



Board of Directors Meeting

November 4th, 2014

AGENDA

Information Network of Kansas Inc.
Board of Directors Meeting
700 SW Harrison Topeka, Kansas 66603
2nd Floor Conference Room
Tuesday November 4th, 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.*

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

Service Requests

There are no service requests for November.

Contracts for Approval

Kansas Department of Health and Environment (KDHE) - KDHE requests an online service for collecting payment for chargeable services provided by KDHE. Development of the INK application for this service is at no cost to the contracted government agency. This is a fee service.

Kansas Board of Nursing (KPO) – Kansas Board of Nursing requests an amendment to their current contractual agreement with INK to update the fees for collecting payment for chargeable services provided by KSBN. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Kansas State Board of Technical Professions (KPO) – Kansas State Board of Technical Professions a requests an online service for collecting payment for chargeable services provided by KSBTP. Development of the INK application for this service is at no cost to the contracted government agency. This is a fee service.

Stevens County Library (KPC) – Stevens County 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.

Sedgwick County Treasurer (Prop Tax) – Sedgwick County Treasurer requests an Online Property Tax service which will allow government agency constituents to pay their property tax online and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

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**Information Network of Kansas Inc.
Board of Directors Meeting
700 SW Harrison Topeka, Kansas 66603
2nd Floor Conference Room
Tuesday November 4th, 2014
10:00am - 1:00pm CST**

Regular Agenda:

- | | |
|---|-------------------|
| 1. Board Member Selection Committee Update | 5 minutes |
| 2. Board Officer Nomination Committee | 15 minutes |
| 3. Avamar Update | 5 minutes |
| 4. 3rd Quarter Financial Review | 30 minutes |
| 5. INK Financial & Contractual Audit | 20 minutes |
| 6. KBC Phase II: Objectives | 75 minutes |
| 7. Lunch | 20 minutes |
| 8. New Business | |
| 9. Adjourn | |

Next Meeting Scheduled for December 2nd, 2014

Information Network of Kansas Inc.
Board of Directors Meeting Minutes
October 7, 2014
DRAFT

The October 7, 2014 meeting was conducted in 700 SW Harrison, Topeka, Kansas, 66603, 2nd Floor Conference Room.

Board members and proxies present: Jim Clark, Joe Connor, Gary Landeck, Kathy Sachs (Kobach), Terry Holdren and Scott Hill.

Others present: Jim Hollingsworth, INK Executive Director, Phil Elwood of Goodell Stratton Edmonds & Palmer (INK Counsel), Jim Minihan of iMerge Consulting, Duncan Friend (SOS), Shane Myers, Ashley Gordon, Wayne Dirks and James Adams (Kansas Information Consortium LLC).

At 10:04 a.m. Connor called the meeting to order. Connor introduced the consent agenda for approval.

September 2014 INK Board Minutes

September 2014 Executive Director Report

September 2014 Network Manager Report

Contracts presented for approval:

Girard Public Library (KPC)

City of Oberlin (KPC)

Finney County Youth Services (KPC)

Bourbon County Treasurer (Property Tax Payment)

Sedgwick County Treasurer (Property Tax Payment)

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

Landeck deferred to Sachs to update the board on the board member name submission to the Governor. Sachs reported the committee had selected the Ks Banker Association, Association of Public Accountants and the Association of Certified Public Accountants as the user group representations to forward to the Governor. Sachs reported they had not received a name from the Association of Certified Public Accountants. She stated the list of names would be forwarded to the Governor's appointment Secretary once the name is received.

Hollingsworth provided an update on the INK Avamar backup solution stating that for several weeks they had not received a complete backup as the size of the files was greater than the capacity of the Avamar server. Hollingsworth reported that multiple conversations with the NIC system administrators revealed a misconception of files to be included resulting in redundant file backup. The unneeded files have been removed and the capacity issue was returned to within operating limits. Hollingsworth stated that since the change the Avamar server has been receiving complete backups and he will be contacting DataEdge and the Ummel Group to explode the file structure into a third party environment and to test that the applications are available and operational. Hollingsworth stated he would inform the board when the test will be performed.

Information Network of Kansas Inc.
Board of Directors Meeting Minutes
October 7, 2014
DRAFT

Hollingsworth described the current methodology used by INK to process salary payment and KPERS participation. Hollingsworth stated INK can process salary through Mize Houser and participate in the State Employee Health Plan and KPERS as a Non State Employer by providing an application to both parties. Elwood provided the board with the documentation and resolutions required with the applications. Elwood noted the SEHP contract carries a term of three years minimum.

SEHP Letter of Intent: Approval moved by Holdren, seconded by Sachs. Motion carried.

SEHP Resolution: Approval moved by Sachs, seconded by Holdren. Motion carried.

KPERS Resolution: Approval moved by Holdren, seconded by Hill. Motion carried.

Sachs provided an update regarding the recent launch of the Kansas Business Center. A video of the Secretary of State introducing and describing the site categorization was played for the board. Sachs also demonstrated the ability of users to review and sign up to be notified of Kansas Administrative Regulations. Sachs informed the board that the development process went very well. She thanked KIC and INK for their support and cooperation to develop the KBC in such a short time frame.

Hollingsworth provided the board with the draft copy of the INK 2015 – 2017 Strategic Plan, stating a search through the minutes revealed that no formal approval of the plan was performed. Hollingsworth asked if there were any additions or questions regarding the plan. Discussion ensued. Hill moved to approve the INK plan, seconded by Holdren. Motion carried.

Hollingsworth discussed a strategic initiative to analyze the portfolio of applications and services currently being supported by the portal. He explained the purpose of the analytical review was to understand which revenue generating applications produce a positive revenue flow when compared to the cost to maintain the applications. Hollingsworth stated that this work was well underway two years ago, but system outages pushed the initiative off the table. Hollingsworth requested that three board members participate in the review and analysis in order to provide portfolio and policy recommendations to the board. Connor appointed Hill, Landeck and Sachs to the committee.

Discussion ensued regarding the future plans of the KBC. The board requested Hollingsworth develop a Project Manager position description for the November 2014 meeting. Sachs suggested that the board take the time to review the report submitted regarding the development of the KBC to familiarize themselves with suggested approaches. Sachs also suggested that the Data Sharing Study which was researched and developed by the University of Kansas be reviewed for any items that also should be included in the scope of the KBC. The board requested that Hollingsworth send the board an electronic copy of the KU Data Sharing report.

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: **October 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

State Entity Grants:

*changes are highlighted

Active Grants

KSHS Statehouse Visitor Center:

Approved: May 2014

Approved Amount: \$60,000

Spent to Date: \$30,491.34

Amount Remaining: \$29,508.66

- **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.
- **Progress continues with the installation of the wiring of the kiosks. They have had to make one change with the completion date due to unforeseen delays with graphic design element. The completion date is now January 5 or 6. Barry Greis is working with Tom Kelly and Terri Clark on routing power and network cables and removal of marble from the floor to accommodate the kiosk base so it is flush with the floor.**
 - **Received and have paid invoices to Four Winds for the kiosk hardware and software components.**

INK Initiatives:

KBC Restricted Fund

Amount Requested: \$500,000

Total Expended: **\$127,873**

Remaining Balance: \$372,127

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.
- \$7,800 of the KBC Restricted funds was used to develop a video message from Secretary Kobach welcoming visitors to the new KBC.
- The site availability was publicly announced after a week of “soft launch”. Governor Brownback, Secretary Kobach and Secretary Gordon (KDOL) held a press conference on the main floor of Memorial Hall on Friday Sept. 26th.
- **Continued expansion of the site is on hold until discussion of Phase II of the KBC has been performed.**

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 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.
- Much of the month has been dedicated to re-establishing the backup file retentions. This required some time in order to allow the system to automatically delete backup files that were greater than two days old. Part of the solution was to turn off the backup of the Oracle database. This particular backup file is very large and was hindering the ability of the Avamar to complete the backup process, including the deletion of the unneeded files. Therefore, after the Oracle backup was discontinued, the Avamar was able to delete the unneeded backup files over a two week or so period. However, as a result of turning off the Oracle backup, it will take several days now to "catch up" with the backups that were not performed.
- As recent as today, we received notification of the Avamar reaching capacity. NIC is working with EMC to delete the partial and older files from the server so that the backup of all of the required files may proceed.
- As soon as we are comfortable that all of the required files have caught up and are present, we will move quickly with performing a recovery of the files. Recovery should not require the resources of NIC. INK is utilizing consultants from DataEdge and facilities from Cordero to perform the recovery. The board will be informed of the recovery date once it has been established.
- **The KS Avamar upgrade is scheduled for Monday, November 3rd starting at 9:00 AM Central.**

- The upgrade to V 7.1 addresses a few security issues, then EMC will apply the solution for the Bash vulnerability.
- Once the upgrade has been performed we will move to scheduling the recovery using Data Edge as the lead contractor to oversee the transfer of the files to a separate Arizona facility to reestablish the environment.

KDOL 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.
- INK and KIC met on two occasions with KDOL to discuss the scope of the project. We had concerns that we were receiving conflicting information depending upon with whom we spoke. We met with the CIO of KDOL (Mike Burgess) and feel comfortable with the scope as described.
- We are currently developing a time and materials bid to develop a database of incarcerated individuals throughout the state. Input is to be received from the individual counties and local sheriff's departments and eventually the Dept of Corrections.
- Our intent is to provide a bid for services by the week ending October 3rd.
- **We have submitted a proposal to KDOL for the development of a database of county jail inmates to provide the ability of KDOL to compare unemployment benefits compensation prior to issuance. In addition, it is desired that the database provide a mechanism for victim notification of inmate release. The proposal was developed using the current information and requirements known. KDOL has acquired a grant to pay for the development. The proposal amount is \$370,000 with 20% annual maintenance. It is anticipated that other state agencies involved in entitlement programs may also use the database to check for ineligibility as well.**
- **There are many steps left to perform such as requirements gathering and contract development, but the pivotal participation is with the county sheriffs and their data submissions to the data base. Although yet unknown, it is anticipated there will be multiple core systems at the county sheriffs' offices thus possibly requiring multiple input functionality requirements.**
- A conference call is being scheduled to discuss the project.

State Participation

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

- 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.
- Did not meet in Sept. Next meeting scheduled for October.

- **Met Oct. 28. There was an insufficient number of attending members to have a quorum present. Discussions ensued regarding updates from the Legislative and Executive branch CIOs.**
- **The proposed default security policy was discussed and several questions from agency respondents were discussed. The members stated the policy was well written and useful.**
- **I expressed that the intangible benefit of this policy is the inclusion of the Regents institutions to be bound to this document. This is the first instance where the Regents were not exempted from ITEC policy.**
- **Sachs discussed the current status of the ITIMG and the contract with Entrust. She recommended the approval of Entrust as an additional registration authority for the state. The consensus of the group was to agree with the recommendation. Further steps will need to be taken to gain the approval of the absent members in order to legitimize the request.**

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

- ITAB now meets quarterly. Next scheduled meeting is Nov 18.

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 was unable to attend the meeting in October to discuss the comments received from agencies regarding the proposed default security policy. 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 Oct.

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.
- The group has and will continue meeting weekly to discuss and understand the Entrust opportunity. The consensus appears to be favorable for moving to Entrust as the Certificate Authority for the state. The group is reviewing existing documents, regulations, statutes and policies to prioritize the work required to accommodate the new CA.
- The Entrust model includes expanded technology that allows individual entities to perform the control over the certificate management of their users. Prior the revocation and assignment of digital certificate holders was performed solely by INK.
- It appears the Entrust solution provides for a much lower cost, and provides greater autonomy to the entities. I am in favor of the initiative.
- The Entrust offering is a part of a security products catalog maintained by the procurement division of the Dept of Administration.
- Care needs to be taken to ensure we do not too hastily move to the new model, so that we do not violate our own statutes, regulations and policies.
- Work continues to identify the documents requiring alteration.
- **Sachs presented to the ITEC the current status of the ITIMG and the state's PKI initiative. As noted above, an insufficient number of ITEC members were present to constitute a quorum, however all members present were in favor of approving**

- Entrust as an additional registration authority for the state. Steps are being taken to reach out to the absent members to gain electronic approval for the addition.**
- **The group continues to meet to discuss the best methods for transition to Entrust.**
 - **We are meeting weekly with teleconference meetings with Entrust twice per week.**
 - **Local Registration Authority training is scheduled for the first week of November. I have asked KIC to attend.**

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.)

- **Although unable to attend the meeting in Oct, the group received presentation from Sara Stack Ph.D from KU describing the Kansas Dual Relay and Telecommunications Access Program (TAP)**
 - **Provides specialized telephones to people with disabilities who have trouble using a phone Regulated by Kansas Corporation Commission**
 - **This group provides the following services: demonstration, assessment, regarding eligibility and funding applications, training, reassignment of durable medical equipment and assistive technology.**
 - **The term “telecommunications relay services” means telephone transmission services that provide the ability for an individual who is deaf, hard of hearing, deaf-blind, or who has a speech disability to engage in communication by wire or radio with one or more individuals, in a manner that is functionally equivalent to the ability of a hearing individual....**
 - **476 Kansans receive accessible telecommunications (telephones, signaler-auditory and visual, CapTel phones, remote pendants, in-line dialers)**

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

October: Develop a project manager position description for the November meeting. **Completed**

INK Executive Director 2014 – 2015 Goal Tracking:

APPROVED: September 2014

1. Provide additional oversight of project development and upgrades/fixes, with additional reporting to the board of the responsiveness/timeliness of KIC.
2. Set up a clear monthly reporting matrix for the new strategic plan.
3. Include grant investments in annual business plan budget and agency requested grants using the approved grant procedures and timelines.
4. Create orientation booklet for new board members including sit down session before first meeting. **COMPLETED**
5. Complete negotiation of the Network Manager contract and any ancillary issues related to implementation. **COMPLETED**
6. Research new products that INK, in conjunction with the Network Manager, could develop to maximize the potential of the portal.
7. Identify and attend one professional development opportunity.
8. Identify application reduction threats and effect to Network Manager FTE support level.
9. Develop a Marketing plan to expand the INK portfolio by 15% in 3 years.
10. Develop a plan to join with other states to develop a strategy to reduce development time and cost by agreeing on standards that can be implemented in multiple states.
11. Work with state branch CITO's to develop and present to Board a communication plan for legislative, judiciary and agency partners.
12. Develop and implement tool for monitoring customer satisfaction among major customers. Conduct annual survey to identify successes and improvement areas.
13. Develop customer surveys to better understand customer needs.
14. Develop set of action items following each board meeting. **ONGOING**
15. Refresh Board public website.
16. Construct a Board calendar for monthly re-occurring agenda items. **COMPLETED**
17. Meet individually with each board member at least once per year.
18. Document daily, weekly, monthly and annual position responsibilities



Information Network of Kansas
Board of Directors

Kansas Information Consortium, LLC
General Manager's Report

Month Ending October 31, 2014

Inside

Executive Summary	2
New Service Requests & Contracts for Approval	3
Deployment Summary	4
Applications Deployed	4
Project Change Requests Deployed	5
Products Deployed	6
In Development Summary	9
Applications in Development	9
Project Change Requests in Development	10
Projects on Hold	10
Products in Development	11
Support Statistics	11
Site Promotions	11
Marketing	13
Post Project Surveys	14

Executive Summary

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

- In October, KIC representatives and INK Executive Director, Jim Hollingsworth, flew to San Francisco, CA to attend the Digital Government Achievement Awards. The Center for Digital Government has again ranked Kansas.gov as a “finalist” in the State Portal Category for the Best of the Web (BOW) awards. Kansas was previously recognized a “finalist” in 2011.
- KIC General Manager, Shane Myers, attended the American Association of Motor Vehicles Administrators (AAMVA) regional conference in Chicago, IL. The conference agenda included items on insurance fraud, cyber crime, and managing large IT projects.
- KIC Business Development Managers and Project Managers had a busy month! BDMs launched 4 products to both state and local government entities. PMs launched 1 PCR 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 October.

Contracts for Approval

Kansas Board of Nursing (KPO) – Kansas Board of Nursing requests an amendment to their current contractual agreement with INK to update the fees for collecting payment for chargeable services provided by KSBN. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

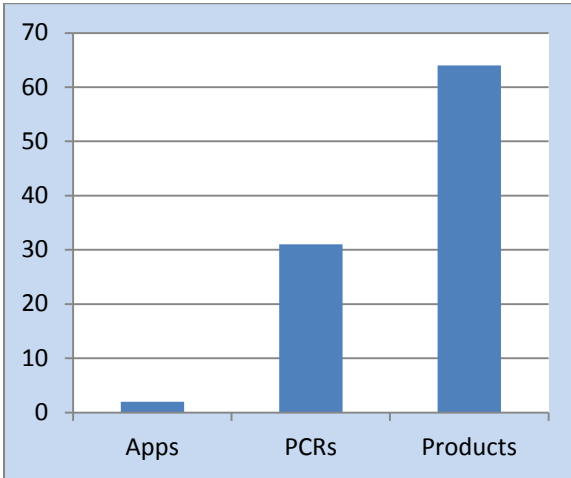
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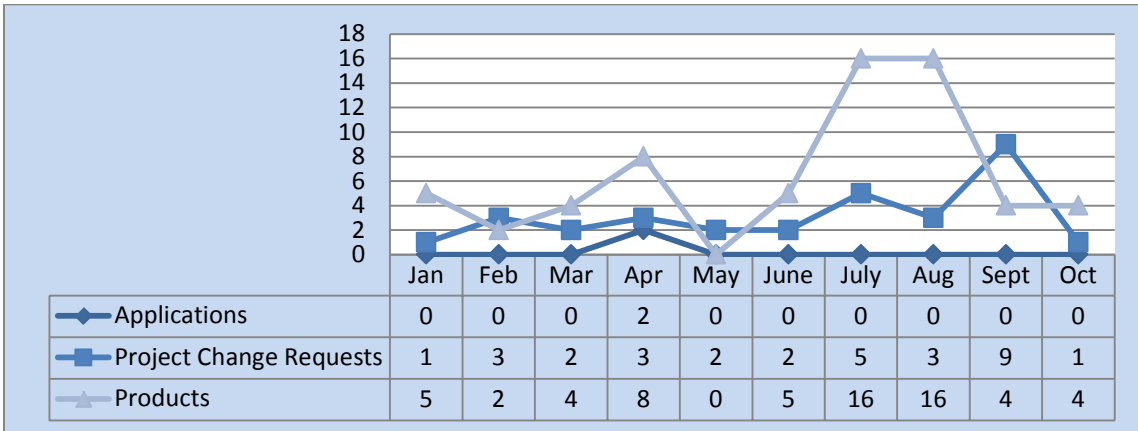
Sedgwick County Treasurer (Prop Tax) – Sedgwick County Treasurer requests an Online Property Tax service which will allow government agency constituents to pay their property tax online and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Deployment Summary

Year-to-Date



Monthly Deployments (since January 2014)



Applications Deployed

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

Project Change Requests Deployed

Agency	Project Name	Deployment (Month)
KDOR	Title Lien and Registration Search (TLR) 2013 Updates	Jan-14
KDOR	WebFile Homestead Claim 2013 Tax Year Update	Jan-14
KDOR	WebFile Income Tax Return 2013 Tax Year Update	Jan-14
KDADS	HOC Criminal History Record Check Change Backend Host	Jan-14
KSSOS	Corporate Annual Report New AKP029 File	Feb-14
KDOR	IFTA Additional Decals Google Analytics and Survey Gizmo Update	Feb-14
KSSOS	Corporate Annual Report Remove Director Limits	Mar-14
KREAB	Appraiser License Renewal 2014 Updates	Mar-14
KSSBEO	Optometry License Portal 2014 Cycle Update	Mar-14
KSBHA	KSBHA Subscriber License Verification Date Format Update	Mar-14
KDA	Seed Business Registration 2014 Cycle Updates	Mar-14
KSSOS	Dissolutions Google Analytics Update	Mar-14
KSBHA	Disciplinary Actions 2014 Updates	Mar-14
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
KBP	Pharmacy License Renewal Change Background Color	Sep-14
KBP	Pharmacy License Renewal 2014 Cycle Updates	Sep-14
KIC	KanAccess (User Management Portal) KBC Related Enhancements	Sep-14
KSSOS	Articles of Incorporation (AOI) Store Multiple Email Address	Sep-14

KIC	Kansas Portal 2014 KBC Content Update	Sep-14
KIC	Kansas Business Center Simplified Login	Sep-14
OJA	District Court Record Search Migrate SNCO to FullCourt	Sep-14
KSBEMS	Attendant License Renewal 2014 Cycle Updates	Sep-14
KDB	Dental License Renewal 2014 Cycle Updates	Sep-14
BOTA	BOTA Search Suite 2014 Updates	Oct-14

Products Deployed

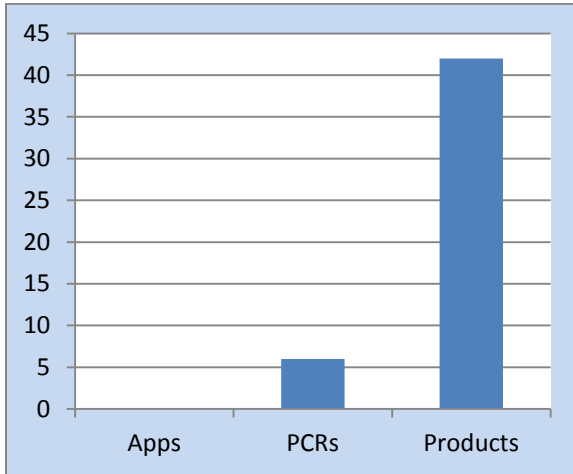
Agency	Project Name	Deployment (Month)
CYHL	KanPay Counter: City of Highland Water and Sewer	Jan-14
CYHL	KanPay Counter: City of Highland Court	Jan-14
FNCO	KanPay Counter: Finney County Treasurer	Jan-14
FNCO	KanPay Counter: Finney County Motor Vehicle	Jan-14
RLCOGIS	KanPay Counter: Riley County GIS	Jan-14
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

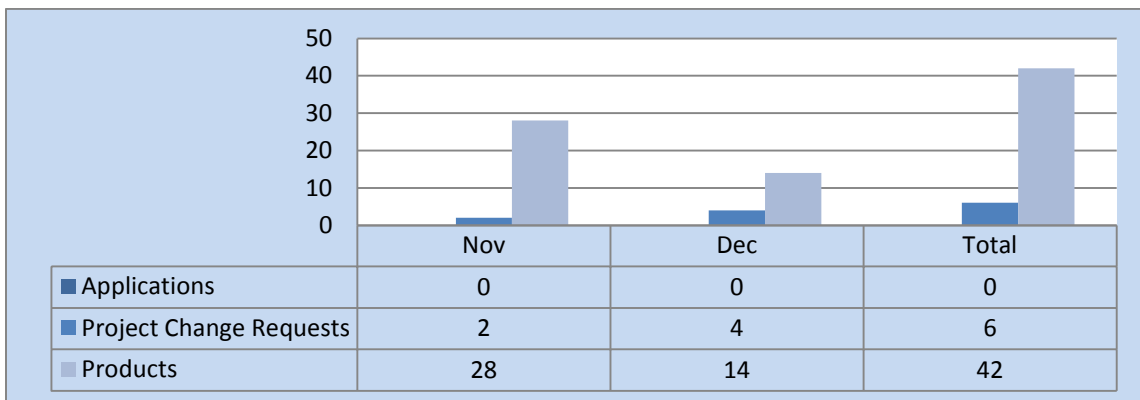
CPL	KanPay Counter: Cheney Public Library	14-Jul
CYBENTON	KanPay Counter: City of Benton	14-Jul
CYULY	KanPay Counter: City of Ulysses	14-Jul
KDHE	KanForm: KS Environmental Conference Registration Late	14-Jun
KDOL	KanPay: KDOL Workers Compensation	14-Jul
KDOL	KanPay: KDOL Health and Safety	14-Jul
KWO	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
GPL	KanPay Counter: Girard Public Library	Sep-14
CYWC	KanPay Counter: City of White City	Sep-14
CYFRANK	KanPay Counter: City of Frankfort	Sep-14
KUCR	KanForm: TORP Fall Conference	Sep-14
CYBERLIN	KanPay Counter: City of Oberlin	Oct-14
GARPL	KanPay Counter: Garnett Public Library	Oct-14
FICOYS	KanPay Counter: Finney County Youth Services	Oct-14
SVCOLIB	KanPay Counter: Stevens County Public Library	Oct-14

In-Development Summary

Through End of Year 2014



Monthly Deployments (through end of year 2014)



Applications in Development

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

Project Change Requests in Development

Agency	Project Name	Scheduled Deploy (Month)	Schedule Variance Reason
OJA	District Court Record Search Improve Payment Tracking	Nov-14	
KBI	Limited Criminal History Search Add Admin CDB Username Search	Nov-14	Improved Schedule
KDADS	HOC License Renewal Change Backend Host	Dec-14	Awaiting Partner Task Completion
KDHE	Dry Cleaners Registration Content Changes 2013	Dec-14	Improved Schedule
KDOR	WebFile Homestead Claim 2014 Tax Year Update	Dec-14	Partner Approved Scope Change
KDOR	WebFile Income Tax Return 2014 Tax Year Update	Dec-14	Partner Approved Scope Change

Projects On-Hold

Agency	Project Name	On-Hold Date	On-Hold Reason
KDA	KDA System Automation Payment Process System Automation Implementation	Feb-14	Partner is working with third partner vendor to setup new hosting environment. We anticipate that this project will be cancelled in the near term.
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.
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	Nov-14
KDOR	KanPay Counter: Driver Control Office	Nov-14
KDOR	KanPay Counter: Titles and Registrations	Nov-14
KSBN	KanPay Counter: KSBN	Nov-14

GBPL	KanPay Counter: Great Bend Public Library	Nov-14
PPL	KanPay Counter: Pittsburg Public Library	Nov-14
VCL	KanPay Counter: Valley Center Library	Nov-14
BSPL	KanPay Counter: Bonner Springs Public Library	Nov-14
CFCORWD3	KanPay Counter: Coffey County RWD 3	Nov-14
CRCORWD1	KanPay Counter: Crawford County RWD 1	Nov-14
MGRWD12	KanPay Counter: Montgomery County RWD 12	Nov-14
ANCORWD5	KanPay Counter: Anderson County RWD 5	Nov-14
NMCORWD4	KanPay Counter: Nemaha County RWD 4	Nov-14
OSAGERWD8	KanPay Counter: Osage County RWD 8	Nov-14
CTOBERLIN	KanPay Counter: City of Oberlin Court	Nov-14
GRCOCC	KanPay Counter: Grant County Civic Center	Nov-14
GECOCC	KanPay Counter: Geary County Clerk	Nov-14
GECOCC	KanPay Counter: Geary County Animal	Nov-14
SGCORWD2	KanPay Counter: Sedgwick County RWD 2	Nov-14
LNCO	KanPay Counter: Linn County Treasurer	Nov-14
ELCOEMS	KanPay Counter: Ellis County EMS	Nov-14
ELCOSW	KanPay Counter: Ellis County Solid Waste	Nov-14
ANCO	KanPay Counter: Anderson County Treasurer	Nov-14
CKCO	KanPay Counter: Cherokee County Health Department	Nov-14
CKCO	KanPay Counter: Cherokee County Treasurer	Nov-14
CYCOL	KanPay Counter: City of Columbus	Nov-14
CYHAR	KanPay Counter: City of Harveyville	Nov-14
CYMCL	KanPay Counter: City of McLouth	Nov-14
USD501	KanPay Counter: Chase Middle School	Dec-14
USD330	KanPay Counter: USD 330 Mission Valley	Dec-14
KUMHRI	KanPay Counter: Kansas University Mental Health Research	Dec-14
PLCO	KanPay Counter: Phillips County EMS	Dec-14
CYASSARIA	KanPay Counter: City of Assaria	Dec-14
CYCHERRY	KanForm: City of Cherryvale	Dec-14
CYCHERRY	KanPay Counter: City of Cherryvale	Dec-14
CYCOLBY	KanPay Counter: City of Colby	Dec-14
CYGARNETT	KanPay Counter: City of Garnett	Dec-14
CTGARNETT	KanPay Counter: City of Garnett Courts	Dec-14
CTKINSLEY	KanForm: City of Kinsley Courts	Dec-14
CYKINSLEY	KanPay Counter: City of Kinsley Water and Sewer	Dec-14
CYONAGA	KanPay Counter: City of Onaga	Dec-14
CYNEWSTRAWN	KanPay Counter: City of New Strawn	Dec-14

Support Statistics

Summary of the number of Live Chats, E-mails and Cases Reported from September 25 – October 20.

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
Sep-14	198	636	321
Oct-14	153	472	193

Site Promotions

The following site promotions were launched on Kansas.gov from September 26 – October 20.

Top Promoted Information	Visits
KSSOS	299
Kansas State Treasurer	229
KSAG	207
KSInsurance.org	167
GOV: About the Lt. Governor	143

The below table summarizes the top 5 visited pages on Kansas.gov from September 26 – October 20.

Page	Page Views	Time on Page
Search	25,084	1:36
Business	18,179	2:02
Services	17,366	0:51
Government	10,247	1:15
Subscribers	5,641	1:25

Marketing

Agency	Service	Type	Description
GOV	Appointments to Commissions and Boards	Social Networking	Statewide Interest
KSDE	2014 National Blue Ribbon Schools	Social Networking	Statewide Interest
KSDE	Anti-Bullying Awareness Week	Social Networking	Statewide Interest
KDWPT	Clinton Wildlife Area Quail Habitat Tour	Social Networking	Statewide Interest
KSDE	Bullying Statistics	Social Networking	Statewide Interest
KHC	Kansas Horse Council Website	Social Networking	Statewide Interest
GOV	Flags at Half Staff for National Fallen Firefighters Memorial Service	Social Networking	Statewide Interest
KDOT	Put the Brakes on Fatalities	Social Networking	Statewide Interest
KDWPT	Clinton Wildlife Area Quail Habitat Tour	Social Networking	Statewide Interest
KIC	BOW Award Recognition	Social Networking	Statewide Interest
KDOT	Local Bridge Improvement Program	Social Networking	Statewide Interest
KDA	Ag Minute: From the Land of Kansas	Social Networking	Statewide Interest
KDOT	SADD Members Dance	Social Networking	Statewide Interest
KDOT	Deer Mating Season	Social Networking	Statewide Interest
KSSOS	KARs Notification Service	Social Networking	Statewide Interest
N/A	Blue October in KC for Royals	Social Networking	Statewide Interest
KSDE	2015 KS Teacher of the Year Nominations	Social Networking	Statewide Interest
KDHE	Influenza Information	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 – 2013 Updates	Jan 14	1	1	1	1	1	1	1	1	<p>On August 15, 2013 we requested that 2 words be added to one page of our on-line renewal process. Request [sic] was sent to Jenna [sic] Coates. On Sept. 25 we received a request for information from Jenna. On Sept. 30 we received a message from Jenna stating that the change would be made before the renewal period opened on Nov. 1st. We assumed that everything was done and opened our renewal cycle as scheduled. On Dec. 3 we received a PCR from Barbie Flick stating a completion date of Dec. 31st. The process was finally [sic] completed on December 23rd. The renewal period ended on December 31st. Those who renewed from Nov. 12 to Dec. 23 did not respond to a complete disciplinary question.</p> <p>In 2013 we had to dismiss two counts from a disciplinary matter because we did not know that the wording in the online question was not the same as the wording in our paper documents. That is what prompted the change request. We were extremely disappointed that we were never informed that this wording was not changed before the renewal period opened. The service we receive from Kansas.gov is not reliable. It takes entirely too long to make a very simple change. Sometimes we don't have the six to twelve months that it takes to make a change in our process.</p>
KDOC – 2 Forms for Rural Opportunities Conference	Feb 22	5	5	5	5	5	3	5	4	Todd Smith is very pleasant to work with.
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
25 th 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
KBOP – Pharmacy Technician Renewals	Sep 25	4	4	5	3	2	2	5	2	Would like to see some type of “QC” process put in place to ensure all desired changes are fully functional the day the renewal period starts.
Total	20	93	88	90	87	83	83	91	85	
Average		4.65	4.44	4.5	4.35	4.15	4.15	4.55	4.25	