AD ASTRA PER ASPERA

Kansas

Information Network of Kansas

Board of Directors Meeting

September 2nd, 2014

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

Service Requests

There are no service requests for August.

Contracts for Approval

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.

City of Frankfort (KPC)
City of White City (KPC)
Chanute Public Library (KPC)
Kansas Department of Labor - Worker Compensation (KPC)
 Kansas Department of Labor – Unemployment Insurance (KPC)
Garnett Public Library (KPC)
City of Minneapolis Municipal Courts (KPC)
City of Rozel (KPC)
McPherson Public Library (KPC)
Unified School District 446 (KPC)

Regular Agenda:
1. **INK Financial and Agreed Upon Procedures Audits Draft** **30 minutes**
   Karen Linn – Berberich and Trehan
2. **Board Member Update**   **15 minutes**
3. **Avamar Upgrade**   **15 minutes**
4. **Executive Director Salary and Benefits Payments**   **20 minutes**
5. **Executive Director Goals**   **10 minutes**
6. **Lunch**   **20 minutes**
7. **Kansas Business Center Update**   **60 minutes**
8. **New Business**
9. **Adjourn**

   Next Meeting October 7th, 2014

Information Network of Kansas Inc.
Board of Directors Meeting Minutes
September 2, 2014

The September 2, 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, Kathy Sachs (Kobach), and Scott Hill.
Others present: Jim Hollingsworth, INK Executive Director, Phil Elwood of Goodell Stratton Edmonds & Palmer (INK Counsel), Jim Minihan of iMerge Consulting, Shane Myers, Ashley Gordon and James Adams (Kansas Information Consortium LLC).

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:
City of Frankfort (KPC)
City of White City (KPC)
Chanute Public Library (KPC)
Kansas Department of Labor - Worker Compensation (KPC)
 Kansas Department of Labor – Unemployment Insurance (KPC)
Garnett Public Library (KPC)
City of Minneapolis Municipal Courts (KPC)
City of Rozel (KPC)
McPherson Public Library (KPC)
Unified School District 446 (KPC)

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

Hollingsworth introduced Karen Linn of Berberich and Trehan. Linn discussed the draft Report to the Board of Directors and the scope and responsibilities of INK and Berberich and Trehan. Linn discussed the draft reports of the INK Financial Statements and Agreed-Upon Procedures report stating their overall finding of the audit is unmodified, which is the highest assurance they can provide. Linn stated there we two year end journal entries that needed to be performed. Linn stated they are waiting on two final confirmations but expect no change to the report. Linn asserted the final report should be completed by the INK October meeting. The board thanked Linn for their work.

Hill arrived

Landeck provided a progress report on the selection of a board member to serve in the capacity of a "user association of statewide character". Landeck stated they had received an affirmative reaction from a member of the Bankers Association and had placed calls to the Society of CPAs and Public Accountants. Sachs moved that when the respective groups provide their candidate that the names be submitted without preference. Cronister seconded. Motion carried.

Gordon provided a detailed review of the newly designed Kansas Business Center demonstrating several scenarios of user sign in. Gordon continued with a demonstration to show how existing KBC and subscribers will link their accounts with the new single sign-on application for the portal. Myers articulated the soft launch of the site will be on the 10th and the public announcement will be coordinated for launch on the 17th. Discussion ensued regarding aspects of Phase II of the project.

Sachs and Minihan left the meeting.

Hollingsworth presented the list of goals to be accomplished by the Executive Director for the next year, stating he had one addition and one deletion. Discussion ensued. Clark moved to approve the Executive Director goals. Hill seconded. Motion passed.

Lunch was provided. Connor recessed the meeting.

Connor returned the meeting to regular session.

Cronister moved to have the Executive Director move forward with starting the process of hiring a project manager. Clark seconded. Motion carried.

Sachs and Minihan returned to the meeting.

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

Executive Directory 2015 Goals (original list)

1. Provide additional oversight of project development and upgrades/fixes, with additional reporting to the board of the responsiveness/timeliness of KIC
2. Communication follow up on customer service problems and requests initiated by others
3. Set up a clear reporting matrix for the new strategic plan
4. Put us back on track with grant initiatives
5. Create orientation booklet for new board members including sit down session before first meeting
6. Take the lead on the business center and see it through
7. Develop a set of actions items (board approved) included in the annual business plan based off our new strategic plan
8. Research new products that INK, in conjunction with the Network Manager, could develop to maximize the potential of the portal
9. Take the lead and directly engage the KBC project to ensure the project integrates with the portal and enhances the ability of citizens and businesses to interact with the state of Kansas electronically
10. Identify and attend one professional development opportunity
11. With KIC, develop a 7 year continuity plan for the systems currently in the INK portfolio
12. Develop a Marketing plan to expand the INK portfolio by 15% in 3 years
13. Execute a revised contract with KIC and NIC
14. Develop a plan to join with other states to develop a strategy to reduce development time and cost by agreeing on parameters of systems that can be implemented in multiple states
15. With KIC, develop meaningful monthly reports for the board to monitor INK and KIC performance
16. Develop and present to Board a communication plan for legislative, judiciary and agency partners
17. Develop and implement tool for monitoring customer satisfaction among major customers. Conduct annual survey to identify successes and improvement areas.
18. Develop customer surveys to better understand customer needs
19. Monitor and report on INK's Strategic plan on a monthly basis.
20. Develop set of action items following each board meeting.
21. Continue to maintain open communication with the Network Manager.
22. Construct a Board calendar for monthly re-occurring agenda items.

Information Network of Kansas
Board of Directors

Kansas Information Consortium, LLC
General Manager's Report

Month Ending August 31, 2014

Inside

Executive Summary

Kansas.gov is staying very busy and productive as the month of August 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 10, 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 3 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 August.

Contracts for Approval

City of Frankfort (KPC) – City of Frankfort 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 White City (KPC) – City of White City 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.

Chanute Public Library (KPC) – Chanute 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 - Worker Compensation (KPC) – Kansas Department of Labor - Worker Compensation division 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 – Unemployment Insurance (KPC) – Kansas Department of Labor - Unemployment Insurance division 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.

Garnett Public Library (KPC) – Garnett 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.

City of Minneapolis Municipal Courts (KPC) – City of Minneapolis Municipal Courts 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 Rozel (KPC) – City of Rozel 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.

McPherson Public Library (KPC) – McPherson 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 446 (KPC) – Unified School District 446 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.
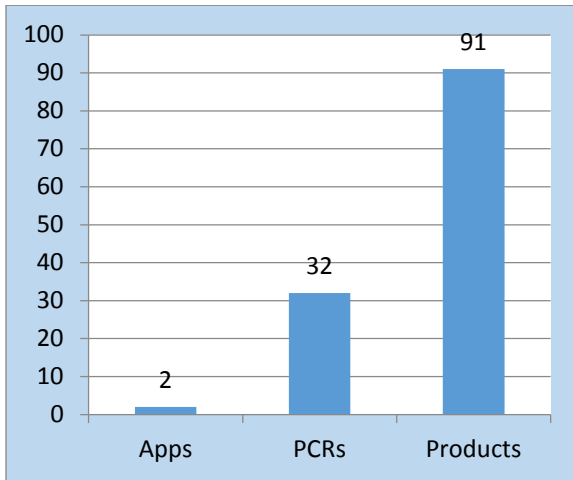
Deployment Summary

Year-to-Date

Monthly Deployments (since January 2014)

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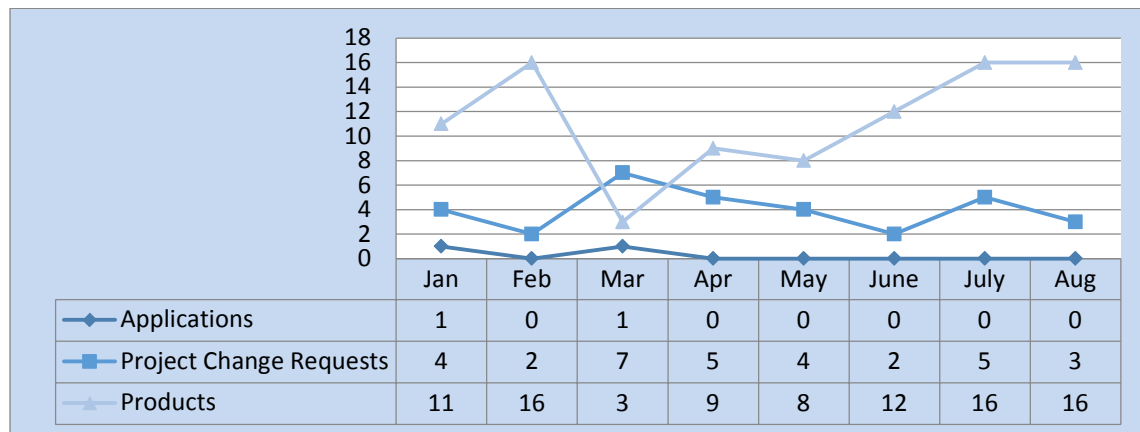
Applications Deployed

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

Project Change Requests Deployed

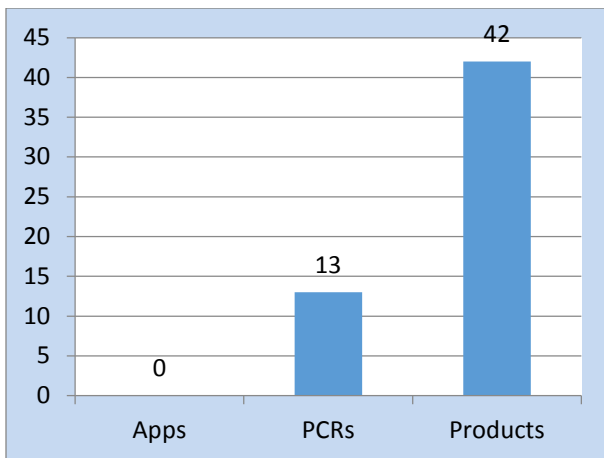| Agency	Project Name	Deployment (Month)
KDOR	Title Lien and Registration Search (TLR) 2013 Updates	Jan-14
KDOR	WebFile Homestead Claim 2013 Tax Year Update	Jan-14
KDOR	WebFile Income Tax Return 2013 Tax Year Update	Jan-14
KDADS	HOC Criminal History Record Check Change Backend Host	Jan-14
KSSOS	Corporate 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
KSSOS	Resident Agent/Office Amendments Store Multiple Email	Aug-14
KSSOS	Corporate Name Change Store Multiple Email	Aug-14
KSSOS	Corporate Annual Report Store Multiple Email	Aug-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

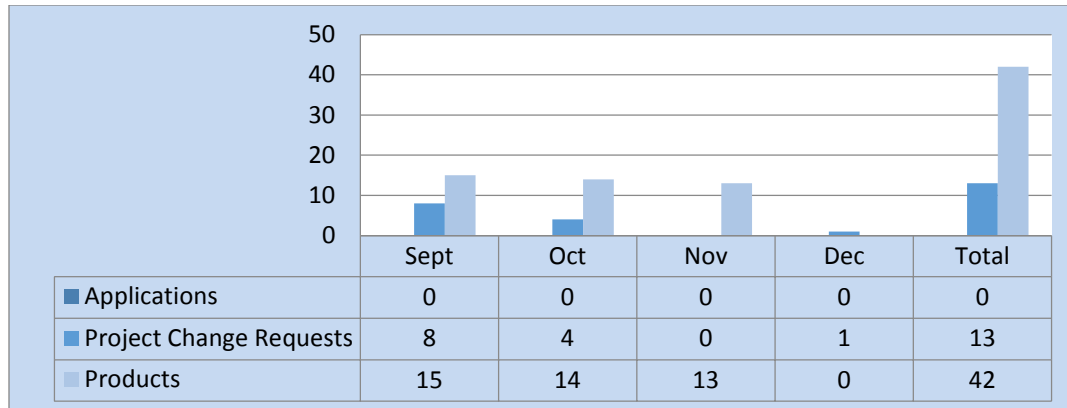| KDOC	KanForm: Kansas Pride Day 2014	Apr-14
FLK	KanForm: From Land of Kansas Form	Apr-14
KUCR	KanForm: Kansas University Center for Research Form	Apr-14
FPL	KanPay Counter: Fredonia Public Library	May-14
RCL	KanPay Counter: Rossville Community Library	May-14
FICOHD	KanPay Counter: Finney County Health 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
KWO	KanForm: Governor's Conference on the Future of Water KS 14	Aug-14

KWO	KanForm: Governor's Conference on the Future of Water KS 14 Late	Aug-14
MCPL	KanPay Counter: McPherson Public Library	Aug-14
INDYPL	KanPay Counter: Independence Public Library	Aug-14
CHPL	KanPay Counter: Chanute Public Library	Aug-14
IPL	KanPay Counter: Iola Public Library	Aug-14
CYGORHAM	KanPay Counter: City of Gorham	Aug-14
CYROZEL	KanPay Counter: City of Rozel	Aug-14
KDOL	KanPay Counter: KDOL Workers Compensation	Aug-14
KDOL	KanPay Counter: KDOL Health and Safety	Aug-14
KDOL	KanPay Counter: KDOL Unemployment Insurance Tax	Aug-14
CYMINN	KanPay Counter: City of Minneapolis Municipal Courts	Aug-14
KDOL	KanForm: KDOL Health and Safety Vendor Registration	Aug-14
KDOL	KanForm: KDOL Health and Safety Golf Registration	Aug-14
KDOC	KanForm: KDOC MED Week 2014 Registrations	Aug-14
KDOC	KanForm: KDOC MED Week 2014 Sponsorships	Aug-14

In-Development Summary

Through End of Year 2014

Monthly Deployments (through end of year 2014)

	Sept	Oct	Nov	Dec	Total
Applications	0	0	0	0	0
Project Change Requests	8	4	0	1	13
Products	15	14	13	0	42

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
KIC	Kansas Business Center Simplified Login	Sep-14	
OJA	District Court Record Search Migrate SNCO to FullCourt	Sep-14	
KSSOS	Articles of Incorporation (AOI) Store Multiple Email	Sep-14	Project Scheduling Risk
KIC	Kansas Portal 2014 KBC Content Update	Sep-14	
KIC	KanAcces (User Management Portal) KBC Related	Sep-14	
KBP	Pharmacy License Renewal 2014 Cycle Updates	Sep-14	
KSBEMS	Attendant License Renewal 2014 Cycle Updates	Sep-14	
KBP	Pharmacy License Renewal 2015 Updates	Sep-14	
KDB	Dental License Renewal 2014 Cycle Updates	Oct-14	High Priority Application
KSSBEO	Optometry License Portal Verification Search Limit	Oct-14	
KDOR	WebFile Homestead Claim 2014 Tax Year Update	Dec-14	
KDOR	WebFile Income Tax Return 2014 Tax Year Update	Dec-14	
KDHE	Dry Cleaners Registration Content Changes 2013	Dec-14	High Priority Application

Projects On-Hold

Agency	Project Name	On-Hold Date	On-Hold Reason
KDADS	HOC License Renewal Change Backend Host	Jan-13	Partner is working with third partner vendor to setup new hosting environment.
KDA	KDA System Automation Payment Process System Automation Implementation	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.
KDOR	Tax Payment Portal CCP Implementation	Jul-14	Partner is working with third partner vendor to complete project.
KSSOS	Nightly Corporations Batch	Jul-14	Partner requested.
KSSOS	UCC Batch	Jul-14	Partner requested.

Products in Development

Agency	Project Name	Scheduled Deploy (Month)
KCC	KanPay Counter: Kansas Corporation Commission	14-Sep
KDOR	KanPay Counter: Driver Control Office	14-Sep
KDOR	KanPay Counter: Titles and Registrations	14-Sep
KSBN	KanPay Counter: KSBN	14-Sep
GBPL	KanPay Counter: Great Bend Public Library	14-Sep
PPL	KanPay Counter: Pittsburg Public Library	14-Sep
VCL	KanPay Counter: Valley Center Library	14-Sep
BSPL	KanPay Counter: Bonner Springs Public Library	14-Sep
CFCORWD3	KanPay Counter: Coffey County RWD 3	14-Sep
CRCORWD1	KanPay Counter: Crawford County RWD 1	14-Sep
MGRWD12	KanPay Counter: Montgomery County RWD 12	14-Sep
ANCORWD5	KanPay Counter: Anderson County RWD 5	14-Sep
NMCORWD4	KanPay Counter: Nemaha County RWD 4	14-Sep
CYOBERLIN	KanPay Counter: City of Oberlin	14-Sep
CYOBERLIN	KanPay Counter: City of Oberlin Court	14-Sep
GRCOCC	KanPay Counter: Grant County Civic Center	14-Oct
GECOCC	KanPay Counter: Geary County Clerk	14-Oct

GECOCC	KanPay Counter: Geary County Animal	14-Oct
SGCORWD2	KanPay Counter: Sedgwick County RWD 2	14-Oct
GPL	KanPay Counter: Girard Public Library	14-Oct
LNCO	KanPay Counter: Linn County Treasurer	14-Oct
ELCOEMS	KanPay Counter: Ellis County EMS	14-Oct
ELCOSW	KanPay Counter: Ellis County Solid Waste	14-Oct
ANCO	KanPay Counter: Anderson County Treasurer	14-Oct
CKCO	KanPay Counter: Cherokee County Health Department	14-Oct
CKCO	KanPay Counter: Cherokee County Treasurer	14-Oct
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
GARPL	KanPay Counter: Garnett Public Library	14-Nov
KUMHRI	KanPay Counter: Kansas University Mental Health Research	14-Nov
PLCO	KanPay Counter: Phillips County EMS	14-Nov
CYCHERRY	KanForm: City of Cherryvale	14-Nov
CYCHERRY	KanPay Counter: City of Cherryvale	14-Nov
CYKINSLEY	KanForm: City of Kinsley Courts	14-Nov
CYKINSLEY	KanForm: City of Kinsley Water and Sewer	14-Nov
CYKINSLEY	KanPay Counter: City of Kinsley Courts	14-Nov
CYKINSLEY	KanPay Counter: City of Kinsley Water and Sewer	14-Nov
CYWC	KanPay Counter: City of White City	14-Nov
CYGARNETT	KanPay Counter: City of Garnett	14-Nov
CYGARNETT	KanPay Counter: City of Garnett Courts	14-Nov

Support Statistics

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

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
Aug-14	295	550	164

Site Promotions

The following site promotions were launched on Kansas.gov from July 24 – August 21.

Top Promoted Information	Visits
KSSOS	259
KSAG	135
Kansas State Treasurer	131
KSInsurance.org	100
GOV: About the Lt. Governor	83
Kansas Business Center (AOI)	70
KSSOS: Dissolutions	46
KDOR: Business Closed or Sold	35
Kansas Business Center (Application)	33
KSSOS	259

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

Page	Page Views	Time on Page
Search	19,399	1:42
Services	17,698	0:58
Government	8,848	1:13
Business Center	6,649	3:27
Subscribers	5,723	1:47

Marketing

Agency	Service	Type	Description
KAG	American Veterans Traveling Tribute coming to Kansas	Social Networking	Statewide Interest
FLK	Gov. Brownback does ALS Ice Bucket Challenge	Social Networking	Statewide Interest
KDWPT	Kansas Byways Travel Guide	Social Networking	Statewide Interest
KDA	Kansas Geological Survey	Social Networking	Statewide Interest
KDOT	2014 Child Occupant Protection Observational	Social Networking	Statewide Interest
N/A	Gaeddert Farms in Buhler, KS Corn Maze	Social Networking	Statewide Interest
KSOS	Business Entity: LLC Video	Social Networking	Statewide Interest
KDOC	Federal Grant for Staff Wellness Program	Social Networking	Statewide Interest
GOV	Flag honors: State Rep. Joe Edwards	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	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

Updates										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	

Executive Director Report

Submitted by Jim Hollingsworth
INK Executive Director

For Month Ending: **August 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 July

Strategy	Tactics	Complete	In Progress	On Target %	Canceled	Delayed (This Year)	Postponed (Next Year)	New
Strategy 1	8	1	3	50%	0	2	0	0
Strategy 2	10	0	7	70%	0	0	0	0
Strategy 3	21	6	12	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**	**7**	**30**	**69%**	**1**	**2**	**0**	**0**

State Entity Grants:

*changes are <mark>highlighted</mark>

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

- **The Historical Society has been working with Four Winds to fulfill the INK grant requirements. Members of the committee are Terri Clark, Barry Greis, Todd Fertig, Roderick Patton, Jennie Chinn, Jesse DeGarmo, Matt Veath and Mary Madden. They have decided on two 48' touch screen monitors behind the Capitol Visitor Center information desk. Anthony Fadale (State Accessibility Coordinator) has been an adviser on the height and placement.**
Four Winds is going to send them a cost estimate by Friday the 29th to do the following:
1. Wayfinding
   How to get to the building's public spaces
   Search by or browse by: names (people and spaces), map
2. Find Your Legislator by Kansas map (Legislative Resources source for data)
3. Events--"What's Going On" (At this point it will be information provided by KLISS)
4. "One of a Kind" tour, highlights of 13 locations in the Capitol, a very basic self-guided tour. Four Winds may also be able to provide them with the ability to do all the mobile app tours too, the purpose of the second INK grant. Four Winds plans to provide them with a separate estimate by the end of next week.

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.

- **Group sessions have continued with different state user groups including Labor and Revenue. In addition, a group meeting with Labor, KIC and Revenue help desk personnel was performed to provide an overview and awareness of the new KBC layout and logon procedures.**

  The work on updating the KBC site is progressing at breakneck speed. KIC continues to be "all hands on deck" to complete the changes being requested by SOS. The launch date has been extended to Sept 10th to accommodate a change to the KBC logo on all of the SOS apps, not just those that require login using the KanAccess single sign-on. Discipline for new changes will need to be undertaken to ensure the current requests can all be completed.
- **KIC and I met with Kevin and his staff to discuss the announcements of both his initiatives and the KBC launch. KDOR will delay their announcement until after the launch of the KBC and will work with the public information officers of the Governor, KSOS and KDOR to develop an announcement that is acceptable to everyone.**
- **After discussing the expenditure with the INK Executive team, a video of the Sec of State will be included on the KBC that performs an introduction to the site and describes the new layout. The estimate for the cost of production is $7,800 and will be allocated to the KBC Restricted Funds account.**
- **The new KBC site will be demonstrated at the Sept INK board meeting.**

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 Avamar 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.
- **It has been determined from the capacity reports and rate of increase in data in the Avamar, that no new server will be needed but should be monitored over the next couple of years. The intent of the review was to determine if more space was going to be required in the near future. The Avamar needed to be uplifted to a new Avamar operating system version and if the box was to be lifted as well, we would have lifted both together. Analysis reveals that only the software will have to be upgraded. Moving to the new software aligns our versioning to the NIC corporate data center(s). In addition to the software uplift, NIC has reconfigured how the data is being is sent to the INK Avamar, greatly reducing our memory footprint requirements and improvements in the software upgrade may also decrease the size of the files. Lastly, the storage provider contractor from Data Edge believes the recovery of the portal will be accomplished with greater ease and speed. Once the upgrade has been completed and performing correctly, we will schedule this year's recovery of the Avamar system into an environment contracted with Data Edge.**

KCJIS Opportunity
- **Sec. Clark introduced an opportunity to participate in a Ks Dept of Labor initiative to develop a state-wide database of prisoner population in Kansas. This is primarily a fraud detection initiative to provide KDOL and other state entities with the ability to search the inmate database to ensure state benefits are not being issued to ineligible participants.**
INK/KIC participation has been described as hosting a vendor developed application and providing a project manager to develop the database and agency interactive scripting to search the database.
We are very early in the investigation however KDOL is motivated to move the project forward as quickly as possible.
I have met with Sec. Clark and Gordon Lansford (Exec Dir for KCJIS) and KIC and I are meeting with the Sec of Labor on Friday August 29.
Hosting third party software is a new venture for KIC/NIC. I have asked KIC to review their sister states to determine if any ancillary services have been built from the third party vendor's database. The prospective third party vendor has installations in 48 other states.

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 22nd. INK presented to the council an overview of INK, KIC and highlighted the new state portal. Shane Myers, James Adams and I presented.
- The default IT Security Policy was introduced and explained by the Chief Information Security Council. The Council accepted the draft but did not approve the policy. Approval will be on the next meeting's agenda. Next meeting scheduled for October.

Information Technology Advisory Board (ITAB) (Agency CIOs and senior managers of state information technology ITAB is chaired by the Executive Branch CITO)
- Met August. I was unable to attend, but the IT Security Policy was discussed with the agency CIOs. It is interesting that resistance was communicated yet the policy introduced was primarily a rewrite of the existing policy in a much more readable, understandable and auditable format.

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))
- Met in August to discuss the comments received at ITAB. Additions and changes to the policy were discussed.

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 August

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 group continues to review the offering from Entrust. The current contract for digital certificate provisioning is performed by Symantec. The group is evaluating the Entrust price, functionality and adherence to the existing state Certificate Policy. The group currently manages approximately 850 certificates for the SOS, Wolf Creek Nuclear Facility, K State, Ks Bioscience Authority.

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 August.

INK Executive Director Board FY 2014 Meeting Follow Up Items:

July: Complete the execution of the Network Manager contract:
Completed
August: Revise Executive Director goals for review at September meeting.
Completed

INK Executive Director 2014 Goal Tracking:

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