counter: Cherokee County Treasurer	Oct-14
CYCOL	KanPay Counter: City of Columbus	14-Oct
CYHAR	KanPay Counter: City of Harveyville	14-Oct
CYMCL	KanPay Counter: City of McLouth	14-Oct
USD501	KanPay Counter: Chase Middle School	14-Nov
USD501	KanPay Counter: Ross Elementary School	14-Nov

Support Statistics

Summary of the number of Live Chats, E-mails and Cases Reported from June 19 – July 19.

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
May-14	560	806	167
Jun-14	454	539	164
Jul-14	447	786	189

Site Promotions

The following site promotions were launched on Kansas.gov from June 19 – July 24.

Top Promoted Information	Visits
KSSOS	294
KSAG	230
Kansas State Treasurer	208
KSInsurance.org	148
GOV: About the Lt. Governor	132
Kansas Business Center	57
KDOR: Electronic Services for Sales (Retailers)	48
KSSOS: Dissolutions	46
KDOR: Business Closed or Sold	44
Kansas Business Center (Application)	34

The below table summarizes the top 5 visited pages on Kansas.gov from June 19 – July 24.

Page	Page Views	Time on Page
Services	20,428	0:57
Search	17,919	1:37
Business Center	10,618	3:05
Government	9,965	1:10
Resident	6,008	1:29

Marketing

Agency	Service	Type	Description
KHS	KATP Field school	Social Networking	Statewide Interest
KIC	Kansas.gov New Website Launch	Social Networking	Statewide Interest
KDOT	National Tire Safety Week	Social Networking	Statewide Interest
KWO	Drought Declaration	Social Networking	Statewide Interest
KSDE	Focus Groups	Social Networking	Statewide Interest
KDA	Kansas Dairy Month	Social Networking	Statewide Interest
KHCF	Scholarship Ceremony	Social Networking	Statewide Interest
NWX	Kansas Weather	Social Networking	Statewide Interest
GOV	Lesser Prairie Chickens Update	Social Networking	Statewide Interest
KDADS	Mental Health Treatment	Social Networking	Statewide Interest
KDA	Read the Label Campaign	Social Networking	Statewide Interest
KBA	Appellate Court Clerk Retirement	Social Networking	Statewide Interest
KDOL	April Labor Market Report	Social Networking	Statewide Interest

KAAAC	Makin Moves Presents WOW	Social Networking	Statewide Interest
KDWPT	National Trail Day	Social Networking	Statewide Interest
KSDE	Summer Academy Registration	Social Networking	Statewide Interest
KDOT	Myth Busters test 4-way stop vs. roundabout	Social Networking	Statewide Interest
KDOT	KTA Future Vision	Social Networking	Statewide Interest
Kansas Tourism	Logan Mize @ County Stampede	Social Networking	Statewide Interest
KDA	Home Water Conservation Tips	Social Networking	Statewide Interest
KDOL	Safety Awareness Month	Social Networking	Statewide Interest
Kansas Tourism	Hand Fishing Season	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 Conference	Feb 22	5	5	5	5	5	3	5	4	Todd Smith is very pleasant to work with.
Finney County Treasurer – KPC	Feb 24	5	5	5	5	5	5	5	5	My staff loves the ease of the KanPay process! Thank you!
KREAB – 2014 Updates	Mar 4	5	5	5	5	5	5	5	5	N/A
KSSBEO – 2014 Cycle Updates	Mar 4	5	4	4	3	2	3	4	3	It is still early from implementation of the project to see if there are any bugs in the upgrade. I've only had 12 licensees renew their license since it opened for renewals yesterday.
Riley County Treasurer, IT/GIS – KPC	Mar 12	4	4	4	4	4	4	4	4	N/A
Atchison Public Library – KPC	Mar 13	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.
KBI/KCJIS – KanForm	Jun 6	5	4	5	5	5	5	5	5	I primarily worked with Todd, Huston and Jeanine who were all very helpful and quick to resolve my issues. This was my first time using the KanPay and they were very patient with helping me work through using the site. Thank you again for all your help
25th Judicial District Community Corrections – KanPay	Jun 9	5	5	5	5	5	4	5	4	N/A
KBP – Renewal Discipline Changes	Jun 9	4	1	2	2	2	3	3	3	Setting up meeting to discuss "lessons learned" with Laura Williams on 6/12. Need better idea of roles, expectations, communications, deliverables, costing, etc. before engaging with Kansas.gov in the future.* *NOTE: The 6/12 meeting clarified that the dissatisfaction over this project was actually meant for OITS, not KIC. Partner had a lack of understanding on the roles and responsibilities for the two entities.
USD 359 – KPC	Jun 9	5	5	5	5	5	5	5	5	N/A
Finney County HD – KPC	Jun 9	5	5	5	5	5	5	5	5	N/A
Rossville Community Library – KPC	Jun 9	5	5	5	5	5	5	5	5	I was very pleased how easy and fast everything went from beginning to end. No problems or concerns whatsoever.
KDHE – KanForm	Jul 10	5	5	5	5	5	5	5	5	"Todd Smith is great to work with!"
City of Buffalo – KPC	Jul 10	5	5	5	5	5	4	5	5	N/A
Mary Cotton Public Library – KPC	Jul 10	5	5	5	5	5	5	5	5	"Very pleased with the way the project was handled and happy with the support if we need it."
RWD #1, Ellsworth – KPC	Jul 11	5	5	5	5	5	5	5	5	N/A

Total	19	89	84	85	84	81	81	86	83
Average		4.68	4.42	4.47	4.42	4.26	4.26	4.52	4.36