



## **Board of Directors Meeting**

**January 5th, 2015**

# AGENDA

Information Network of Kansas Inc.  
Board of Directors Meeting  
700 SW Harrison Topeka, Kansas 66603  
2<sup>nd</sup> Floor Conference Room  
Tuesday January 6th, 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.*

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

## Contracts for Approval

### Regular Agenda:

- |   |            |
|---|------------|
| 1. Board Officer Nomination Committee         | 15 minutes |
| 2. KDOR Grant Request                         | 20 minutes |
| 3. 2015 INK Business Plan and Budget Approval | 30 minutes |
| 4. KBC Update                                 | 20 minutes |
| 5. Lunch                                      | 30 minutes |
| 6. New Business                               |            |
| 7. Adjourn                                    |            |

Next Meeting Scheduled for February 3<sup>rd</sup>, 2015

**Information Network of Kansas Inc.  
Board of Directors Meeting Minutes  
November 4<sup>th</sup>, 2014  
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The December 2, 2014 meeting was conducted in 700 SW Harrison, Topeka, Kansas, 66603, 2<sup>nd</sup> Floor Conference Room.

Board members and proxies present: Jim Clark, Kevin Cronister, Donna Shelite, Kathy Sachs (Kobach), and Scott Hill. Others present: Jim Hollingsworth, INK Executive Director, Phil Elwood of Goodell Stratton Edmonds & Palmer (INK Counsel), Duncan Friend (SOS), Shane Myers, Ashley Gordon, Wayne Dirks and James Adams (Kansas Information Consortium, LLC).

At 10:03 a.m. Sachs called the meeting to order. Connor introduced the consent agenda for approval.

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

Contracts presented for approval:  
**Non State Employee Health Plan for INK Executive Director**  
**KPERS Contract for INK Executive Director**  
**City of Colby (KPC)**  
**City of Onaga (KPC)**  
**City of Assaria (KPC)**  
**Liberal Memorial Library (KPC)**  
**Kansas Corporation Commission (KPC)**  
**County KanPay Contract Amendments – 86 counties**

Allen County KS	Ellis County KS	Lane County KS	Pottawatomie County KS
Anderson County KS	Ellsworth County KS	Leavenworth County KS	Rawlins County KS
Atchison County KS	Finney County KS	Lincoln County KS	Reno County KS
Barber County KS	Ford County KS	Linn County KS	Rice County KS
Barton County KS	Franklin County KS	Logan County KS	Riley County KS
Brown County KS	Geary County KS	Lyon County KS	Rooks County KS
Butler County KS	Gove County KS	Marshall County KS	Rush County KS
Chase County KS	Graham County KS	McPherson County KS	Scott County KS
Chautauqua County KS	Grant County KS	Miami County KS	Sedgwick County KS
Cherokee County KS	Gray County KS	Mitchell County KS	Seward County KS
Cheyenne County KS	Greeley County KS	Montgomery County KS	Shawnee County KS
Cloud County KS	Harper County KS	Morris County KS	Sherman County KS
Coffey County KS	Harvey County KS	Morton County KS	Smith County KS
Comanche County KS	Haskell County KS	Nemaha County KS	Stafford County KS
Cowley County KS	Hodgeman County KS	Neosho County KS	Stevens County KS

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Crawford County KS	Jackson County KS	Ness County KS	Thomas County KS
Decatur County KS	Jefferson County KS	Osage County KS	Trego County KS
Dickinson County KS	Jewell County KS	Osborne County KS	Wabaunsee County KS
Doniphan County KS	Kingman County KS	Ottawa County KS	Wallace County KS
Douglas County KS	Kiowa County KS	Pawnee County KS	Washington County KS
Edwards County KS	Labette County KS	Phillips County KS	Wichita County KS
			Wilson County KS
			Woodson County KS

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

Consensus approval was given to have Sachs attend the INK Grants Committee as the board member representative.

Motion was made by Cronister and seconded by Shelite to approve \$22K from the INK PKI account for mapping the current Certificate Policy to the Entrust Certificate Policy. Motion carried.

Hollingsworth provided an update on the current status of the recovery of the Avamar platform, stating network throughput at the state level increases the time to recover. Discussion ensued. Motion was made by Clark to postpone the Avamar recovery be postponed until after the January 15, 2015 OITS network upgrade. Seconded by Cronister. Motion passed.

Hollingsworth provided a copy of the Executive Director duties. Discussion ensued. Hollingsworth identified those items that are of the highest priority (hit by a bus) being performed on a daily basis.

Myers presented the KBC recommendations. Discussion ensued. Myers identified the strong overlap between the KBC recommendations and INK Strategic Plan. The board is to review KBC recommendations and bring feedback to January 2015 meeting.

Myers presented the 2015 Business Plan. Discussion ensued. The board requested that a portfolio analysis meeting be held prior to the January 2015 meeting. The board requested that several alternate portfolio of projects be presented to board for review and consideration. The board is to review 2015 Business Plan and bring feedback to January 2015 meeting.

Hollingsworth provided an overview of the 2015 INK budget, noting a 6.40% decline in gross revenues and a 16.5% decrease in credit card fees due to the retraction of applications by agencies. INK's retained earnings are budgeted to increase by 4.74% over last year. Hollingsworth noted \$501,840 in existing grants and restricted funds for 2015. Hollingsworth requested board review and approval at the January 2015 meeting.

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Clark provided a report on the third quarter financial results citing no anomalies in the reports. Motion was made by **XXXXXX** and seconded by **XXXXXX** to accept the Treasurer's report. **(My apologies but my notes did not indicate who performed the acceptance and second)**

Having no further action, Sachs adjourned the meeting.



# Executive Director Report

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Submitted by Jim Hollingsworth  
INK Executive Director

For Month Ending: **December 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.

### State Entity Grants:

\*changes are highlighted

#### December 2014 Grant Submissions

KDOR: Mobile Technology

- KDOR is requesting \$21k to purchase equipment to assist in the development of mobile applications.
- A member of the INK board of directors needs to be appointed to facilitate the meeting of the INK Grants committee to discuss, score and provide funding recommendation of the grant.
- As a reminder, the grants committee consists of the three Chief Information Technology Officers for the three branches of state government and one member of the INK board. The INK executive director and network manager serve as staff to the committee.
- The board member selection will be discussed at the Dec INK board meeting.

#### Prospective Grants

Ks Board of Regents: Credentialing data gathering.

- Discussions were held with Elaine Frisbie of the Board of Regents to discuss the ability to utilize INK grant funds to facilitate the gathering of credentialing information from several agencies in their effort to provide feedback to the Governor's office and other regent institutions to better understand the status of professionals in the state and their continuing education and work location.
- Met with Sec. Clark to discuss the initiative. Clark suggested using students to perform the data gathering.
- Met subsequently with Regents to discuss next steps and they have halted the request due to declining resources and the unknown circumstances with the upcoming legislative session.
- We agreed to meet again after the session to assess the capability of moving forward.

#### 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 10<sup>th</sup> 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. 26<sup>th</sup>.
- Continued expansion of the site is on hold until discussion of Phase II of the KBC has been performed and approval of 2015 INK business plan.

## **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 3<sup>rd</sup> 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.
- Conference call held with participants to discuss change in file structure type to better facilitate the reconstruction of the files. It should be noted here that the recovery of the portal requires the transfer of all files for the portal. The transfer of the files is constricted by the amount of data that can be transferred to the offsite facility. INK contractors anticipate 3 days to perform the transfer. I have requested a mechanism from OITS to gain a larger throughput.
- Over the holiday weekend, the attempt was made to begin the transfer process. This has proven to be more difficult than expected given the personnel at OITS and INK's contractor are both performing the transfer for the first time. Several issues surfaced with passwords and access. In addition, OITS expressed its concern with transferring a large amount of data across the state network and the effect it may have on the agency's business.
- Once the transfer of all the files is completed, INK contractors will begin the process of reconstruction of the file structure and internal communications. This process is expected to take 24-48 hours. It is in this reconstructive process that the request for the new file structure is designed to accelerate.
- NIC personnel expressed their concern that this change is not best practice and may require executive approval to continue. INK's contractor requested that NIC personnel contact the EMC vendor engineer to discuss the change believing that their concern is based upon white papers for typical installation and that the change is supported by the software. NIC agreed to research.
- Communication with INK's contractor has been limited over the holiday weekend and current status will be assessed the first week of December.
- **It was decided at the December INK meeting to postpone the Avamar recovery until after the January 15<sup>th</sup> network upgrade to be performed by OITS to expand network traffic throughput.**

#### **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 3<sup>rd</sup>.
- 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.
- A conference call was held with KDOL, KCJIS and Sherriff's Association. The Sheriff's Association expressed great concern that the project is progressing without their input.
- KDOL agreed to change the scope of the INK engagement to include only the research into the requirements of the integration.
- INK and KIC have resubmitted a revised proposal of the request. The total cost of the research was reduced to \$100k. It is anticipated that the information will be used to develop an RFP.
- KIC have expressed concerns with the exclusion of INK from bidding if we develop the requirements for an RFP.
- The proposal has been delivered to KDOL and Secretary Gordon has signed the proposal. The proposal will be discussed at the December INK board meeting.
- **Contract to perform initiative is underway. Meeting will be held the first part of January to discuss with all interested parties the scope of the project for additions or objections.**

#### **Office of Judicial Administration**

- INK was invited to attend a meeting with the OJA staff to discuss the redesign of the OJA website.
- Kelly O'Brien described the outline of the redesign stating he was interested in the steps INK performed to redevelop the state home page.
- Ashley Gordon and I attended and provided some insight into the steps performed and made suggestions to them emphasizing the value of surveying their customers for functionality.
- O'Brien asked if INK grant funds were available. I responded in the affirmative.
- They will be meeting with the stakeholders to discuss next steps.
- Kelly informed me that I have been identified as a member of the ecourt steering committee and asked if I would be willing to participate. Obviously, I said yes.

## **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 CIOs.)

- 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.
- Further research into the charter documents of ITEC revealed that the minimal attendance at the October meeting was insufficient to garner a quorum.
- A teleconference meeting was held on Nov. 3<sup>rd</sup> to validate the ITEC vote.
- The approval of the proposed security policy and the addition of Entrust as a Registration Authority for the state was adopted.
- **Did not meet in December.**

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

- Met Nov. 18.
- Project management graduates were presented with their certificates of completion.
- Secretary Clark updated the committee on the conversations at the JCIT and ITEC meetings.
- Nathan Ensz discussed the instructions for the 3 year IT Management & Budget agency requirement, detailing the changes from previous year's instructions.
- **Did not meet in December.**

**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 November 20.
- Current security issues experienced by the participating entities were discussed.
- Byers discussed the Security Survey and its purpose was to better understand the current cost of the state enterprise to manage security.
- The Security Survey was sent out on Nov. 27.
- **Did not meet in December.**

**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 Nov.
- **Did not meet in December.**



**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.
- The group continues to better understand the Entrust model and investigate the requirements of transitioning from Symantec.
- Sec of State has several hundred certificate holders that have renewed during 2014 and whose certificates will expire throughout 2015.
- Sec of State has requested using the PKI funds to request Entrust review the state's current policy with the Entrust certificate policy to ensure they are aligned. In addition, they have requested the use of the funds to acquire a 1 year contract with Symantec to facilitate the transition of the existing certificate holders.
- This initiative will be discussed at the Dec. INK board meeting.
- **Payment was made to Symantec to extend the Managed PKI contract through 2015 to facilitate the transition of KSOS certificate holders and Trusted Agents to the Entrust certificate issuance.**
- **Work continues to modify the current Ks Certificate Policy (CP) to accommodate the required linguistic changes required for moving to the Entrust CP.**

**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)
- **Did not meet in December.**

## **Legislative**

**Joint Committee on Information Technology (JCIT)** - Established in 1992 the Committee, five senators and five representatives is to review information technology (IT) projects with an accumulated cost over \$250,000. The Committee is also to be notified of any project variance of more than \$1.0 million or 10.0 percent, whichever is lower. Under the direction of JCIT, the Legislative Chief Information Technology Officer (CITO) is to monitor state IT projects and report progress to JCIT.

- Attended November 13 meeting
- Jim Miller, Legislative CITO described work performed to stabilize the environment, training being performed for the upcoming session and noted the upgrade to the Legislative system was successful. Miller also described a Fishnet security audit which included social engineering. Miller praised the new security policy passed by the ITEC, citing its readability and utility. Miller described that part of the security audit was the placement of USB drives throughout the building. If someone picked it up and plugged it into their machine they were invited to attend a security training meeting. Genius.
- Miller described some ongoing projects including research into methods to speed the process of amendments to get updated materials to Legislators, expanding the number of wireless access points from 45 within the statehouse to 67, and printer replacements.
- Interesting note was the question taken from Rep Harold Lane requesting what affect a 30% decline in his budget would have on his initiatives. Miller stated he had not received notification of the reduction, but is continuing to research cost savings
- Kelly O’Brien testified regarding two projects: electronic filing and ecourt
- O’Brien explained that Judicial is extensively a paper environment. Video conferencing, and language access is a large issue for the courts.
- Kelly explained they have 110 judicial districts and information is not easily shared amongst them. OJA collects information from each of them.
- He explained that a staffing review has been performed and has identified the ability to move personnel to more burdened courts and that parole officers were also identified as a personnel move opportunity.
- The ecourt system will require an infrastructure study and will likely have 12 months of analysis prior to approaching RFP vendors.
- Jim Clark testified to the committee regarding the email consolidation stating the project has lingered for three years due to some of the participating entities that would incur a large investment to participate. Clark stated a task force was developed to share the savings from one entity to the entity who would have to pay. The contract has been signed and is expected to be a 14 to 18 month implementation. Clark stated lack of coordinated planning across cabinet agencies has to change. Clark cited a Pa. initiative to consolidate services where the state moved from supporting 217 platforms to 78, saving the state 176 million.
- Clark also provided the Executive Branch CITO report stating that there are 17 projects worth 80 million. There are four projects on watch from Board of Healing Arts, Judicial, KDOR and the KEES program. The KEES project is scheduled to go live on Dec. 1 but still has several items on the critical path. Approval will not be given until these have been resolved.

- Justin Stowe of Legislative Post Audit provided an overview of the security audit performed by their group. Stowe cited several findings that are identified in the report.

**State Finance Council** - members of the finance council shall be (1) the governor, (2) the president of the senate, (3) the speaker of the house of representatives, (4) the majority floor leader of the senate, (5) the minority floor leader of the senate, (6) the chairperson of the senate committee on ways and means, (7) the majority floor leader of the house of representatives, (8) the minority floor leader of the house of representatives, and (9) the chairperson of the house of representatives committee on appropriations

- Committee reviewed and took testimony from conferees regarding sale of property and dredging of fresh water lakes.



## **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**

November:

Provide list of Executive Director Duties performed for board discussion.

**Completed**

December:

Send 2015 INK Budget to the Board. **Completed**

Send the Executive Director Duties with critical items denoted. **Completed**

Send December grant requests to the Board. **Completed**

Schedule and perform grants committee meeting. **Completed**

Schedule and perform portfolio analysis 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. **ONGOING**
7. Identify and attend one professional development opportunity.
8. Identify application reduction threats and effect to Network Manager FTE support level. **ONGOING**
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 December 31, 2014

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## Executive Summary

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

- In December, INK Executive Director and KIC staff met with various state agencies to discuss KanPay, the Kansas.gov Payment Portal. Agencies include the Kansas Board of Regents and the Office of the State Bank Commissioner.
- KIC Business Development Managers and Project Managers had a busy month! BDMs launched 3 products to both state and local government entities, while PMs deployed 4 project change requests to Kansas.gov applications and services.
- Kansas.gov stakeholders, in cooperation with staff from KDOR, logged many hours this month in preparation for the January 5 WebFile launch date.

Please contact me if you have any questions at 785.296.7171 or via email at [smyers@egov.com](mailto: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 December.

### Contracts for Approval

**USD 330 Mission Valley District (KPC)** – USD 330 District Office 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.

**USD 330 Mission Valley High (KPC)** – USD 330 High School requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**USD 330 Mission Valley Elementary (KPC)** – USD 330 Elementary School requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**Bonner Springs Public Library (KPC)** – Bonner Springs 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 New Strawn (KPC)** – City of New Strawn 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.

**Hamilton County Library Donations (KPC)** – Hamilton County Library Donations 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.

**Office of the State Bank Commissioner (KanPay)** – Office of the State Bank Commissioner requests an online service which will allow government agency constituents to pay for government agency services using credit cards and ACH 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.

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

**City of Colby Municipal Court (KPC)** – City of Colby Municipal Court 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.

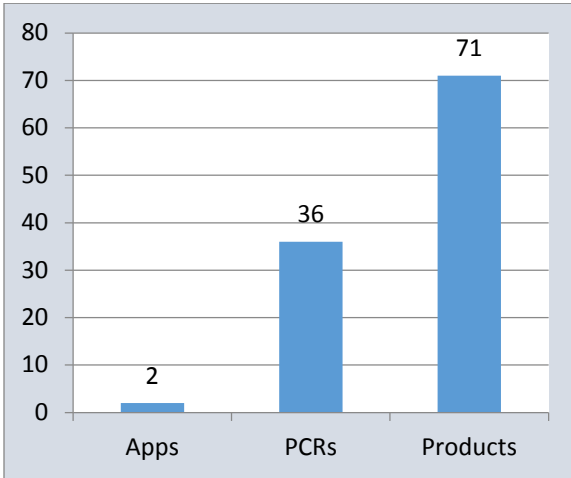
**Various (KanPay)** – 16 counties request an amendment to their WebTags Electronic Government Service Agreement which will decrease the processing fee for ACH transactions from \$3.00 to \$1.25. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

The following counties have submitted signed amendments:

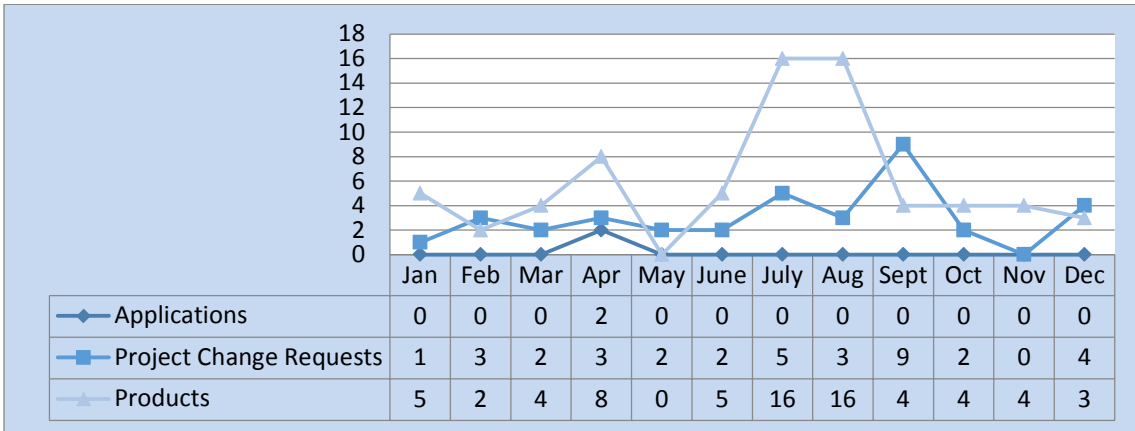
Bourbon County KS	Wyandotte County KS	Pratt County KS	Sheridan County KS
Elk County KS	Meade County KS	Clark County KS	Stanton County KS
Kearny County KS	Norton County KS	Clay County KS	Marion County KS
Sumner County KS	Republic County KS	Saline County KS	Russell County KS

# 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
KSSOS	Corporate Annual Report Add Filing Types LS and FS	Oct-14
OJA	District Court Record Search Improve Payment Tracking	Oct-14
KBI	Limited Criminal History Search Add Admin CDB Username Search	Dec-14
OJA	District Court Record Search Improve Payment Tracking	Dec-14
KDADS	HOC License Renewal Change Backend Host	Dec-14
KDHE	Dry Cleaners Registration Content Changes 2013	Dec-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

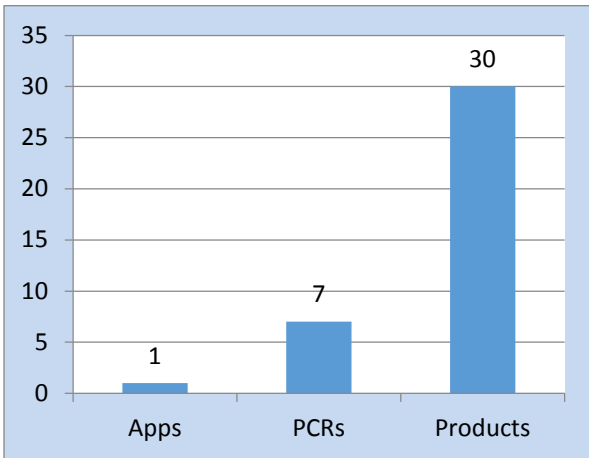
USD446	KanPay Counter: Independence Eisenhower Elementary	Feb-14
USD446	KanPay Counter: Independence Board of Education	Feb-14
USD254	KanPay Counter: Medicine Lodge USD 254	Feb-14
ATCHLIB	KanPay Counter: Atchison Public Library	Feb-14
KCJIS	KanForm: KCJIS Conference Registration 2014	Mar-14
KCJIS	KanForm: 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
CYONAGA	KanPay Counter: City of Onaga	Nov-14
CYCOLBY	KanPay Counter: City of Colby City Hall	Nov-14
CYASSARIA	KanPay Counter: City of Assaria	Nov-14

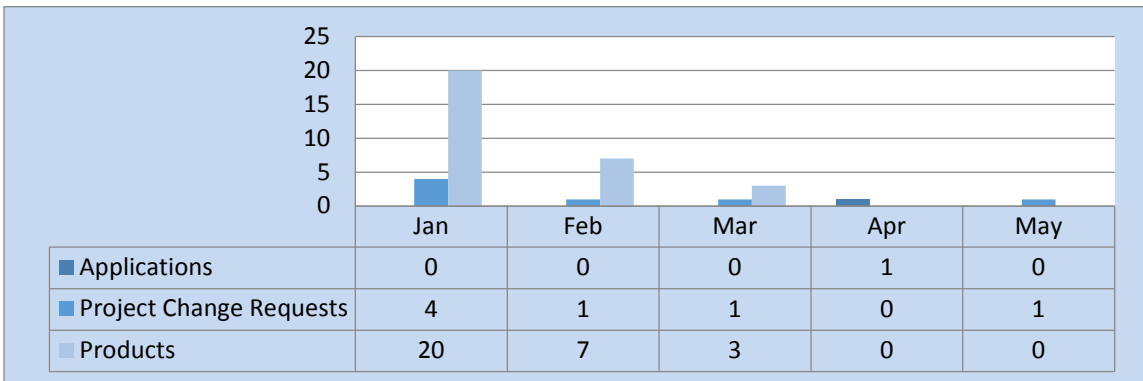
LIBERALML	KanPay Counter: Liberal Memorial Library	Nov-14
CYCOLBYPD	KanPay Counter: City of Colby Police Department	Dec-14
CYCOLBYMC	KanPay Counter: City of Colby Municipal Court	Dec-14
CYMARYSVIL LE	KanPay Counter: City of Marysville	Dec-14

## In-Development Summary

### Through End of Year 2015



### Monthly Deployments (through end of year 2015)



## Applications in Development

Agency	Project Name	Scheduled Deploy (Month)	Schedule Variance Reason
KIC	Kansas Service Center Mobile	Apr-15	

## Project Change Requests in Development

Agency	Project Name	Scheduled Deploy (Month)	Schedule Variance Reason
KDOR	WebFile Homestead Claim 2014 Tax Year Update	Jan-15	Partner Approved Scope Change
KDOR	WebFile Income Tax Return 2014 Tax Year Update	Jan-15	Partner Approved Scope Change
KSSBEO	Optometry License Portal 2015 Cycle Updates	Jan-15	
KSBEMS	Attendant License Renewal Modify AEMT CEU Rules	Jan-15	
KDOR	Tax Payment Portal CCP Implementation	Feb-15	
KBI	Limited Criminal History Search Remove Cancel Button	Mar-15	Awaiting Partner Task Completion
KCTA	Property Tax Add Year Round Feature	May-15	N/A Improved Schedule

## Projects On-Hold

Agency	Project Name	On-Hold Date	On-Hold Reason
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	Jan-15
NWST	KanPay Counter: City of New Strawn	Jan-15
BNNRPL	KanPay Counter: Bonner Springs Public Library	Jan-15
OSCORWD8	KanPay Counter: Osage County RWD 8	Jan-15
USD330	KanPay Counter: USD 330 Mission Valley District Office	Jan-15
USD330	KanPay Counter: USD 330 Mission Valley High School	Jan-15
USD330	KanPay Counter: USD 330 Mission Valley Elementary School	Jan-15
GRTBPL	KanPay Counter: Great Bend Public Library	Jan-15

PTTSPL	KanPay Counter: Pittsburg Public Library	Jan-15
VLLCPL	KanPay Counter: Valley Center Library	Jan-15
USD501	KanPay Counter: Chase Middle School	Jan-15
KUMHRI	KanPay Counter: Kansas University Mental Health Research	Jan-15
PLCOEMS	KanPay Counter: Phillips County EMS	Jan-15
GRNT	KanPay Counter: City of Garnett	Jan-15
GRNTMC	KanPay Counter: City of Garnett Courts	Jan-15
HMCOLIB	KanPay Counter: Hamilton County Library Donations	Jan-15
HLCM	KanPay Counter: City of Holcomb	Jan-15
OVRBMC	KanPay Counter: City of Overbrook Municipal Court	Jan-15
OVRB	KanPay Counter: City of Overbrook	Jan-15
RNCODPT	KanPay Counter: Reno County Department of Public Transportation	Jan-15
KDOR	KanPay Counter: Driver Control Office	Feb-15
KDOR	KanPay Counter: Titles and Registrations	Feb-15
KSBN	KanPay Counter: KSBN	Feb-15
JNCTAS	KanPay Counter: Junction City Animal Shelter	Feb-15
USD449	KanPay Counter: USD 449 Easton	Feb-15
OGDN	KanPay Counter: City of Ogden	Feb-15
KUTORP	KanForm: TORP Conference	Feb-15

## Support Statistics

Summary of the number of Live Chats, E-mails and Cases Reported from November 20 – December 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	189
Nov-14	211	423	163
Dec-14	131	337	145

## Site Promotions

The following site promotions were launched on Kansas.gov from November 20 – December 20.

Top Promoted Information	Visits
Kansas State Treasurer	149
KSSOS	127
KSAG	66
GOV: About the Lt. Governor	37
KSInsurance.org	31

The below table summarizes the top 5 visited pages on Kansas.gov from November 20 – December 20.

Page	Page Views	Time on Page
Business	14,150	2:00
Services	13,991	0:48
Search	9,178	1:30
Government	7,798	1:18
Subscribers	4,325	1:24

## Marketing

Agency	Service	Type	Description
KSDE	Olathe Schools Receive 2014 NAEHCY Award	Social Networking	Statewide Interest
KDWPT	KANSAS! Magazine wins Magazine of the Year	Social Networking	Statewide Interest
KDEM	Don't Mix Chemicals	Social Networking	Statewide Interest
KDA	Kansas FFA Career Development Event	Social Networking	Statewide Interest
KSSOS/GOV	2014 Kansas General Election Results	Social Networking	Statewide Interest
KDWPT	KANSAS! Magazine Winter Edition available	Social Networking	Statewide Interest
KDEM	Emergency Kit Information	Social Networking	Statewide Interest
N/A	Tallgrass Prairie National Preserve	Social Networking	Statewide Interest
N/A	Veteran's Day Reminder	Social Networking	Statewide Interest
Kansas.com	Reindeer at Fulton Valley Farm	Social Networking	Statewide Interest
KDOL	Unemployment Benefits Card Update	Social Networking	Statewide Interest
FEMA	National Preparedness Coalition	Social Networking	Statewide Interest
KDEM	EPA Chemical Preparedness Update	Social Networking	Statewide Interest
KUPMC	CPM with Distinction Award	Social Networking	Statewide Interest
KDWPT	New Publication: KS State Parks Guide	Social Networking	Statewide Interest
KDEM	Household Hazardous Chemical Safety Event	Social Networking	Statewide Interest
N/A	Graco Stroller Safety Recall	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 Updates	Mar 4	5	4	4	3	2	3	4	3	It is still early from implementation of the project to see if there are any bugs in the upgrade. I've only had 12 licensees renew their license since it opened for renewals yesterday.



Riley County Treasurer, IT/GIS – KPC	Mar 12	4	4	4	4	4	4	4	4	N/A
Atchison Public Library – KPC	Mar 13	5	5	5	5	5	5	5	5	Couldn't have been a better experience. The product offered and expertise of the Kansas.gov staff was outstanding.
KBI/KCJIS – KanForm	Jun 6	5	4	5	5	5	5	5	5	I primarily worked with Todd, Huston and Jeanine who were all very helpful and quick to resolve my issues. This was my first time using the KanPay and they were very patient with helping me work through using the site. Thank you again for all your help
25 <sup>th</sup> 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.
Chanute Public Library – KPC	Dec 19	5	4	5	4	5	5	5	5	N/A
Independence Public Library – KPC	Dec 22	5	5	5	5	5	5	5	5	We love kanpay [sic] it is easy to use and we love offering this service.
<b>Total</b>	22	103	97	100	96	93	93	101	95	
<b>Average</b>		4.68	4.40	4.54	4.36	4.22	4.22	4.59	4.31	



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# Information Network of Kansas

## 2015 Business Plan

for



**Presented to:** Information Network of Kansas Board of Directors

**Approved:**

**Prepared by:**

Jim Hollingsworth  
Executive Director – Information Network of Kansas

&

Shane Myers, General Manager – INK  
President, Kansas Information Consortium, LLC

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## EXECUTIVE SUMMARY

NOTE to Board: Some sections will be written after approvals of other chapters

Information provides the foundation for private sector economic development, efficient government service delivery, and improved decision-making across both sectors, INK is a unique resource that can be used to expand private sector access to information and support the state in its drive for greater efficiency and effectiveness in government operations.

The general structure and operating model established in INK's enabling statutes provides the organization with independence and flexibility, creating a vehicle that has been a great asset to the development of the state's electronic services. INK is a public-private partnership that allows for the collaboration between public policy goals and private sector innovation to produce better results for the citizen. INK is governed by a non-compensated board of directors comprised of public and private executives. This unique quasi-governmental organization places together the citizens and businesses with entities across the state that are chartered to husband and collect the data and services citizens and businesses require.

INK offers web application development, infrastructure hosting, and low cost payment card processing solutions to state, county and local data providing entities. INK provides these services at no upfront costs to the entities. Development costs are recovered over a period of time by the application of an additional fee to the transaction. The fee recovers the cost of initial development, ongoing maintenance, disaster recovery and security. The value of the application is tested daily in the marketplace and its expanding usage is evidence of the value of the service. In addition, INK offers state entities with the ability to development no charge information services. Revenues generated through applications requiring payment are utilized by INK to offer the development and hosting of services for which there is no revenue generated. These services are also developed at no charge to the entity.

INK's credit card and ACH payment processing is integrated with driver's license stations in all 105 counties of Kansas, over seventy county treasurer's offices, twenty six executive and judicial state agencies, elected officials, state boards and commissions and several city and school districts. Through this dollar volume aggregation, INK is able to provide a low cost solution from which all participating entities benefit.

INK is exempt from state purchasing statutes, providing the capability to quickly take advantage of new opportunities without the sometimes lengthy procurement cycles associated with government. INK also has the ability to set the fees charged for services, a tool that can incentivize an entrepreneurial approach to service provision that fosters competition which drives increased responsiveness to its customers.

Security and reliability are INK's paramount concern. The application development, infrastructure hosting and payment processing are outsourced to a private Kansas based company. The network is hosted in a Tier-4 facility with complete backup and recovery from a separate infrastructure facility in a separate state.

INK's solutions provide an economical method for state, county and local entities to increase internal efficiency, reduce internal expenses and expand citizen and business access and participation.

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## 2014 Achievements

INK attained several key achievements in 2014:

- Implemented mobile-first design, content and refresh to the Kansas.gov “the portal”.
- Kansas.gov “the portal” was a finalist in the 2014 e.Republic’s Center for Digital Government Best of the Web competition.
- Successfully achieved Cybertrust certification.
- Collaborated with Kansas Secretary of State’s in the development and implementation of the Kansas Business Center.
- Launched Kansas Secretary of State’s Annual Report TPE Direct Payment Processing service.
- Performed successful disaster recovery test.
- Kansas.gov Business Development Managers successfully implemented new products to new and existing partners.

## 2015 At a Glance

In 2015, INK will closely align its efforts with the INK’s 2015 - 2017 Strategic Plan, and will seek to support the State’s strategic initiatives. The initiatives are focused on increasing the efficiency of government and reducing its cost by aligning existing resources and utilizing innovative, enterprise information technology solutions.

The 2015– 2017 INK Strategic Plan is built upon six individual strategies. These strategies will guide the annual business planning initiatives and measurements will reflect each year’s accomplishments toward INK’s strategic goals.

- Strategy 1
  - Increase awareness of INK to citizens, agencies and businesses.
- Strategy 2
  - Maintain and deliver core values
- Strategy 3
  - Unified Web/Digital strategy
- Strategy 4
  - Diversifying collaborative services.
- Strategy 5
  - Perform portfolio assessment to improve performance, enhance existing services and prioritize.
- Strategy 6
  - Enterprise account management

The 2015 INK Business Plan utilizes the strategic goals to guide the determination of the specific tactics to accomplish in this year’s business plan. Highlights from this year’s plan include:

- Acquisition
  - Launch marketing activities to drive adoption and awareness of its services to appropriate target audiences.

- 
- Improvement through cooperative partnerships.
  - Institute strategically focused grants to capture greater market share.
  - Explore opportunities to capture greater market share.
  - Expansion of KanAccess, the Single Sign-On solution to several services.
  - Penetration
    - Collaborate with existing “top-tier” partners to implement marketing best practices to drive awareness and adoption to portal service provided.
  - 
  - Retention
    - Participate in annual awards to generate recognition at a state and national level.
    - Demonstrate “true value” of the services offered by the portal.
    - Grow and diversify the portal revenue base.
    - Monitor the integrity and security of the Network from attacks or intrusions.
    - Monitor the integrity and test the ability to recover the Network from in case of disaster.
    - Measure the progress toward the completion of established metrics with associated timelines.
    - Explore environmental scan of other state’s portals/systems and KS local government portals.
    - Remain relevant in implementing mobile technology solutions.
    - Establish policies in support of the portfolio assessment.
    - Monitor and track resources dedicated to development, support and maintenance of portal services and internally maintained Web sites.
    - Explore tactics to improve customer’s overall experience and keep them engaged.

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## MANAGEMENT TEAM

The Information Network of Kansas, Inc. (INK) was established in 1990 with the passage of KSA 74-9301 et seq. The organization is governed by a nine-member board of directors comprised of public and private executives. Board membership is designed to combine the needs of business and citizens with the entities which can assist in the delivery of the service. These positions are non-compensated and serve a term of three years.

The 2015 INK Board membership includes:

### **Board Officers**

Joe Connor: Chair

Representing: Kansas Association of Counties

Kris Kobach: Vice Chair

Secretary of State

Jim Clark: Treasurer

Secretary of Department of Administration and  
Executive Branch Chief Information Technology  
Officer

Terry Holdren: Secretary

Representing: Kansas Farm Bureau

### **Board Members**

Nick Jordan

Secretary of Department of Revenue

Gary Landeck

Kansas Libraries Association

Scott Hill

Representing: Kansas Bar Association

Open

Association of Statewide Character

The INK Board of Directors is supported by an Executive Director responsible for the customer quality assurance and monitoring the performance of the Network Manager



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contract, management of the INK office, the development of the INK annual business plan, grants management, records management and state committee participation. This position was created in 2002.

INK contracts the management of the network, application development, customer support and payment processing to a private entity, Kansas Information Consortium, LLC., a wholly owned subsidiary of NIC, Inc. The public-private relationship is governed by the Network Manager Contract. In 2014, INK signed a long-term contract with Kansas Information Consortium, LLC. The seven-year contract includes an annual renewal process INK can exercise to extend the contract for additional one-year periods. The new contract was approved by the INK board of directors and went into effect July 18, 2014. With this new contract, INK and KIC extend the nation's longest-running public-private state portal management.

## **BENEFITS, RISKS & CHALLENGES OF e-GOVERNMENT TODAY**

### **OVERVIEW**

eGovernment uses the power of information and communications technology to help transform citizen and business interaction, and extends the availability, accessibility, quality and cost-effectiveness of public services. This transformation is revitalizing the relationship between businesses and citizens and the public bodies who work on their behalf. Successful eGovernment puts customers at the center of public bodies' planning by building diversified access to public services, creating new or enhanced communication channels to facilitate greater citizen participation and providing increased transparency into government. The quality of public service delivered will continue to be challenged to meet that of the level of service provided by the private sector in a cost-effective manner.

### **BENEFITS OF INK**

The general structure and operating model established in INK's enabling statutes provides the organization with independence and flexibility and is a great asset to the development of the state's electronic services. INK is a public-private partnership that allows for the collaboration of public policy goals with private sector innovation to produce better results for the citizen. INK is governed by a non-compensated board of directors comprised of public and private executives. This unique quasi-governmental organization places together the need of citizens and businesses for greater access to government information and services with state and local government entities across the state.

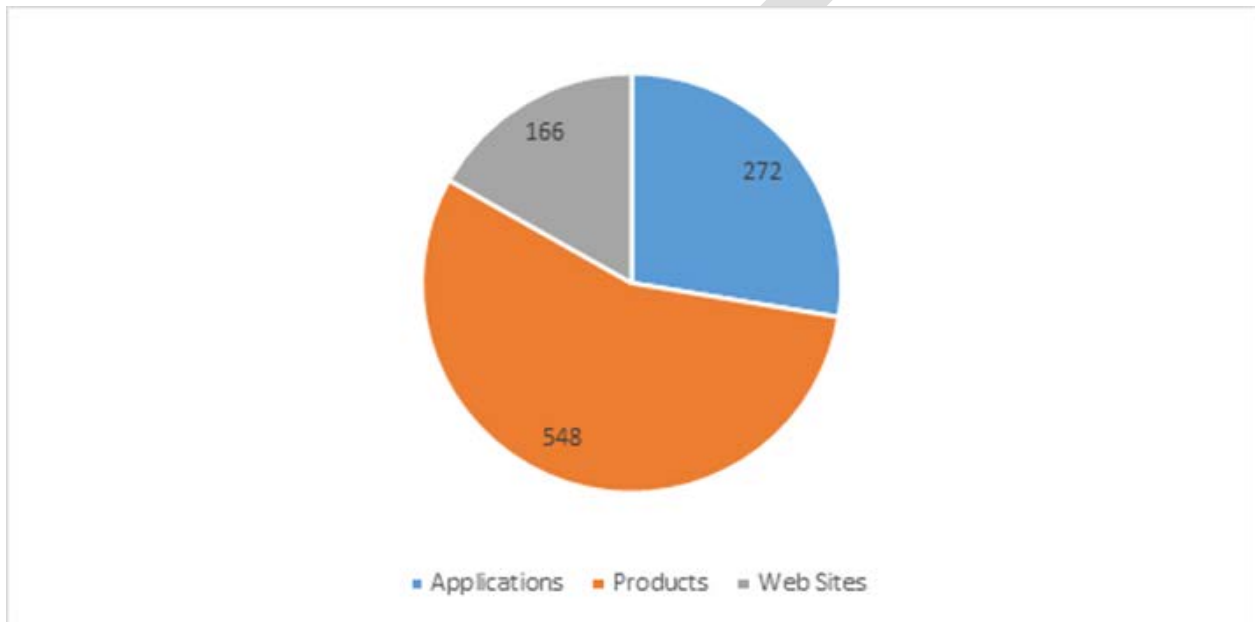
INK receives no appropriations from the state. INK is statutorily exempt from state purchasing statutes, providing the capability to more quickly take advantage of new opportunities. INK also has the statutory ability to establish the fees charged for services. This ability incentivizes an entrepreneurial approach to service provision that fosters competition which drives increased responsiveness to its customers.

INK manages the official state Web site for the state of Kansas and offers Web application development, infrastructure hosting, low cost payment card processing, and customer support solutions to state, county and local data providing entities. INK provides these services at no upfront costs to the entities. Development costs are recovered over a period of time by the application of a service fee to revenue generating transactions. The fee recovers the cost of initial development, ongoing maintenance, disaster recovery and security and credit card services. For

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over twenty years, the value of the applications are tested daily in the marketplace and their expanding usage is evidence of the continuing value of the service to our customers. Perhaps the greatest benefit of INK is the ability for state entities to development no charge information services. Revenues generated through applications are utilized by INK to offer the development and hosting of services for which there is no revenue generated. These services include the state portal, license verification services and Amber Alerts and are also developed at no charge to the entity.

INK currently manages over 900 services on behalf of agencies. These services represent applications, websites and services for state, county and local entities and provide support for portal services on overall behalf of the state as a whole, including the state portal itself. The graph below identifies the breakdown of the services maintained by INK.



Security and reliability are INK's paramount concern. The network hardware and software of INK, infrastructure hosting and payment processing are outsourced to a private Kansas based company. The network is hosted in a Tier-4 facility with complete backup and recovery from a separate infrastructure facility in a separate state. The recovery of the infrastructure is performed annually.

INK's low cost or no cost solutions provides an exceptional economical method for state, county and local entities with the ability to increase internal efficiencies, reduce internal expenses and provide citizens and businesses expanded access to government information and services.

## **RISKS**

Developing and implementing the eGovernment programs necessitates INK manage certain risks. This section identifies the major risks and the activities undertaken to mitigate those risks.

### **Public Confidence**

INK's customers must be confident that they can conduct transactions in a secure and reliable environment, with the appropriate data privacy protections. The public has high expectations

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concerning the quality and timeliness of service provided by the state. INK and other state entities risk the public trust and confidence if they do not actively pursue efforts to successfully execute a comprehensive eGovernment strategy. Security and trust in an organization is only as strong as its weakest link. INK and each agency share a responsibility to their customers and the state enterprise as a whole, to maintain a high level of security and protection procedures. To help mitigate this risk, INK's vendor is tested quarterly for its compliance with the Payment Card Industry's Data Security Standards, all applications are scanned for known vulnerabilities prior to launch, internal and external vulnerability scans are performed annually on the portal and the INK Executive Director participates with the state as a voting member of the IT Security Council and the Information Technology Executive Council to assist in developing state policies which promote a higher level of security for the enterprise regarding state purchasing, system configuration, data storage, and protection of private information.

## **ECONOMIC CLIMATE RISK**

### **Budgetary Issues**

State agency appropriations are projected to continue to be decreased. Agencies will look to all of their available resources to continue to meet their mission with reduced appropriation. INK will be at risk from agencies attempting to decrease INK's resource availability with low or no charge online applications and maintenance.

INK receives no state appropriation, therefore deliberate consideration will be required to balance the resource allocation between those services which are fee services and those services which do not require a fee. The INK Board of Directors will be required to assess all application development requests and their effect on the enterprise application portfolio. Consideration will need to include the analysis of the individual application, the entity's existing portfolio of applications with INK and the effect of the resource allocation on the enterprise portfolio to adequately serve all of INK's customers. Bimonthly meetings are held with the INK Executive Director, board selected member(s) of the board, and the Network Manager to review and compare individual application's revenue generation to the vendor's documented hours work for creating, maintaining and refreshing the application. Any service pricing recommendations are discussed with the individual agency and recommendations are brought to the INK board for debate, approval or rejection.

A state directed effort is needed to coordinate state enterprise e-government initiatives to support the collective strategic aims of the state and INK through an assessment of competing priorities. Throughout 2015, INK will work with the ITEC and the Executive Branch CITO to identify those applications and services from the Governor's Roadmap 2.0, the state Strategic Information Management Plan and other enterprise initiatives to best utilize the resources of the enterprise and INK.

## **IMPLEMENTATION RISK**

INK's and the state's enterprise eGovernment objectives will experience implementation risk as the cost of government is reduced. Agencies will face increasing budgetary pressures and cost effective alternatives will be required to continue to serve the public while lowering state government expenses. Aligning and integrating INK's development model to assist the state will best coordinate and align each entity's resources.

With each new application development project there are annual or semi-annual requirements to perform changes or updates to them, whether agency, customer or legislative sponsored. These changes must be integrated into the available development resources. INK currently

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monitors the application and service portfolio to identify the upfront development investment compared to the ongoing costs to continue to provide the service. Innovative thought and state and local entity collaboration will be required to monitor the new application development and maintenance resource requirements so that continued expansion of online government services can be maintained.

In addition to the value of no upfront development cost provided by INK, meeting entity expectation with project delivery is vital to meeting the entity's timelines and will serve to strengthen the state's trust in INK's reliability. INK will monitor the actual project delivery dates provided to the requesting entities for application development or change requisition compared to the date provided to the entity. To monitor the project delivery timelines, the Executive Director and the Network Manager meet bimonthly to review all active projects and quarterly reporting is generated to monitor the project delivery timelines.

### **UNDERVALUED SERVICE RISK**

#### Demonstrating Value

INK must effectively demonstrate the value of its services to its end user customers and data providing entities. Continued education and communication with administrative and legislative leadership will need to be coordinated and maintained in order to articulate the value of INK's services for our shared target markets (citizens, partners and business community).

### **AGENCY SATISFACTION**

Agency relationship management is handled by Business Development Managers and project prioritization is managed by Project Managers who are required to manage this queue in order to deliver products and services on agreed-upon timelines. INK sponsored survey mechanisms are implemented and will be directed towards Agency Executive Leadership to measure level of satisfaction. Issues identified in the surveys are discussed with the entity in order to eliminate replication of the issue in the future. This methodology is designed to strengthen relationships and continue to promote our value and local attention.

### **ADMINISTRATIVE CHANGE RISK**

#### New Leadership

The INK Board of Directors will experience board member turnover as member's terms expire. The Governor is responsible for appointing six of the nine members of the board. Recommendations from the board are accepted by the Governor's office for consideration. The board's recommendations consider the balance of public and private board governance representation.

INK will establish a communication plan to re-establish relationships with legislative and administration officials to ensure the executives are informed of the unique mission of INK, INK's services and the value of INK to the agency, and the state.

### **DATA SHARING CHALLENGES**

INK is uniquely positioned to provide cross-boundary data sharing with disparate systems.

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Coordinated service delivery across multiple entities will depend heavily upon executive sponsorship and a state sponsored enterprise strategy which addresses mutual organizational, cultural, legal and security barriers to sharing data. Successful implementation will require an approach that emphasizes collaboration, shared goals, open communication, transparency and constituency benefit. INK, as a member of the IT Security Council, Information Technology Advisory Board, and the Information Technology Executive Council will request the creation of state policy to develop data sharing standards.

## LEGAL CHALLENGES

### Protecting Data

Data security is the paramount responsibility and a constant and vital element of the portal. INK will continue its practice of collecting, maintaining and disseminating data only as authorized by law and as necessary to carry out its mission and responsibilities. Adhering to the Payment Card Industry (PCI) Data Security Standards requirements ensure the reliability and trust which can be asserted to our customers. In addition, all applications are scanned for known security vulnerabilities prior to launching to the public and additionally, PCI security scans are performed quarterly and annually on the system.

## GOALS & OBJECTIVES

It is important to know and understand your target audiences. INK has three different target audiences at a primary and secondary level:

- Primary: State Government
  - Agencies & Associations (i.e. Partners)
  - Business Community
  - Citizens
- Secondary: Local Government
  - Agencies & Associations (i.e. Partners)
  - Business Community
  - Citizens
  -

The adopted strategy focuses on collaborating with state and local government entities to create services, which are enterprise in scope and highly integrated. The vision is predicated upon strategies which constitute the pillars of success. The strategies, objectives and tactics listed in this plan provide the means to accomplish the end result of the vision established by the Information Network of Kansas (INK) Board of Directors: “*Delivering world-class digital Government.*”



**Strategy 1: Increase awareness of INK to citizens, agencies and businesses.**

- **Objectives**
  - Acquisition
    - Attack market and capture greater market share
  - Penetration
    - Penetrate existing target audience
  - Retention
    - Win over and keep existing target audience
- **Tactics**
  - Acquisition
    - Launch marketing activities to drive adoption and awareness of its services to appropriate target audiences.
  - Penetration
    - Collaborate with existing “top-tier” partners to implement marketing best practices to drive awareness and adoption to portal service provided.
  - Retention
    - Participate in annual awards to generate recognition at a state and national level.
    - Demonstrate “true value” of the services offered by the portal.

**Strategy 2: Maintain and deliver core values**

- **Objectives**
  - Acquisition
    - Attack market and capture greater market share

- 
- Penetration
    - Penetrate existing target audience
  - Retention
    - Win over and keep existing target audience
  - **Tactics**
    - Acquisition
      - Improvement through cooperative partnerships.
    - Retention
      - Grow and diversify the portal revenue base.
      - Monitor the integrity and security of the Network from attacks or intrusions.
      - Monitor the integrity and test the ability to recover the Network from in case of disaster.
      - Measure the progress toward the completion of established metrics with associated timelines.

### **Strategy 3: Unified Web/Digital strategy**

- **Objectives**
  - Acquisition
    - Attack market and capture greater market share
  - Penetration
    - Penetrate existing target audience
  - Retention
    - Win over and keep existing target audience
- **Tactics**
  - Acquisition
    - Institute strategically focused grants to capture greater market share.

### **Strategy 4: Diversifying collaborative services.**

- **Objectives**
  - Acquisition
    - Attack market and capture greater market share
  - Penetration
    - Penetrate existing target audience
  - Retention
    - Win over and keep existing target audience
- **Tactics**
  - Acquisition
    - Explore opportunities to capture greater market share.
  - Retention
    - Explore environmental scan of other state's portals/systems and KS local government portals.
    - Remain relevant in implementing mobile technology solutions.

### **Strategy 5: Perform portfolio assessment to improve performance, enhance existing services**

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and prioritize.

- **Objectives**
  - Acquisition
    - Attack market and capture greater market share
  - Penetration
    - Penetrate existing target audience
  - Retention
    - Win over and keep existing target audience
- **Tactics**
  - Retention
    - Establish policies in support of the portfolio assessment.
    - Monitor and track resources dedicated to development, support and maintenance of portal services and internally maintained Web sites.

### Strategy 6: Enterprise account management

- **Objectives**
  - Acquisition
    - Attack market and capture greater market share
  - Penetration
    - Penetrate existing target audience
  - Retention
    - Win over and keep existing target audience
- **Tactics**
  - Acquisition
    - Expansion of KanAccess, the Single Sign-On solution to several services.
  - Retention
    - Explore tactics to improve customer's overall experience and keep them engaged.

## **PORTAL MARKETING PLAN**

INK will focus on the following acquisition, penetration and retention efforts to drive adoption and awareness of its services to appropriate target audiences.

### **TARGET AUDIENCE**

It is important to know and understand your target audiences. INK has three different target audiences at a primary and secondary level:

- Primary: State Government
  - Agencies & Associations (i.e. Partners)
  - Business Community
  - Citizens
- Secondary: Local Government
  - Agencies & Associations (i.e. Partners)
  - Business Community



- 
- Citizens

## APPROACH

INK plans to increase overall portal revenue by driving the target audience rapidly through the sale cycle (Awareness, Consideration, Sale, Post-Sale) with supporting tactics and marketing activities focused on Acquisition, Penetration and Retention.

- **Acquisition Campaign**
  - Objective: Generate awareness and grow number of entities within each target audience utilizing service with INK.
    - Launch marketing activities to drive adoption and awareness of its services to appropriate target audiences.
- **Penetration Campaign**
  - Objective: Generate awareness to further encourage existing entities within each target audience to try additional services with INK.
    - Collaborate with existing “top-tier” partners to implement marketing best practices to drive awareness and adoption to portal service provided.
- **Retention Campaign**
  - Objective: Generate awareness to further encourage existing entities within each target audience to continue utilizing services with INK.
    - Participate in annual awards to generate recognition at a state and national level.
    - Demonstrate “true value” of the services offered by the portal.

## PORTAL CUSTOMER SERVICE PLAN

### APPROACH

Customer service and support for portal services can be as important to the customer’s experience as the value and efficiency generated by an application or service. If a customer has a question or problem while using a portal service, we want to be sure that assistance is available by phone, e-mail or online live chat. The Help Center staff is well-versed in portal services, general state information, and will assist customers in a timely manner.

- **Methodology**

The INK Support Guidelines allow for a concentrated focus to be placed on customer service to ensure each support incident was given appropriate attention and followed through to completion.

Issues are reported by a partner, subscriber or citizen via the following:

- Phone
- E-mail

- 
- Voicemail
  - Online Live Chat

After understanding the issue from the customer, Help Center staff attempt to replicate the issue to attempt to resolve the issue in the first customer interaction. If no resolution is made, a support ticket is created within the portal resolution tracking application and documented prioritization procedures are followed to ensure that proper attention is provided to all tickets within the ticketing system. Each ticket will be labeled with Critical, High, Medium and Low level of impact. An estimated response time is assigned to each ticket based on level of impact to the customer or agency. In addition, escalation rules have been assigned for tickets whose resolution timeline have exceeded the agreed upon timelines.

INK provides agencies a dedicated email address to ensure priority attention and timely response is provided.

- **Tools**

Changes to any hardware or software affecting a portal service are reported by initiating a request in the Eventum application. This system gives support resources maximum visibility to all technical environment changes and customer requests. In addition, the tool provides tracking mechanisms to monitor the amount of support hours dedicated to resolving customer requests by application and by agency for feedback to technical analysts for process improvement review.

## **PORTAL TECHNOLOGY PLAN**

The INK portal services are fully hosted in the NIC Corporate Data Center and a replicate network exists at the secondary facility. All portal services and internally managed Web sites can execute in either location and controlled by the global traffic manager. INK considers the security of our partners' and citizens' information critical. Documented steps are taken to safeguard information according to established security standards and procedures, and we continually assess the new technologies for protection mechanisms.

### **APPROACH**

INK plans to implement the supporting tactics focused on Acquisition and Retention.

- **Acquisition**
  - Objective: Attack market and capture greater market share
    - Expansion of KanAccess, the Single Sign-On solution to several services.
- **Retention**
  - Objective: Win over and keep existing target audience.
    - Monitor the integrity and security of the Network from attacks or intrusions.

- 
- Monitor the integrity and test the ability to recover the Network from in case of disaster.
  - Explore environmental scan of other state's portals/systems and KS local government portals.
  - Remain relevant in implementing mobile technology solutions.
  - Explore tactics to improve customer's overall experience and keep them engaged.

**Hardware and Software Listing** (current network list will be provided to INK Executive Director under separate confidential cover)

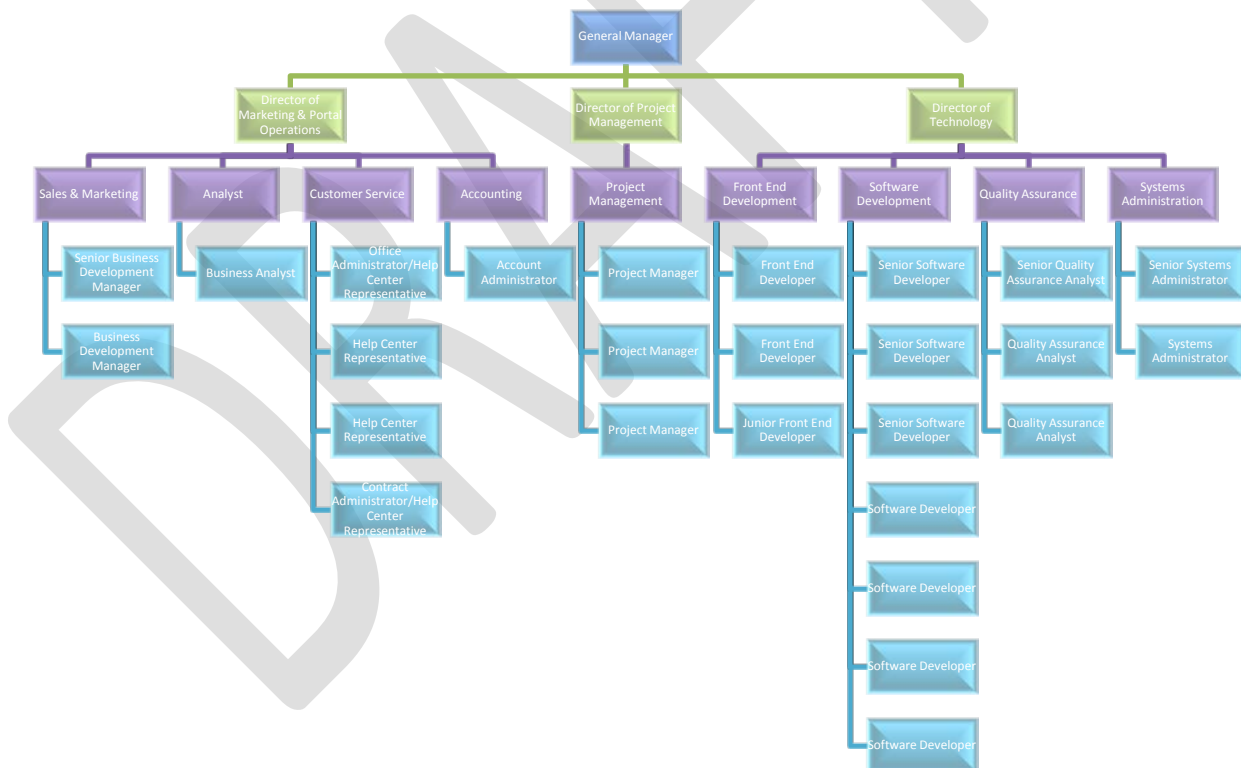
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# PORTAL STAFFING PLAN

## APPROACH

INK outsources the network development and maintenance of the portal. The Network Manager contract requires the vendor provide their staffing plan.

- **Total employee count**
  - 30
- **Open positions**
  - 1 Senior Business Development Manager
  - 1 Help Center Representative
  - 1 Contract Administrator/Help Center Representative



- **12-Month Staffing Plan**
  - KIC will continue its efforts to hire 1 Senior Business Development Manager, 1 Help Center Representative, 1 Contract Administrator/Help Center

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Representative. These individuals will ensure partner satisfaction and allow INK to tackle backlog and increase service in short term and long term for better delivery to partners. For 2015, KIC does not plan to hire additional staff.

**Staffing Compensation Levels** (provided to INK under separate confidential cover)

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## PORTAL FINANCIAL PLAN

### APPROACH

INK will continue to build upon its past success and will closely align its efforts with the INK's Strategic Plan, as mentioned earlier in this document. The adopted strategy focuses on collaborating with state and local government entities to create services, which are enterprise in scope and highly integrated. The vision is predicated upon strategies which constitute the pillars of success. The strategies, objectives and tactics listed in this plan provide the means to accomplish the end result of the vision established by the Information Network of Kansas (INK) Board of Directors: *“Delivering world-class digital Government.”*

- Strategy 1
  - Increase awareness of INK to citizens, agencies and businesses.
- Strategy 2
  - Maintain and deliver core values
- Strategy 3
  - Unified Web/Digital strategy
- Strategy 4
  - Diversifying collaborative services.
- Strategy 5
  - Perform portfolio assessment to improve performance, enhance existing services and prioritize.
- Strategy 6
  - Enterprise account management

### FINANCIALS

See Appendix A: 2014 INK Budget Summary

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## GRANTS

INK offers grant awards from its retained earnings that support their statutory mission. The INK Board has developed eight specific statutory and strategic objectives which are used to rate each grant proposal. Annual grant amount availability is determined by INK's annual budgeting process.

Grant applications are considered under the following primary categories:

- Commerce/Kansas Business Center
- Legislative
- Transportation
- Medical Services
- Natural Resources/Agriculture
- Public Safety
- Education
- Infrastructure
- Mini-Grants
- Special Grants

A subcommittee reviews and rates each grant application received. The members of the committee consist of the three Chief Information Technology Officers for the three branches of Kansas government, and one member of the INK Board. The Executive Director and Network Manager serve as support staff to the subcommittee.

Agency grant submissions are reviewed two times per year. Deadline submissions are June 30 and November 30. Grant requests may also be submitted at any time if the grant is \$5,000 or less or if the grant request is a part of another funding line which has response times less than the allotted INK grant deadlines. For these types of grant requests, the requestor must contact the Executive Director for specific requirements prior to submitting the request. Grant applications can be found at [www.INK/board/INK\\_Grants.html](http://www.INK/board/INK_Grants.html).

Each recipient of a grant award is required to submit a quarterly report on the status and progress of the project. If the project qualifies for CITO approval, the requestor is required to submit project approval documentation to ensure compliance with the state's project management methodology.

Upon conclusion of the grant, the INK Board of Directors requires a final report detailing the results and benefits of the grant awarded and may request a presentation from the grant recipient to the INK Board of Directors.

Grant applications and governing policies and procedures can be found at [www.INK/board](http://www.INK/board). Since INK's inception in 1990, grant amounts to state sponsored entities have exceeded \$4.2 million dollars to further the INK's mission, the strategic goals of the requesting organizations and support the strategic IT direction of the state. For 2015, the INK Board of

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Directors has allocated \$XXX,XXX to grant availability.

### ***EXISTING GRANTS***

Kansas State Historical Society: In May of 2014, the INK Board of Directors approved a grant in the amount of \$60,000 to support an initiative to design and install a large touch screen monitor in the visitor center and to design and install information kiosks on all floors of the Kansas statehouse. The 2D graphical location information provided by the monitor and kiosks will include hearing room and legislators office locations. The 2015 ending balance of \$28,510 will be carried forward to 2015.

### ***RESTRICTED FUNDS***

Restricted Funds are funds the INK Board has designated for specific purpose or to support existing or multi-year initiatives for the current fiscal year. These funds are discretionary and are reviewed annually. For 2015, the INK Board has designated the following Restricted Funds.

Kansas Business Center: The INK Board of Directors has allocated \$500,000 in 2014 toward the support of the development of a one-stop multi-agency application to assist in state and out of state businesses with the online ability to acquire the necessary filing requirements to register and maintain their business with the Kansas. Ten percent or \$50,000 of this amount has been designated for industry expert seminars and education for the benefit of INK and the state enterprise. The 2014 ending balance of \$327,127 will be carried over to 2015 to assist in the expansion of the number of state entities participating.

Also included in this initiative is the consolidation of user ids and passwords into a single sign-on application offered by INK. This single sign-on ability will eliminate the need to maintain separate electronic identification for each of the each of the entities and in some cases, each of the reporting requirements. Lastly, the initiative is working toward providing a searchable online destination for locating business reporting documentation and providing the designation of whether reporting can be performed online or is a paper based process. This project is a multi-year initiative and will continue throughout 2015.



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## Public Key Infrastructure

The Public Key Infrastructure (PKI) initiative is an important component of the state's eGovernment security and trust strategy.

The Kansas PKI program is a combination of the interdependence of three areas: policy, process, and technology. The program provides a reliable method of proving and presenting a person's electronic identity that is captured in a digital certificate. The digital certificate can be used to electronically sign contracts, encrypt emails, and provide building and system access.

### *The Three-Legged Stool*

The components of identity management can be thought of as a three-legged stool: (1) institutional policies, (2) business processes derived from those policies, and (3) the technology implementation that supports both the institutional policies and the business processes. Each leg must be built appropriately to provide the balance necessary for a well-established identity management system.

These three components support each other to balance identity management. In particular, accommodating the above motivators requires a centralized approach to policy and management responsibilities for the identity-related services that underlie enterprise-wide and high-assurance-level (high-security) services and non-repudiation auditing requirements.

The State operates a Managed PKI Infrastructure through a contract administered by the Kansas Secretary of State. INK is a voting member of the Information Technology Executive Council (ITEC) which is responsible for the Certificate Policy. INK is also a member of the Information Technology Identity Management Group (ITIMG), a subcommittee of the ITEC responsible for policy recommendations, and regulation recommendation to the Kansas Secretary of State for the Kansas Administrative Rules and Regulations. In 2009, the ITIMG and the Kansas Secretary of State contracted with VeriSign and for a two year contract with two (2) two year renewals. The current contract ends on December 31, 2014.

INK serves as the Registration Authority (RA) for the state and maintains the financial accounts of the initiative. State agencies participate as Local Registration Authorities (LRA). The LRA validates a person's identity and provides the list of individuals for the issuance, suspension, or revocation of an individual's digital certificate. INK communicates with the CA to issue or revoke a digital certificate. INK provides account management, billing and collections. There are currently over 800 Kansas digital certificate holders.

In 2014, Entrust was approved by ITEC as a RA. The state will be issuing digital certificates using Entrust as the CA and RA. Kansas State University intends to issue credentials for all students to consolidate access to facilities, information systems, and campus identification. Multi-factor authentication to sensitive or federal tax information related data is also expected to expand. ITIMG expects all current users of the Symantec model will migrate to the Entrust solution.

In 2015, INK will continue to provide the RA functions until all existing users have migrated to the new environment. The Network Manager will continue to support customer service analysts,

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billing analysts and other Registration Authority functions and duties.

## **CONCLUSION**

2015 brings challenges, change and opportunity. INK anticipates a significant increase in demand for technological enhancements to the methods and processes by which Kansas serves its citizens. INK will continue to expand its role in supporting Kansas government while strictly adhering to its statutory mission. Throughout 2015, INK will seek to position itself as a solutions provider to citizens, legislative leaders and agency executives to provide a cost-effective, highly-functional and flexible solution to assist and support the citizens.

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## APPENDIX A: 2014 PORTAL BUDGET SUMMARY

	<u>2015 Portal Budget</u>
Portal Gross Receipts	\$443,719,744
Agency Fee Submissions	\$435,312,274
Portal Costs	\$2,177,600
Portal Net Revenue	\$6,229,900
Network Manager	\$5,295,415
Retained Earnings	\$934,485
INK Expenses	\$567,089
Portal Net Income Before Grants	\$369,896
Existing Grant & Restricted Fund Balances	\$501,840
Net change in Cash Position	<b>-\$131,944</b>