

# AGENDA

Information Network of Kansas Inc.  
Board of Directors Meeting  
700 SW Harrison Topeka, Kansas 66603  
2<sup>nd</sup> Floor Conference Room  
Tuesday December 1st, 2015  
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.*

November 2015 INK Board Minutes  
November 2015 Executive Director Report  
November 2015 Network Manager Report

## Contracts for Approval

**Kansas Real Estate Commission** – Kansas Real Estate Commission requests an amendment to their current contractual agreement with INK to update the fees for collecting payment for chargeable services provided by KREC. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

## **Regular Agenda:**

- |  |            |
|--|------------|
| 1. Board Officer Nominations               | 10 minutes |
| 2. Treasurer's Report 3 <sup>rd</sup> Qtr. | 10 minutes |
| 3. KBC Update                              | 10 minutes |
| 4. INK and State Employee Relationship     | 20 minutes |
| 5. Emergency Application List              | 15 minutes |
| 6. Customer Support Process Overview       | 10 minutes |
| 7. INK 2016 Business Plan & Budget         | 90 minutes |
| 8. Lunch                                   | 15 minutes |
| 9. New Business                            | 5 minutes  |
| 10. Adjourn                                |            |

Next Meeting Scheduled for January 5, 2015

## **INK Board Minutes**

**December 1, 2015**

Members present: Terry Holdren, Kathy Sachs, Chuck Knapp, Matt Billingsley, Phil Wittmer, Joe Connor and Scott Hill. Other present include Jim Hollingsworth and Duncan Friend of INK, Jim Minihan of iMerge Consulting (via phone), Phil Elwood of Goodell Stratton Edmonds & Palmer, Shane Myers, Ashley Gordon, James Adams of the Kansas Information Consortium, LLC.

Holdren called the meeting to order at 10:04am.

Knapp moved to accept consent agenda, seconded by Hill. Motion carried.

Holdren introduced the 2016 officer nominations listing Holdren as chair, Knapp as vice chair, Hill as treasurer and Billingsley as secretary. Holdren noted he had submitted a letter to the Governor stating he will not seek reappointment to the board. Holdren stated he would continue to serve until a replacement has been selected. Holdren noted two candidates had been contacted. Billingsley suggested a third candidate, Tom Tunnel of the Kansas Grain and Feed Association and stated he would contact him.

Phil Wittmer arrived at 10:13.

Knapp moved to accept the slate of officers, seconded by Sachs. Motion carried.

Hill provided an overview of the INK financials ending September 2015. Hill reviewed statement of financial position stating assets and liabilities are higher than last year. Hill reviewed the statement of activities reports noting that areas where volume was down from last year is accounted for in the budget reports. At 10:24 Joe Connor arrived. Hill moved to accept the third quarter financials, Billingsley seconded. Motion carried.

Friend provided an update to the KBC initiative describing the stages they are following to continue to build, review and test. Friend described the user meeting and the feedback received stating consensus of the group was to accommodate compliance and the approach for agencies to populate the form finder with an inventory of forms that are associated with a particular occupation was well received. This would be a phase II after the completion of the form finder work being performed. Friend stated the project plan was an aggressive one, given the upcoming holidays, but that the project remains on schedule. Wittmer asked what search engine was being used. Adams stated it was an open source search engine that was part of the grails java library. Wittmer asked if the engine can search contents of pdf files. Adams stated no it does not. The decision was made to search the metadata. Wittmer expressed concern with the administration load to maintain the forms library and asked if swapping the search engine would be feasible in the future. Adams stated it is possible. The portal in the past used a text search engine and found that the results were cluttered with false positives because of the way the relevancy was used. Sachs stated that their office is receiving requests from agencies to get started and that this work can be used for future phases.

Elwood provided a letter to the board with respect to the ability of the board to have the employees and their authority to provide payment. Knapp stated that the question he was concerned with was why is the board pursuing extracting the payment mechanism from the current method to the board hiring a third party to perform the work. Discussion ensued regarding the reasons. Holdren recalled the issue was largely forwarded by the former Secretary of Administration to resolve an inactive tax id and the ability to hire additional employees. Knapp moved to discontinue the initiative to move the INK payroll processing to an outside vendor, Wittmer seconded. Motion carried.

Hollingsworth provided the board with the emergency application list noting the list is marked as confidential. Myers stated the list is representative of the applications and their prioritized ranking of recovery in the event of a disaster. Knapp requested what percentage of portal revenues does the apps represent. Myers stated he would perform the analysis and bring it back to the board. Connor requested a designation of fee and no charge applications be included. Sachs requested if variability could be included according to the time of year citing April 15<sup>th</sup> and the importance of specific applications being recovered first.

Sachs stated she understood this agenda item to begin the discussion of the development of the existing applications to be programmed as a live-live or active-active application. Myers stated his impression was that the request was two-fold. First, provide the emergency application list and receive feedback and then begin developing a plan of modifying the applications to become active-active. Myers will use the feedback received and return in January with the results.

Myers provided documentation and an overview of the KIC Support Guidelines. Myers displayed the KIC organizational chart. Myers identified that the primary staff involved in customer support are three help center representatives, and two business development managers who are assigned to specific agencies or clients. Myers directed the board to the policy. The process involves the creation of a ticket by the help center representative after attempting to recreate the issue. Once the ticket is created, the business development manager is cc'd. Each ticket is assigned a priority. Critical (same business day), Major ( 1-3 business days), Minor (3-10 business days), Trivial ( 10-20 business days.) Each ticket follows a progression through three levels of support. Level 1, Level 2 and Level 3. Daily scrums are performed to monitor the progress of any open tickets. Knapp suggested that the process be audited. Connor asked what training is performed with the customer support analysts. Myers stated training is performed and a "cheat sheet" is provided for posting on within staff's cubicle. Once it is fixed, the help center representative contacts the original customer to perform the desired action and if successful, the ticket is closed. Wittmer suggested replacing the Trivial terminology with Minor and the escalation process should be further defined.

Holdren recessed the meeting for ten minutes while lunch was being setup.

Hollingsworth described the collaborative process utilized to build the annual business plan between INK and KIC, identifying the individual chapters of the plan. Hollingsworth noted the prominence in the plan of the strategic objectives and methodologies used to assign each of the individual tasks which were developed to accomplish the individual objectives. Hollingsworth noted that several contractual requirements were incorporated into the business plan to increase the visibility of the number of measures for each of the objectives. Hollingsworth then displayed a worksheet articulating the revenues budgeted for the portal in 2016. The budget worksheet is designed to display revenues budgeted by branch of government. (Executive, County, Judicial, Elected Officials, Boards and Commissions, Cities and Schools and Universities) Hollingsworth displayed the worksheet's ability to drill down to the individual entity and further to the specific application to show the gross receipts, agency costs and net return to the portal by month. Hollingsworth displayed separate worksheets of the portal budget displaying the portal's ranked net receipts by application and the portal's net percent of gross receipts by entity. Hollingsworth concluded with displaying the INK board expenses with their description and amount budgeted for 2016. Hollingsworth stated the worksheet would be sent to the board immediately following the meeting for further discovery, questions and approval at the January board meeting.

Holdren asked for any new business.

Holdren adjourned the meeting at 12:50 PM.

Respectfully submitted,

Matt Billingsley, INK Board Secretary



# Executive Director Report

Submitted by Jim Hollingsworth  
INK Executive Director

For Month Ending: **November 2015**

## 2015 – 2017 Strategies

Strategy 1	Increase Awareness of INK to citizens, agencies and businesses.
Strategy 2	Maintain 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.

Strategy	Tactics	Complete	In Pro- gress	On Tar- get %	Canceled	Delayed (This Year)	Postponed (Next Year)	New
Strategy 1	4	0	4	100%	0	0	0	0
Strategy 2	5	0	4	80%	0	0	0	0
Strategy 3	1	0	1	100%	0	0	0	0
Strategy 4	3	0	2	67%	0	0	0	0
Strategy 5	2	0	2	100%	0	0	0	0
Strategy 6	2	1	0	50%	0	1	0	0
<b>Total</b>	<b>17</b>	<b>1</b>	<b>13</b>	<b>82%</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>

### Documented System Outages:

<u>Date</u>	<u>Reported Duration</u>	<u>Time Restored</u>
06/30/15	1 hour 6 minutes	1:05 am CST
07/09/15	1 hour 20 minutes	6:44 am CST
07/12/15	0 hour 38 minutes	8:31 am CST
07/25/15	0 hour 31 minutes	9:06 am CST
09/27/15	4 hours 38 minutes	11:17 pm CST
11/22/15	Outage Rpt not rec'd	
11/22/15	Outage Rpt not rec'd	

### State Entity Grants:

#### Active Grants

No active grants

#### Completed Grants

No completed grants

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

#### State Participation

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

- Did not meet in July.
- Did not meet in August.
- Did not meet in October
- Did not meet in Nov

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

- Did not meet in July.
- Did not meet in August.
- Did not meet in October
- Did not meet in Nov

**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))

- Proofpoint presented to the council their solution's ability to connect to Open Office 365 and protect against email attack and detection. No action was taken by the council.
- CISO appointment rescinded. Council being chaired by Rod Blunt.
- **Met 11/19. Discussed proposed policy language for maintenance procedures for the Default Security Policy and Guidelines.**
- **Discussed procedures for identifying and tracking 2016 initiatives.**

**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)

- Unable to attend July meeting.
- No meeting in August.
- No meeting in September.
- Met Oct 13. Cole Robinson provided an update on US Web Design Standards recently released open source UI components and a visual style guide to create consistent and accessible user experiences across federal government websites.
- On Sept 24, Authoring Tool Accessibility Guidelines (ATAG) 2.0 was published as a W3C recommendation. ATAG provides guidelines for designing web content authoring tools.
- October is National Disability Employment Awareness month
- The Invisible Disabilities Association has declared Oct 18 through the 24<sup>th</sup> as Invisible Disabilities Week with online events highlighting disabilities that are not obvious to the onlooker, such as debilitating pain, fatigue, cognitive dysfunctions, brain injuries, leaning difference and mental health disorders.
- Section 508 standards are in the latest stage of the rulemaking process. Section 508 has always covered all IT, not just the web. ITEC 1210 applies only to web technologies. Consensus was expressed to pursue expanding state policy to cover all IT and fully harmonize with the new standards. Cole provided a draft of a proposed policy for review.
- Cole announced that AMP provides a scanning tool for mobile. I offered to the group to consider a grant from the INK board as they had been supportive in the past when AMP was first put in place and mobile has become an emerging technology within the state with several mobile apps being released.
- **Next meeting scheduled for Jan 2016**

**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 work on review and edit current policy, statute and regulations to accommodate the recent implementation of the Entrust contract to provide digital certificates to the state.
- The expectation is to have all current Symantec certificates be completely swapped out for the Entrust certificates by the end of the year. Once accomplished, INK will no longer serve as the Registration Authority.
- Rod Blunt and Robert Vaile met with Entrust representatives to express our frustration with the level of support being received by the state.
- Message was well received and the group expects to see progress toward resolution of specific items such as; reader access response time and issues with SOS access to voter registration system.
- Meeting with new Entrust representatives by a small subset of the group resulted in a renewed interest and desire to accommodate the group's requests. Specific requirements are being communicated.
- Xtec, (<http://www.xtec.com/>) a physical access authenticator has been approached for an alternative solution to Entrust. Difficulties with receiving resolution for the time required for the Entrust building access authentication have led to seeking an alternative provider. Meetings with the Xtec representatives are being scheduled and use cases are being provided.
- Met with Xtec. Company serves as a management console for working with multiple Certificate Authorities. Company provides hierarchal dashboard for distributed certificate and credential management. Company expressed support for state's methodology for ID card and physical security. Xtec could be utilized with existing relationship with Entrust to capitalize on pricing. Next steps is to understand the pricing model from Xtec.

**GIS Policy Board** (The Kansas GIS Policy Board is responsible for the development of standards, strategies, and policies that emphasize cooperation and coordination among agencies, organizations, and government entities in order to maximize the cost effectiveness of GIS by creating public and private partnerships throughout Kansas.)

- Did not meet in July.
- Spoke separately with Ken Nelson (State GIS Coordinator) regarding a grant to assist with the Enterprise License Agreement with ESRI for GIS applications and services for all state agencies.
- Board approved various grants for 2016.
- The board supported funding for the initial license and Nelson has derived a prorated cost to the agencies in order to position the state in a better negotiating position for the next round in three years. Essentially, when the first agreement was signed, many agencies already had agreements with ESRI and those term dates were allowed to continue and the amount they paid annually was proportionate to the new agreement. The problem with that methodology was that a scenario could exist that if ESRI were to drastically increase their price, some agencies would have paid for an entire year and only receive services for several months of the year. The new methodology aligns all agencies with their expirations to end on the same day, which would coincide with the end of the then current ESRI ELA. Preliminary discussions centered around \$75k to \$100k to cover the self-imposed shortfall in order to align the service contract end dates and to provide some level of training in order to create awareness of new tools available with the most recent renewal. The training would target the use of SAAS solutions in an effort to expand the use of the ESRI contract and expand the GIS tools available for agencies who do not possess the technical skill set. I informed Nelson the next available grant cycle will occur in December.
- **Teleconference meeting held Nov 13. Discussed progress for LiDAR Update, Next Gen 911 Initiative, and KDOT Aggregation and Conflation Project.**



## **Office of Judicial Administration**

- I received notification that I have been included in the OJA website rewrite as a member of the Infrastructure Committee.
- This is a multi-year project that encompasses both the eCourt system and the website redesign. I await the first meeting invitation. The first meeting is scheduled for August 2015.
- Kick off meeting held at Judicial Center. Chief Justice Nuss, Justice Davis and Justice Stegall presided and provided opening comments and goals. Interestingly, all three justices were careful to not steer the committee in any one direction, instead requesting "best practice" consideration.
- The large committee consisting of at least 30-40 people from many different administrative levels within the court system, city, county, state, administrative
- The committee was divided into three groups, rules, infrastructure, and administrative.
- INK is a member of the infrastructure sub committee
- The sub committees met immediately following large committee and discussed the scope of the requirements. With O'Brien (Judicial CITO) attending we discussed if the current vendor has a solution that would satisfy the court's needs. Although somewhat noncommittal, O'Brien acknowledged that a step up solution did exist with the current vendor. The committee decided that as a first step to contact the current vendor to understand the size, speed and cost of their solution. The particulars captured will be used to evaluate possible alternatives. No date has been set for a follow up meeting.

## **Strategy 2: Maintain core values.**

## **Strategy 3: Unified web/digital strategy**

### **INK Initiatives:**

#### **KBC Restricted Fund**

Amount Requested: \$500,000

Total Expended: **\$127,783**

Remaining Balance: **\$372,217**

- SOS provided copy of the initial requirements gathering for feedback from INK and KIC. Mr. Friend is scheduled to provide an update to the board at the Dec meeting.
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#### **KDWPT RFP**

- Mr. Myers was informed by email from state procurement that the RFP had concluded and that we were not selected. A 5 year contract was signed with the incumbent vendor.

#### **Avamar Updates**

- We are awaiting the recovery of our testing contractor. In order to provide level of recovery improvement, I wish to wait for our original tester.
- Received a call from Cordero (DR Hosting environment) offering to migrate existing database and virtual machines to a larger, faster server. Also the offer would include upgrading the firewall to a faster connection. The install is currently under review with DataEdge personnel (recovered portal from OITS to Cordero environment) for specifics required by INK. INK currently pays ~\$1600 per month. With the new footprint, the quote will be reduced to ~\$800 per month.
- Conversations began with DataEdge to begin scheduling for INK's annual DR test. Expectation is to have the recovery complete by the end of the year.

- Received a call from Cordero after receiving the monthly bill to clarify the invoice received as it did not match expectations. Was informed that both environments (previous infrastructure and the new single platform environment) were active. After consulting with Jim Minihan decided to discontinue with previous environment and focus on recovery into the new infrastructure. Currently working to coordinate resources and communication with the state IT, Cordero, DataEdge and the Ummel Group. Expect to establish recovery date in the next few weeks.
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#### **KDOL Incarceration Database and Victim Notification Project**

- The final copy of the RFP documentation was delivered to KDOL. KDOL will next add the state legal language required and will usher the RFP through the state procurement system.
- INK, through KIC has submitted a response to the published Incarceration Database RFP.
- Received notification that INK was not selected. Appriss was the selected vendor. Appriss operates in 47 other states providing database capability and victim notification processes.

### **Strategy 4: Diversifying Collaborative services**

**Kansas Business Center (KBC):** Effort to increase customer efficiency by collecting applications and services into a single web destination for the purposes of opening, maintaining and closing a business in Kansas. (KSOS, KDOR, KDOL, Hollingsworth, Friend, Network Manager)

- **Updates being provided monthly by INK's project manager.**

### **Strategy 5: Perform Portfolio Assessment to improve performance, enhance existing services and prioritize.**

**Portfolio and Analysis Value Statements (PAVS):** Subcommittee of the INK board created to review the application portfolio and provide efficiency and efficacy. (Hill, Landeck, Hollingsworth, Friend, Network Manager)

- OJA was approached with the proposal of raising the rate for District Court Record search. This application has been in place since 1999 and has never received an increase in price. It is important to note that OJA does not receive compensation from the application. All proceeds are forwarded to the individual counties. However, it was important to me that OJA was briefed prior to the introduction to the counties to avoid future issues with the Court since the expectation is that the counties will likely agree to increasing the amount of revenues they receive from the application.
- I will be reaching out to the OJA Administrator to understand what objections or agreements from the Justices she was able to obtain. Those results will be brought to the subcommittee and reported to the board.
- Received a phone call from O'Brien who had several questions regarding the increase. I have created a response to the questions and the document is currently under review by the PAVS committee. Once the review is complete, the document will be forwarded to OJA for reply or comment.
- Written follow up to questions received from the Judicial CITO have been sent.
- **Placed call to OJA for follow up on Judicial Conference held Nov 19**

### **Strategy 6: Enterprise Account Management.**

A portion of the long term strategy for the KBC is to develop and implement an account management tool for managing portal interactions.

- Recent communication iterations of the KBC project have postponed the development of the Enterprise Account Management functionality until sometime after the development of the Form Finder search application has been performed. Monthly written updates are provided by the INK Project Manager

## **INK Executive Director Board FY 2015 Meeting Follow Up Items:**

July: Include Autogov contract on August agenda. **Completed**

September: Provide standard pricing from AutoGov for board review: **In Progress**

Include the new Executive Branch CITO in the discussions with AutoGov: **In Progress**

October: Include the financial update for 2<sup>nd</sup> quarter on the October meeting agenda: **Completed**

November: Provide adequate time on the agenda for review and discussion of INK's Strategic Plan and 2015 Business Plan metrics in preparation for 2016 business plan discussions in December. **Completed**

## INK Executive Director FY 2015 Goal Tracking:

APPROVED: July 2015

1. Provide monthly reporting on KICs efforts/progress on requested upgrades, projects and strategic initiatives. **On going**
2. In addition to written reports offer verbal comments at each Board meeting on items of significance or where challenges/progress has occurred. **Provided as required.**
3. Monitor compliance with the Network Manager contract to ensure objectives are met and initiatives are completed. **On going**
4. Re-establish and promote the grant application process to further the strategic initiatives or enterprise expansion of the organization. **On going**
  - a. Specific examples of communication include:
    - i. Kansas Sentencing Commission
    - ii. GIS Policy Board
    - iii. Kansas Partnership for Accessible Technology
5. Refine new board member orientation materials and continue to make progress on annual board member visits. **On going**
  - a. Performed orientation for three members this year, Billingsley, Wittmer, and Knapp.
6. Seek new product opportunities within the mission of INK to expand offerings both on and off the portal in an effort to diversify revenues and ensure future profitability of the self-funded model. **On going**
  - a. **AutoGov**
7. Annually identify and participate in at least one professional development opportunity.
8. Work with state CITO's to effectively communicate INK priorities, raise awareness of services and expand the enterprise approach to the portal. **On going**
9. Continue to support increased marketing activities through collaboration with the Network Manager. **On going**
  - a. Current year's budget includes financial support to expand the number of conferences for expanding awareness of INK services. To date, INK has supported the attendance of four additional conferences.

10. Monitor and collaboratively address retractions of applications from the portal especially among INKs largest subscribers to ensure a high level of customer satisfaction. **On going**



Information Network of Kansas  
Board of Directors

Kansas Information Consortium, LLC  
**General Manager's Report**

Month Ending November 30, 2015

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## Executive Summary

KIC is staying very busy and productive as the month of November is wrapping up.

- KIC Business Development Managers and Project Managers had a busy month! BDMs launched 4 products and PMs launched 3 PCRs to both state and local government entities.
- In November, KIC DOM and KIC DOT met with Anthony Fadale and Cole Robison to discuss the integration of an ADA Compliance survey into the Kansas.gov portal. Fadale, State ADA Coordinator, and Robison, Director of IT Accessibility, provided guidance and direction on how best to assess Kansas.gov's ADA compliance. The group hopes to have a survey and a targeted rollout campaign developed by EOY 2015.
- KIC Business Development Managers attended several conferences and events in support of INK's products and services. Conferences include:
  - Kansas Association of Counties, Wichita, KS
  - Kansas Sheriff's Association, Wichita, KS
  - AAMVA Region III Conference, Oak Brook, IL

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

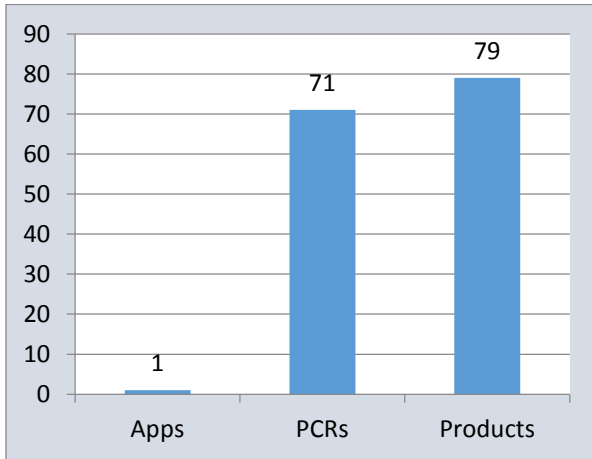
No service requests during the month of November.

### Contracts for Approval

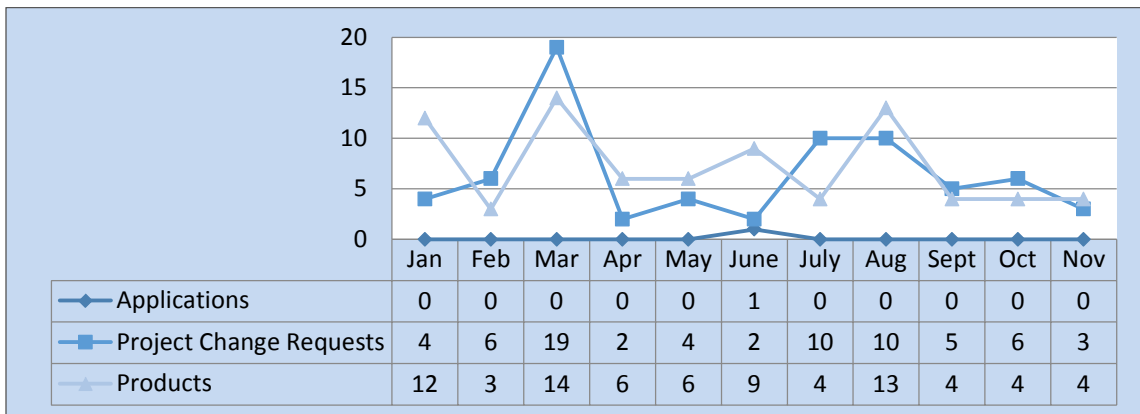
**Kansas Real Estate Commission** – Kansas Real Estate Commission requests an amendment to their current contractual agreement with INK to update the fees for collecting payment for chargeable services provided by KREC. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

## Deployment Summary

### Year-to-Date



### Monthly Deployments (since January 2015)



## Applications Deployed

Agency	Project Name	Deployment (Month)
KIC	MyKansas for Android Mobile Application	Jun-15

## Project Change Requests Deployed

Agency	Project Name	Deployment (Month)
KDOR	WebFile Homestead Claim 2014 Tax Year Update	Jan-15
KDOR	WebFile Income Tax Return 2014 Tax Year Update	Jan-15

KDOR	KBC Business Tax Registration Update Statutory Content	Jan-15
KIC	KanAccess Upgrade CAS to Version 4.0	Jan-15
KCTA	Property Tax Add Year Round Feature	Feb-15
KIC	Kansas Business Center Application Content Update	Feb-15
KDOR	WebFile Income Tax Return Modify Help Content	Feb-15
KCTA	Property Tax 2015 Admin Enhancements	Feb-15
KREAB	Appraiser License Renewal 2015 Fee Updates	Feb-15
KSSBEO	Optometry License Portal 2015 Cycle Updates	Feb-15
KDOR	Title Lien and Registration Search (TLR) Upgrade Grails Version	Mar-15
KDOR	MVR Search Instant Access Upgrade Grails Version	Mar-15
BOTA	BOTA Search Suite Upgrade Grails Version	Mar-15
GEC	Ethics Opinion Search Upgrade Grails Version	Mar-15
KSBHA	Subscriber License Verification Upgrade Grails Version	Mar-15
KSBN	Nurse License Verification Upgrade Grails Version	Mar-15
KHP	Online Accident Reporting Update Grails Version	Mar-15
KDOA	KanView Upgrade Grails Version	Mar-15
KDWPT	Hunter Education Duplicate Cards Upgrade Grails Version	Mar-15
KSBEMS	Attendant License Renewal Upgrade Grails Version	Mar-15
KDA	Pesticide Product Registration Upgrade Grails Version	Mar-15
OJA	Court Records Wyandotte Legacy Upgrade Grails Version	Mar-15
OJA	District Court Record Search Upgrade Grails Version	Mar-15
KIC	KIC-Batch Plug-In Upgrade Grails Version	Mar-15
KIC	Portal Service Activity Feed Upgrade Grails Version	Mar-15
KBI	Limited Criminal History Search Upgrade Grails Version	Mar-15
KSSOS	TPE Direct Payment Processing Upgrade Grails Version	Mar-15
GOV	Grant Portal Add Instruction Link	Mar-15
KCC	Customized TPE Report	Mar-15
KSSOS	Corporate Name Change Add PL Filing Type	Apr-15
KSBN	Education Annual Report 2015 Cycle Updates	Apr-15
KBP	Pharmacy License Renewal 2015 Cycle updates	May-15
KBI	Amber Alerts Admin 2015 Updates	May-15
KDADS	HOC License Renewal 2015 Cycle Updates	May-15
KDOL	Incarceration Data Requirements Gathering	May-15
KREC	KREC License Renewal 2015 Updates	Jun-15
KIC	Portal Service Activity Feed: 2015 Updates	Jun-15
KDOR	DLR Subscriber Searches 2015 Updates	Jul-15
KDA	Seed Business Registration 2015 Updates	Jul-15
KDA	Pesticide Dealer Registration 2015 Updates	Jul-15
KIC	KanAccess 2015 Updates	Jul-15
KDOR	WebTags Receipt Information Change	Jul-15

KSBEMS	Attendant License Renewal 2015 Cycle Updates	Jul-15
KREC	License Verification 2015 Updates	Jul-15
KREC	License CEU Verification 2015 Updates	Jul-15
KDOR	DLR Interactive: 2015 Updates	Jul-15
KSBEMS	Attendant License Renewal: Modify AEMT CEU	Jul-15
KIC	KanForm: Integrate KanAccess	Aug-15
BSRB	License Verification: 2015 Updates	Aug-15
OJA	Court Records Sedgwick Legacy: Google Analytics Update	Aug-15
HCSF	Health Care Provider Compliance Lookup: Survey Gizmo Update	Aug-15
KDADS	HOC Criminal Record Check: Survey Gizmo Update	Aug-15
OJA	Court Records Wyandotte Legacy: Google Analytics & Survey Gizmo Update	Aug-15
GOV	Grant Portal: Google Analytics & Survey Gizmo Update	Aug-15
KSSOS	Electronic UCC Filings: Survey Gizmo Update	Aug-15
KIC	INK Public Website: Survey Gizmo Update	Aug-15
GOV	Grant Portal: 2015 Updates	Aug-15
BOA	Firm License Renewal: 2015 Updates	Sep-15
KBI	Limited Criminal History Search Remove Cancel Button	Sep-15
KSSOS	Lobbyist Registration CCP Implementation	Sep-15
KHP	Online Accident Reporting: 2015 Updates	Sep-15
KSBHA	License Verification & Disciplinary Action: Statutory Change for Expired License	Sep-15
OJA	District Court Record Search: 2015 Updates	Oct-15
KDB	License Renewal: 2015 Updates	Oct-15
KSSOS	Corporate Annual Report 2015 Cycle Updates	Oct-15
KIC	KanPay Payment Portal: 2015 Updates	Oct-15
KSSOS	KBC: Add Corrected Document to KSSOS Portal Page	Oct-15
KREAB	Appraiser Directory: Google Analytics and Survey Gizmo Update	Oct-15
KREC	License Renewal CEU Verification: CEU Disclaimer	Nov-15
KDHE	Dry Cleaners Registration and Renewal: 2015 Cycle Updates	Nov-15
KDADS	HOC Criminal History Record Check: 2015 Updates	Nov-15

## Products Deployed

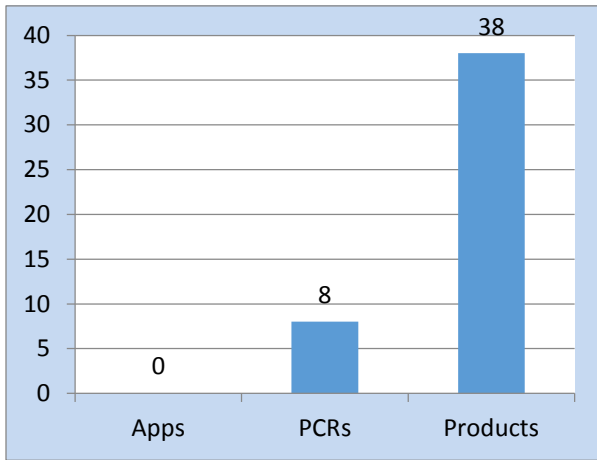
Agency	Project Name	Deployment (Month)
KDOC	KanForm: Rural Opportunities Conference Registration	Jan-15
KDOC	KanForm: Rural Opportunities Conference Sponsor Registration	Jan-15
USD330	KanPay Counter: USD 330 Mission Valley District Office	Jan-15
USD330	KanPay Counter: USD 330 Mission Valley Elementary	Jan-15
USD330	KanPay Counter: USD 330 Mission Valley High School	Jan-15

BNNRLIB	KanPay Counter: Bonner Springs Public Library	Jan-15
NWST	KanPay Counter: City of New Strawn	Jan-15
HMCOLIB	KanPay Counter: Hamilton County Library Donations ACH	Jan-15
KCC	KanPay Counter: Kansas Corporation Commission	Jan-15
ELKH	KanPay Counter: City of Elkhart	Jan-15
OVRB	KanPay Counter: City of Overbrook ACH & CC	Jan-15
OVRBPR	KanPay Counter: City of Overbrook Parks and Recreation ACH & CC	Jan-15
VLLF	KanPay Counter: City of Valley Falls	Feb-15
KSUWED14	KanPay Counter: KSU Wildcat Extension District #14	Feb-15
OVRBPR	KanPay Counter: City of Overbrook Parks and Recreation	Feb-15
CMRRLIB	KanPay Counter: City of Cimarron Library	Mar-15
CMRRLIB2	KanPay Counter: City of Cimarron Library Online	Mar-15
LNNV	KanPay Counter: City of Linn Valley	Mar-15
KCJIS	KanForm: 2015 Conference Registration	Mar-15
KCJIS	KanForm: 2015 Conference Vendor Registration	Mar-15
KUCRTORP	KanForm: TORP Conference	Mar-15
OGDN	KanPay Counter: City of Ogden	Mar-15
FRCORWD6	KanPay Counter: Franklin County RWD #6	Mar-15
FICOSD12	KanPay Counter: Finney County Sheriff- MVR	Mar-15
FICOSD13	KanPay Counter: Finney County Sheriff- Delinquent Tax	Mar-15
FICOSD14	KanPay Counter: Finney County Sheriff- CCH/Registered Offender	Mar-15
OVRB	KanPay Counter: City of Overbrook Cash	Mar-15
MRSVMC	KanPay Counter: City of Marysville Municipal Court	Mar-15
OSBC	KanPay: OSBC KSIMS	Mar-15
KREC	KanPay Counter: Kansas Real Estate Commission	Apr-15
WOCO	KanPay Counter: Woodson County Treasurer	Apr-15
SFCOHD	KanPay Counter: Stafford County Health Department	Apr-15
PLCOEMS	KanPay Counter: Phillips County EMS	Apr-15
MEDELIB	KanPay Counter: Meade Public Library	Apr-15
MEDELIBDON	KanPay Counter: Meade Public Library Online Donations	Apr-15
MDSN	KanPay Counter: City of Madison	May-15
FICOFAIR	KanPay Counter: Finney County Fairgrounds	May-15
HLCM	KanPay Counter: City of Holcomb	May-15
AGSTLIB	KanPay Counter: Augusta Public Library	May-15
KSA	KanForm: Kansas Sheriffs' Conference 2015	May-15
KSA	KanPay Counter: Kansas Sheriffs' Conference 2015	May-15
USD467	KanPay Counter: USD 467 Leoti/Wichita Co.	Jun-15
ADMR	KanPay Counter: City of Admire	Jun-15
USD303	KanPay Counter: USD 303 Ness City	Jun-15

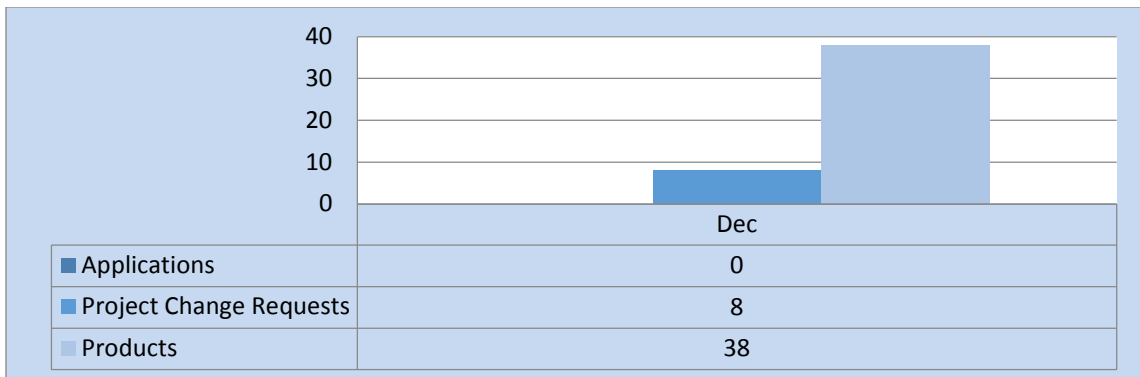
USD501	KanPay Counter: USD 501 Chase Middle	Jun-15
JFCORWD12	KanPay Counter: Jefferson County RWD #12	Jun-15
STMR	KanPay Counter: City of St. Marys	Jun-15
USD509	KanPay Counter: USD 509 South Haven	Jun-15
USD360	KanPay Counter: USD 360 Caldwell	Jun-15
CFCORWD3	KanPay Counter: Coffey County RWD#3	Jun-15
ONGGOLF	KanPay Counter: City of Onaga Golf Course	Jul-15
GECOANIMAL	KanPay Counter: Geary County Animal Shelter	Jul-15
KUCRTORP	KanForm: KUCR TORP KGS CO2 Workshop 2015	Jul-15
KIC	KanSite: KIC Resource Center	Jul-15
INK	KanSite: INK Public Website Implementation	Aug-15
USD503	KanPay Counter: USD 503 Parsons High	Aug-15
USD503	KanPay Counter: USD 503 Parsons Middle	Aug-15
USD503	KanPay Counter: USD 503 Garfield Elementary	Aug-15
USD503	KanPay Counter: USD 503 Guthridge Elementary	Aug-15
USD503	KanPay Counter: USD 503Lincoln Elementary	Aug-15
USD496	KanPay Counter: USD 496 Pawnee Heights	Aug-15
SNCORWD8	KanPay Counter: Shawnee County RWD#8	Aug-15
KBOB	KanForm: Expired License Restoration 2015	Aug-15
KBOB	KanForm: License New and Renewals (Non Expired) 2015	Aug-15
KDOC	KanForm: MED Week 2015 Sponsorship	Aug-15
KDOC	KanForm: MED Week 2015 Registrant	Aug-15
KDHE	KanForm: Bureau of Environmental Remediation 2015 Conference Late Registration	Aug-15
KWO	KanForm: Governor's Conference on the Future of Water in KS	Sep-15
RNCO	PropTax: Reno County Late Payments	Sep-15
KUCR	KanForm: Juniper Gardens 50 <sup>th</sup> Anniversary Early Bird Registration	Sep-15
KSA	KanForm: Sheriff's Association Annual Conference	Sep-15
RLCOHD	KanPay Counter: Riley County Health Department	Oct-15
ELWD	KanPay Counter: City of Elwood	Oct-15
HAYSLIB	KanPay Counter: City of Hays Public Library	Oct-15
KUTORP	KanForm: Tertiary Oil Recovery Program- 2015 Failure Identification Workshop	Oct-15
GDRDLIB	KanPay Counter: Goddard Public Library	Nov-15
KSC	KanPay Counter: Kansas Sentencing Commission	Nov-15
KDOL	KanForm: 67 <sup>th</sup> Annual Kansas Safety & Health Conference Vendor Registration Form	Nov-15
DCF	KanPay Counter: Kansas Department for Children & Families	Nov-15

## 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
KSSOS	KBC Form Finder	Mar-16	

## Project Change Requests in Development

Agency	Project Name	Scheduled Deploy (Month)	Schedule Variance Reason
GEC	Lobbyist Expenditure Report: 2015 Updates	Dec-15	Partner Resource Availability
KREC	License Renewals: 2015 Fee Increase	Dec-15	
KIC	KanForm: 2015 Updates	Dec-15	
KIC	KanSite: 2015 Updates	Dec-15	
KBI	Amber Alerts: 2015 Updates	Dec-15	
KDOR	WebFile: Homestead Claim: 2015 Cycle Updates	Dec-15	
KDOR	WebFile: Income Tax Return: 2015 Cycle Updates	Dec-15	
KSSOS	Name Availability: Requirement Changes	Dec-15	

## Projects On-Hold

Agency	Project Name	On-Hold Date	On-Hold Reason
KSSOS	Nightly Corporations Batch Rewrite	Jul-14	Partner requested.
KSSOS	UCC Batch Rewrite	Jul-14	Partner requested.
KSSOS	Articles of Incorporation (AOI) Rewrite	May-15	Partner requested.

## Products in Development

Agency	Project Name	Scheduled Deploy (Month)
EURKLIB	KanPay Counter: City of Eureka Public Library	Dec-15
SMTH	KanPay Counter: City of Smith Center	Dec-15
ATCORWD1	KanPay Counter: Atchison County RWD #1	Dec-15
IOLA	KanPay Counter: City of Iola	Dec-15
HSVLLIB	KanPay Counter: City of Haysville Community Library	Dec-15
GDDRLIB	KanPay Counter: City of Goddard Public Library	Dec-15
GRNTLIB	KanPay Counter: City of Garnett Public Library	Dec-15
USD356	KanPay Counter: USD 356 Conway Springs	Dec-15
RNCODPTA	KanPay Counter: RNCO Dept of Public Transportation & Aging	Dec-15
NEKLS	KanPay Counter: Northeast Kansas Library System	Dec-15
NEKLS	KanForm: Northeast Kansas Library System	Dec-15
FRCORWD1	KanPay Counter: Franklin Co. RWD #1	Dec-15
LYNS	KanPay Counter: City of Lyons	Dec-15

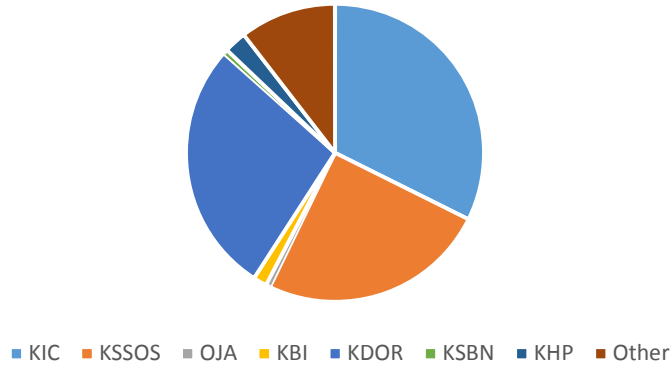


LYNSLIB	KanPay Counter: City of Lyons Public Library	Dec-15
LYNSMC	KanPay Counter: City of Lyons Municipal Court	Dec-15
LTTL	KanPay Counter: City of Little River	Dec-15
SNCOHD	KanPay Counter: Shawnee County Health Agency	Dec-15
SNCOHDC	KanPay Counter: Shawnee County Health Clinic	Dec-15
PLCO	KanPay Counter: City of Palco	Dec-15
CLDW	KanPay Counter: City of Coldwater	Dec-15
STFR	KanPay Counter: City of St. Francis	Dec-15
SNCO	KanPay Counter: Shawnee County Parks & Recreation	Dec-15
LBRL	KanPay Counter: City of Liberal	Dec-15
LBRLGOLF	KanPay Counter: City of Liberal Golf Course	Dec-15
ALTA	KanPay Counter: City of Altoona	Dec-15
BSHRLIB	KanPay Counter: Basehor Community Library	Dec-15
SNCORWD3	KanPay Counter: Shawnee Co. RWD #3	Dec-15
KSBN	KanPay Counter: KSBN	Dec-15
KDOC	KanPay Counter: KDOC Boxing Commission	Dec-15
KDOR	KanPay Counter: Driver Control Office	Dec-15
KDOR	KanPay Counter: Titles and Registrations	Dec-15
KSC	KanForm: Kansas Sentencing Commission	Dec-15
SNCLIB	KanPay Counter: Seneca Free Library	Dec-15
CLCOPW	KanPay Counter: Cowley County Public Works	Dec-15
FDCOROD	KanPay Counter: Ford County Register of Deed	Dec-15
DBLIB	KanPay Counter: Dorothy Bramlage Public Library	Dec-15
ELCOEMS	KanPay Counter: Ellis County EMS	Dec-15
LOTI	KanPay Counter: City of Leoti	Dec-15

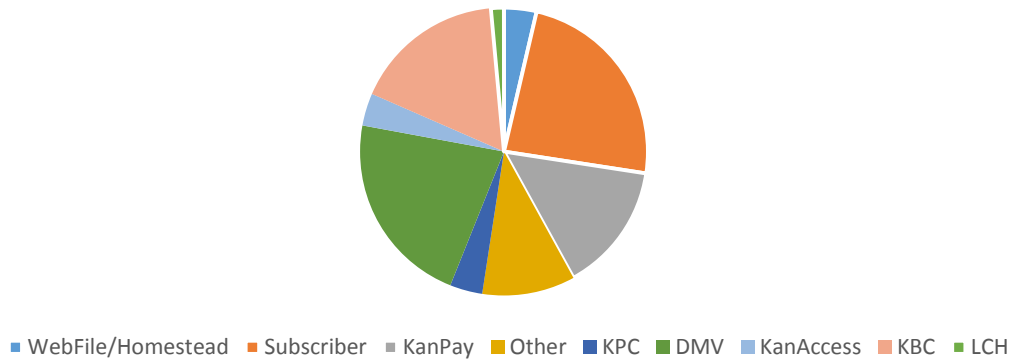
## Support Statistics

Summary of incoming phone calls from Nov 1 – Nov 23

Calls by Agency



Calls by Application



## Site Promotions

The following site promotions were launched on Kansas.gov from November 1 – November 20, 2015.

Top Promoted Information
KDOC: Kansas Hispanic Entrepreneurs Expo in Olathe
KSDE: Kansas Mentors Recognized at Kansas State Game
GOV: Governor Applauds Teamwork Between Corrections and Locals
KDOT: Crews PreTreating Roadways in Prep of Winter Weather
KDHE: Health Champion & Outstanding Service Awards announced

The below table summarizes the top 5 visited pages on Kansas.gov from November 1 – November 20, 2015.

Page	Page Views	Time on Page
Business	13,550	2:01
Services	12,214	0:46
Government	5,735	1:45
Resident	5,666	1:19
Subscribers	3,912	2:14

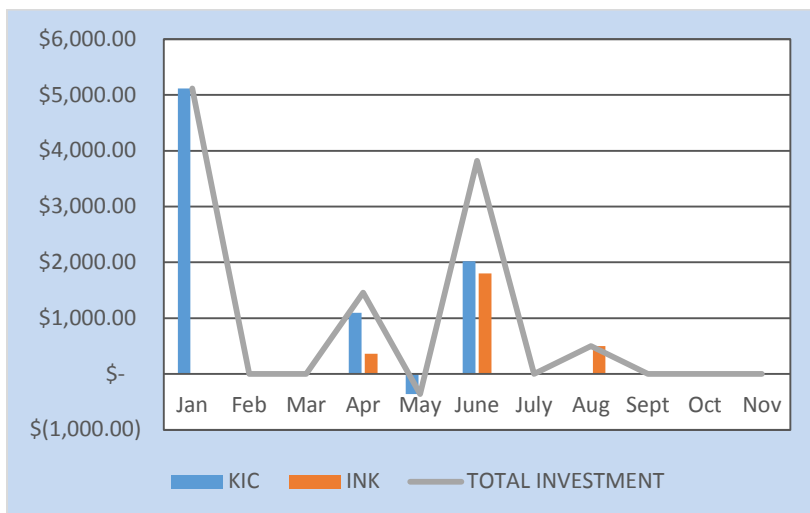
## Marketing

The following promotions were launched on Kansas.gov social media sites from November 1 – November 20, 2015.

Agency	Service	Type	Description
KDOL	October Labor Report	Social Networking	Statewide Interest
KDA	30 Days of Thankfulness Infographic	Social Networking	Statewide Interest
KDOL	2016 Appeals Board Hearing Dates	Social Networking	Statewide Interest
KSDE	SNCO Superhero Walk	Social Networking	Statewide Interest
KDOC	KDOC Annual Report	Social Networking	Statewide Interest
KDOL	Labor Market Information	Social Networking	Statewide Interest
KDOT	Winter Storm Terms	Social Networking	Statewide Interest
KWO	Annual Governor’s Water Conference	Social Networking	Statewide Interest
KFAC	Agri-Tag owners	Social Networking	Statewide Interest

## Marketing Investment

Summary of investment (since January 2015)



## 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
1. 25 <sup>th</sup> Judicial Dist. Youth Services – KPC	Jan 5	5	5	5	5	5	5	5	5	“System is very user friendly.”
2. City of New Strawn- KPC	Feb 11	5	5	5	5	5	5	5	5	N/A
3. City of Elkhart – KPC	Feb 8	5	5	5	5	5	5	5	5	N/A
4. Mission Valley USD 330 – KPC	Feb 11, 15	5	5	5	5	5	5	5	5	N/A
5. City of Overbrook- KPC	Feb 27	5	5	5	5	5	5	5	5	N/A
6. City of Valley Falls- KPC	Feb 27	5	5	5	5	5	5	5	5	Kansas.gov Staff listened and advised different avenues of using reports and integrating with the city's current utility program and accounting system. Very responsive to emails; all questions still being fielded!
7. KDOR- Webfile Help Content Updates	Mar 3	5	5	5	5	5	5	5	5	I appreciated the extra time Laura took to make sure the project got done timely and correctly. There were a couple of times I felt like we were going in circles and not getting the information updated after specific notification. Laura was a key player in making the WebFile 2015 Help Content Updates get completed as requested.
8. KSU Wildcat Ext. Dist. 14 – KPC	Mar 13	4	4	4	4	4	4	4	4	N/A
9. Cimarron City Library –KPC	Mar 17	5	5	5	5	5	5	5	5	N/A
10. City of Marysville – KPC	Mar 20	5	5	5	5	5	5	5	5	Jenna was excellent to work [sic] and very knowledgeable! She made sure we felt very comfortable during the entire process. I was impressed with the on-site training --- much better than just trying to do everything via phone.  THANK YOU for your service ☺
11. KBI – KCJIS Conference Registration – KanForm	Mar 20	5	4	4	4	4	3	4	4	The website could be a little more intuitive and up to date with a theme or graphics/fonts.

12. City of Linn Valley – KPC	Mar 23	5	4	5	4	5	5	4	5	N/A
13. KBI – Limited Criminal History	Mar 23	4	4	4	4	4	4	4	4	N/A
14. Franklin Co. RWD #6- KPC	Apr 6	5	5	5	5	5	5	5	5	N/A
15. KREC- KPC	Apr 23	5	5	5	5	5	5	5	5	N/A
16. KDHE-KanForm	May 1	5	5	5	5	5	5	5	5	Jenna Coates was wonderful to work with - she was always efficient and friendly....no matter how many emails I bombarded her with! Jeanine Morgan was also great! She was very pleasant as she walked me through the process of obtaining username and password. Another individual by the name of Sharon directed me to Jeanine and without her guidance I'd still be stuck! Thanks to you all!
17. KDADS- License Renewal	May 29	5	4	5	5	4	4	5	5	
18. KBI – Amber Alert Admin	June 4	5	5	5	5	5	5	5	5	Great work!
19. USD 509 South Haven-KPC	June 25	5	5	5	5	5	5	5	5	We are very pleased with the implementation of KanPay. Kansas.gov representatives have been a delight to work with.
20. USD 467 Wichita County- KPC	July 2	5	5	5	5	5	5	5	5	
21. City of Admire – KPC	July 11	5	5	5	5	5	5	5	5	Very good job in accomplishing our goals.
22. KDA- Pesticide Dealer Reg.	July 15	5	4	4	4	4	4	5	4	
23. KDA- Seed Business Reg.	July 15	5	5	4	5	4	4	5	4	
24. USD 501 Chase-KPC	July 20	5	5	5	5	5	5	5	5	Ms Jenna was a pleasure to work with. She made training very easy for me. She is very pleasant and helpful with what she does. Kuddos to the state for having such a nice young lady working for them. Sincerely. S. Trujillo
25. KREC- License Renewal	July 21	5	4	4	4	4	5	4	5	I was confused because I didn't realize at first that my request had to be split into three requests.
26. USD 503 Parsons Public Schools - KPC	July 31	5	5	5	5	5	5	3	3	Maria Cuevas did a great job of leading me through the process and also training at our school district.
27. USD 496 Pawnee Heights – KPC	Aug 11	5	5	5	5	5	5	5	5	
28. KBOA- Firm License Renewal	Sep 8	5	5	5	4	5	5	4	5	Was impressed with the team that worked on this project!

<b>29. KSA- KanForm</b>	Sep 12	5	5	5	5	5	5	5	5	Jenna did an excellent job for the Kansas Sheriffs Association as usual. I couldn't be happier with the relationship we have built the last couple of years. Thank you for all you do, Sandy
<b>30. KBI- Limited Criminal History</b>	Oct 23	5	5	5	5	5	5	5	5	
<b>31. KDB- License Renewals</b>	Oct 26	5	5	5	4	5	5	5	5	
<b>32. KUCR- TORP KanForm</b>	Oct 28	5	5	5	5	5	5	5	5	My contact, Jenna Coates does a great job in getting my registration pages set up and functioning. She makes the process very easy. Thanks for all the great work.
<b>Total</b>	32	158	153	154	151	153	153	152	153	
<b>Average</b>		4.94	4.78	4.81	4.72	4.78	4.78	4.75	4.78	

## Kansas Business Center Activities

### Status Report

November 30, 2015

#### Summary

The execution phase of the Form Finder project is currently underway and on schedule, with most attention/resources during this period devoted to this project. Two significant milestones were completed.

- The first was the presentation by Kansas.gov and approval by SOS of the user interface design for what is called the “Agency Page”. This functionality is intended for use by agency “super users” in populating lists (for example, of categories and email addresses) for those with the agency administrator role to choose from when entering form data. It was presented on schedule on 11/2 and, after several modifications/corrections, was approved on 11/10.
- The second milestone was the demo of the functionality supporting this page. The functionality had been through Kansas.gov QA prior to the start of testing by SOS. This milestone was completed on schedule on Monday, 11/23. SOS began testing efforts on 11/24, but were delayed by availability issues with the Kanas.gov staging environment that were remedied late that evening. Testing of the Agency page functionality is currently underway and the bulk of testing is scheduled to be performed and completed this week (by 12/3).

I am not aware of any additional work occurring on *KanAccess*. SOS reports that Kansas.gov has completed fixes on some browser issues that were identified by SOS related to *eGov Express* and SOS is currently testing.

As reported last month, a meeting with the Business Community on Form Finder was scheduled for November 18, 2015. This meeting was held as planned and consisted of a review of Form Finder functionality and information on the status of the project. In addition, based on feedback received in the last meeting of the group about the need for businesses to understand compliance, SOS presented mockups of a possible enhancement to Form Finder to address this need. The enhancement allows for occupations to be created (for example, Restaurants) in a fashion similar to the way Categories are used in the current iteration of Form Finder. Another dimension, such as Business Phase (Registering, Operating, etc.) could also be made available. Then, all agencies would have the capability to select from their list of forms, where appropriate, in Form Finder, and associate them with this Occupation and Business Phase. Users could then use a different tab in the Search interface to produce a cross-agency list of links to required forms for particular Occupations and Business Phases. This proposal was well-received by the group.

#### Current Period

**Form Finder:** Two milestones, Iteration 1: UI Team Review & Approval for the Agency Page, and Iteration 2: Team Review for Agency Page Functionality have been completed. Testing has begun on the Agency Page.

**Account Management:** Limited activity has been performed in this area due to the focus on Form Finder.

**KanAccess:** No further activities occurred in this area during the current period.

**eGov Express:** SOS is testing browser fixes supplied by Kansas.gov for *eGov Express* prior to implementation.

**Enterprise Shopping Cart:** No activity during this period.

**Business Advisory Group meeting:** (See description in *Summary* above)

#### Planned Activities for Next Period

**Form Finder:** Continue and complete testing of Agency page along with any fixes for bugs detected. Team review of user interface for the Forms Page scheduled for 12/10, with review and approval by 12/16 and development to begin on 12/17, to be completed in early January.

**Account Management:** Consider place of Account Management work in 2016 Business Plan.

**eGov Express:** Complete testing of browser fixes and potentially deploy for Lobbyist application.

**Enterprise Shopping Cart:** No activity planned.

**INFORMATION NETWORK  
OF KANSAS, INC.**

**Financial Statements & Accountant's  
Compilation Report**

**September 30, 2015**



Accountant's Compilation Report



MIZE HOUSER  
& COMPANY P.A.

Information Network of Kansas, Inc.  
300 S.W. 8<sup>th</sup> Avenue – 3<sup>rd</sup> Floor  
Topeka, Kansas 66603-3912

We have compiled the accompanying statements of financial position of Information Network of Kansas, Inc. (a nonprofit organization) as of September 30, 2015 and September 30, 2014, and the statements of activities-net revenue by entity as percentage of net revenue for the one month and nine month periods then ended. We have not audited or reviewed the accompanying financial statements and, accordingly, do not express an opinion or provide assurance about whether the financial statements are in accordance with accounting principles generally accepted in the United States.

Management is responsible for the preparation and fair presentation of the financial statements prepared in accordance with accounting principles generally accepted in the United States and for designing, implementing, and maintaining internal control relevant to the preparation and fair presentation of financial statements.

Our responsibility is to conduct the compilation in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants. The objective of a compilation is to assist management in presenting financial information in the form of financial statements without undertaking to obtain or provide any assurance that there are no material modifications that should be made to the financial statements.

Management has elected to omit substantially all of the disclosures and the statement of cash flows required by generally accepted accounting principles. If the omitted disclosures and the statement of cash flows were included in the financial statements, they might influence the user's conclusions about the Company's financial position, results of operations and cash flows. Accordingly, these financial statements are not designed for those who are not informed about such matters.

The supplementary information listed below is presented for purposes of additional analysis and is not a required part of the basic financial statements. The supplementary information has been compiled from information that is the representation of management. We have not audited or reviewed the supplementary information and, accordingly, do not express an opinion or provide any assurance on such supplementary information.

Supplemental information (presented only for supplementary analysis purposes):

Statement of activities-net revenue by entity compared to budget for the one month and nine month periods ended September 30, 2015.

We are not independent with respect to Information Network of Kansas, Inc.

*Mize Houser & Company P.A.*

**Mize Houser & Company P.A.**  
Certified Public Accountants

November 2, 2015

BNO:rb:ck  
Enclosures

INFORMATION NETWORK OF KANSAS, INC  
**STATEMENT OF FINANCIAL POSITION**  
9/30/15

	THIS YEAR	LAST YEAR
<b>CURRENT ASSETS</b>		
101 CIB KAW VALLEY STATE BANK & TRUST	\$ 1,583,220.03	\$ 1,186,496.63
102 UMB MONEY MARKET	520,758.97	520,498.66
104 CIB UMB NATIONAL BANK OF AMERICA	2,103,240.72	2,382,755.99
105 CIB COREFIRST BANK	257,935.75	75,801.14
108 CIB COREFIRST BANK PKI	173,646.95	151,332.00
112 ACCOUNTS RECEIVABLE	3,810,854.31	3,459,764.63
115 PREPAID EXPENSE	76,729.97	52,546.26
	-----	-----
TOTAL CURRENT ASSETS	8,526,386.70	7,829,195.31
<b>FIXED ASSETS</b>		
250 PROPERTY & EQUIPMENT	18,621.17	13,832.37
260 ACCUMULATED DEPRECIATION	12,875.27-	12,471.54-
	-----	-----
TOTAL FIXED ASSETS	5,745.90	1,360.83
	-----	-----
TOTAL ASSETS	\$ 8,532,132.60	\$ 7,830,556.14
	=====	=====

SEE ACCOUNTANT'S COMPILATION REPORT

INFORMATION NETWORK OF KANSAS, INC  
**STATEMENT OF FINANCIAL POSITION**  
 9/30/15

	THIS YEAR	LAST YEAR
LIABILITIES AND FUND BALANCES		
CURRENT LIABILITIES		
300 ACCOUNTS PAYABLE	\$ 13,456.98	\$ 27,718.96
301 ACCRUED CREDIT CARD FEES	178,202.74	154,443.92
303 INSTANT ACCESS TPE PAYABLE	1,917,965.60	1,729,051.82
306 ACCOUNTS PAYABLE CUSTOMER REFUNDS	1,019.80	1,019.80
310 ACCOUNTS PAYABLE STATE AGENCIES	1,468,072.39	1,403,082.72
315 ACCOUNTS PAYABLE KIC	1,659,780.49	1,687,191.36
	-----	-----
TOTAL CURRENT LIABILITIES	5,238,498.00	5,002,508.58
FUND BALANCES		
UNRESTRICTED		
405 UNRESTRICTED FUND BALANCE	2,919,993.42	2,417,463.25
	-----	-----
BOARD DESIGNATED		
435 KANSAS BUSINESS CENTER PROJECT	372,125.65	372,125.65
	-----	-----
TOTAL BOARD DESIGNATED	372,125.65	372,125.65
	-----	-----
GRANT BALANCES		
465 KS STATE HISTORICAL SOCIETY VISITOR CNT	1,515.53	38,458.66
	-----	-----
TOTAL GRANT BALANCES	1,515.53	38,458.66
	-----	-----
TOTAL FUND BALANCES	3,293,634.60	2,828,047.56
	-----	-----
TOTAL LIABILITIES AND FUND BALANCES	\$ 8,532,132.60	\$ 7,830,556.14
	=====	=====

SEE ACCOUNTANT'S COMPILATION REPORT

INFORMATION NETWORK OF KANSAS, INC

STATEMENT OF ACTIVITIES

NET REVENUE BY ENTITY AS PERCENTAGE OF NET REVENUE  
9/30/15

	ONE PERIOD ENDED 09/30/15				NINE PERIODS ENDED 09/30/15			
	THIS YEAR		LAST YEAR		THIS YEAR		LAST YEAR	
	AMOUNT	PERCENT	AMOUNT	PERCENT	AMOUNT	PERCENT	AMOUNT	PERCENT
EXECUTIVE BRANCH								
KANSAS DEPARTMENT OF REVENUE	343,928	48.78	346,915	50.34	3,194,809	48.88	3,256,863	50.21
KANSAS HIGHWAY PATROL	133,037-	18.87-	129,480-	18.79-	1,204,962-	18.44-	1,166,030-	17.98-
KANSAS BUREAU OF INVESTIGATION	21,336	3.03	21,305	3.09	176,621	2.70	164,408	2.53
BEHAVIORAL SCIENCES REGULATORY BOARD	1,447	.21	1,494	.22	18,156	.28	18,350	.28
KANSAS BOARD OF HEALING ARTS	7,267	1.03	7,362	1.07	78,833	1.21	71,841	1.11
KANSAS BOARD OF TECHNICAL PROFESSIONALS	0	.00	0	.00	9,134	.14	28,692	.44
KANSAS BOARD OF ACCOUNTANCY	0	.00	0	.00	4,949	.08	4,886	.08
KANSAS DEPT OF HEALTH & ENVIRONMENT	7,894	1.12	7,096	1.03	58,796	.90	55,321	.85
KANSAS BD OF EMERGENCY MGMT SERVICES	249	.04	185	.03	295	.00	388	.01
KANSAS DEPARTMENT OF LABOR	3,087	.44	1,969	.29	132,586	2.03	125,847	1.94
KANSAS DEPT OF WILDLIFE & PARKS	240	.03	220	.03	902	.01	855	.01
KANSAS CORPORATION COMMISSION	1,144	.16	1,074	.16	11,744	.18	11,558	.18
KANSAS BOARD OF PHARMACY	1,438	.20	1,742	.25	41,462	.63	46,049	.71
KANSAS BOARD OF NURSING	7,428	1.05	7,083	1.03	60,000	.92	57,808	.89
KANSAS BOARD OF EDUCATION	540	.08	606	.09	13,665	.21	13,710	.21
KANSAS DEPARTMENT OF AGRICULTURE	107	.02	98	.01	4,885	.07	4,348	.07
KANSAS BOARD OF OPTOMETRY	1,859	.26	24	.00	12,021	.18	4,062	.06
KANSAS BOARD OF COSMETOLOGY	1,523	.22	937	.14	10,879	.17	13,695	.21
KANSAS DENTAL BOARD	0	.00	7	.00	927	.01	1,148	.02
KANSAS REAL ESTATE COMMISSION	4,312	.61	3,480	.50	22,593	.35	19,991	.31
KS BOARD OF MORTUARY ARTS	21	.00	21	.00	65	.00	187	.00
TOTAL NET EXECUTIVE BRANCH	270,783	38.40	272,138	39.49	2,648,360	40.52	2,733,977	42.15
ELECTED OFFICIALS								
KANSAS SECRETARY OF STATE	41,706	5.91	33,687	4.89	634,362	9.71	574,691	8.86
KANSAS INSURANCE DEPARTMENT	2,436	.35	2,225	.32	35,161	.54	32,795	.51
TOTAL NET ELECTED OFFICIALS	44,142	6.26	35,912	5.21	669,523	10.24	607,486	9.37
LEGISLATIVE BRANCH								
TOTAL NET KANSAS LEGISLATIVE SERVICES	0	.00	0	.00	0	.00	0	.00
COUNTIES								
PROPERTY TAX	12	.00	0	.00	40,475	.62	36,251	.56
WEB TAGS	130,264	18.47	141,348	20.51	972,896	14.88	1,131,407	17.44
TOTAL COUNTIES	130,276	18.48	141,348	20.51	1,013,371	15.50	1,167,658	18.00
JUDICIAL BRANCH								
KS DISTRICT COURT RECORD SEARCH	83,143	11.79	86,984	12.62	695,920	10.65	652,898	10.07
SEE ACCOUNTANT'S COMPI LATION REPORT								

INFORMATION NETWORK OF KANSAS, INC

STATEMENT OF ACTIVITIES

PAGE 2

NET REVENUE BY ENTITY AS PERCENTAGE OF NET REVENUE

9/30/15

	ONE PERIOD ENDED 09/30/15				NINE PERIODS ENDED 09/30/15			
	THIS YEAR		LAST YEAR		THIS YEAR		LAST YEAR	
	AMOUNT	PERCENT	AMOUNT	PERCENT	AMOUNT	PERCENT	AMOUNT	PERCENT
TOTAL NET COURTS	83,143	11.79	86,984	12.62	695,920	10.65	652,898	10.07
-----								
OTHER REVENUES								
KANPAY COUNTER PAYMENTS	140,258	19.89	116,009	16.83	1,148,584	17.57	1,006,096	15.51
ANNUAL SUPPORT FEE	0	.00	0	.00	9,766	.15	11,616	.18
KANFORM	1,640	.23	1,768	.26	11,493	.18	11,362	.18
BILLING/SUBSCRIBER MINIMUMS	786	.11	593	.09	6,277	.10	6,137	.09
INK RENEWALS	760	.11	855	.12	13,490	.21	14,250	.22
INK SUBSCRIPTIONS	22,713	3.22	21,935	3.18	192,946	2.95	192,145	2.96
TIME AND MATERIAL PROJECT	13	.00	0	.00	39,279	.60	0	.00
SERVICE FEE	8,863	1.26	9,836	1.43	76,712	1.17	74,779	1.15
WEB SITE MAINT HOSTING FEE	0	.00	0	.00	0	.00	800-	.01-
INK CONTENT MANAGEMENT SYSTEM	1,750	.25	1,750	.25	10,500	.16	8,750	.13
-----								
TOTAL NET OTHER REVENUES	176,783	25.07	152,746	22.17	1,509,047	23.09	1,324,335	20.42
-----								
NET REVENUE BEFORE PORTAL COSTS	705,127	100.00	689,128	100.00	6,536,221	100.00	6,486,354	100.00
-----								
PORTAL COSTS								
COMMUNICATION COST	0	.00	367-	.05-	0	.00	2,610-	.04-
NETWORK CREDIT CARD FEES	178,316-	25.29-	159,303-	23.12-	1,607,386-	24.59-	1,466,331-	22.61-
-----								
TOTAL PORTAL COSTS	178,316-	25.29-	159,670-	23.17-	1,607,386-	24.59-	1,468,941-	22.65-
-----								
NET REVENUE AFTER PORTAL COSTS	526,811	74.71	529,458	76.83	4,928,835	75.41	5,017,413	77.35
-----								
NETWORK MANAGER SHARE	447,758	63.50	445,481	64.64	4,189,482	64.10	4,265,024	65.75
-----								
TOTAL INK PORTAL REVENUE	79,053	11.21	83,977	12.19	739,353	11.31	752,389	11.60
OTHER INK REVENUES/COSTS								
PKI CERTIFICATE REV	0	.00	4,723	.69	3,100	.05	13,266	.20
DISC SHARE/SPRINT/DOMAIN	424-	.06-	362-	.05-	3,811-	.06-	2,601-	.04-
BAD DEBT RESERVE	0	.00	0	.00	0	.00	442-	.01-
INTEREST ON CHECKING	181	.03	143	.02	1,655	.03	1,280	.02
-----								
TOTAL INK REVENUE	78,810	11.18	88,481	12.84	740,297	11.33	763,892	11.78
-----								
INK EXPENSES								
SALARY	10,144	1.44	12,484	1.81	101,855	1.56	112,331	1.73
WAGES PROJECT/TECHNICAL ASSISTANT	8,673	1.23	0	.00	30,349	.46	0	.00
WAGES ADMIN ASSIST/CONTRACT OFFICE	0	.00	134	.02	134	.00	1,329	.02
PR HEALTH INSURANCE	546	.08	0	.00	7,768	.12	0	.00

SEE ACCOUNTANT'S COMPLIATION REPORT

INFORMATION NETWORK OF KANSAS, INC

STATEMENT OF ACTIVITIES

NET REVENUE BY ENTITY AS PERCENTAGE OF NET REVENUE

9/30/15

	ONE PERIOD ENDED 09/30/15				NINE PERIODS ENDED 09/30/15			
	THIS YEAR		LAST YEAR		THIS YEAR		LAST YEAR	
	AMOUNT	PERCENT	AMOUNT	PERCENT	AMOUNT	PERCENT	AMOUNT	PERCENT
RENT	487	.07	528	.08	4,381	.07	3,719	.06
PROFESSIONAL CONSULTING SERVICES	12,633	1.79	6,175	.90	148,490	2.27	99,396	1.53
SYMANTEC/PUBLIC KEY INFRASTRUCTURE	4,500	.64	4,500	.65	74,316	1.14	40,500	.62
OTHER EXPENSES	1,454	.21	2,596	.38	26,258	.40	50,854	.78
TOTAL INK EXPENSES	38,437	5.45	26,417	3.83	393,551	6.02	308,129	4.75
NET INCOME BEFORE GRANT ACTIVITY	40,373	5.73	62,064	9.01	346,746	5.30	455,763	7.03
BOARD DESIGNATED & GRANTS								
KANSAS BUSINESS CENTER PR	0	.00	7,800	1.13	0	.00	76,317	1.18
KS STATE HISTORICAL VISITOR CENTER	0	.00	21,541	3.13	20,312	.31	21,541	.33
TOTAL BOARD DESIGNATED & GRANTS	0	.00	29,341	4.26	20,312	.31	97,858	1.51
NET INCOME	40,373	5.73	32,723	4.75	326,434	4.99	357,905	5.52

SEE ACCOUNTANT'S COMPILATION REPORT

# **SUPPLEMENTAL INFORMATION**

INFORMATION NETWORK OF KANSAS, INC  
STATEMENT OF ACTIVITIES  
NET REVENUE BY ENTITY COMPARED TO BUDGET  
9/30/15

	ONE PERIOD ENDED 09/30/15				NINE PERIODS ENDED 09/30/15			
	BUDGET	ACTUAL	VARIANCE	PERCENT	BUDGET	ACTUAL	VARIANCE	PERCENT
EXECUTIVE BRANCH								
KANSAS DEPARTMENT OF REVENUE	193,031	343,928	150,897	78.2	1,937,002	3,194,809	1,257,807	64.9
KANSAS HIGHWAY PATROL	0	133,037-	133,037*		645	1,204,962-	1,205,607*	915.8*
KANSAS BUREAU OF INVESTIGATION	19,197	21,336	2,139	11.1	162,936	176,621	13,685	8.4
BEHAVIORAL SCIENCES REGULATORY B	1,340	1,447	107	8.0	18,874	18,156	718*	3.8*
KANSAS BOARD OF HEALING ARTS	16,175	7,267	8,908*	55.1*	77,035	78,833	1,798	2.3
KANSAS BOARD OF TECHNICAL PROFES	0	0	0		28,651	9,134	19,517*	68.1*
KANSAS BOARD OF ACCOUNTANCY	0	0	0		0	4,949	4,949	
KANSAS DEPT OF HEALTH & ENVIRONM	5,915	7,894	1,979	33.5	50,441	58,796	8,355	16.6
KANSAS BD OF EMERGENCY MGMT SERV	501	249	252*	50.3*	699	295	404*	57.8*
KANSAS DEPARTMENT OF LABOR	3,228	3,087	141*	4.4*	130,249	132,586	2,337	1.8
KANSAS DEPT OF WILDLIFE & PARKS	254	240	14*	5.5*	905	902	3*	.3*
KANSAS CORPORATION COMMISSION	18	1,144	1,126	255.6	352	11,744	11,392	236.4
KANSAS BOARD OF PHARMACY	3,398	1,438	1,960*	57.7*	38,258	41,462	3,204	8.4
KANSAS BOARD OF NURSING	7,619	7,428	191*	2.5*	65,810	60,000	5,810*	8.8*
KANSAS BOARD OF EDUCATION	583	540	43*	7.4*	12,636	13,665	1,029	8.1
KANSAS DEPARTMENT OF AGRICULTURE	111	107	4*	3.6*	4,846	4,885	39	.8
KANSAS BOARD OF OPTOMETRY	0	1,859	1,859		0	12,021	12,021	
KANSAS BOARD OF COSMETOLOGY	1,023	1,523	500	48.9	12,421	10,879	1,542*	12.4*
KANSAS DENTAL BOARD	505	0	505*	100.0*	1,683	927	756*	44.9*
KANSAS REAL ESTATE COMMISSION	4,971	4,312	659*	13.3*	49,749	22,593	27,156*	54.6*
KS BOARD OF MORTUARY ARTS	0	21	21		0	65	65	
TOTAL NET EXECUTIVE BRANCH	257,869	270,783	12,914	5.0	2,593,192	2,648,360	55,168	2.1
ELECTED OFFICIALS								
KANSAS SECRETARY OF STATE	33,000	41,706	8,706	26.4	574,537	634,362	59,825	10.4
KANSAS INSURANCE DEPARTMENT	1,034-	2,436	3,470	335.6	8,171-	35,161	43,332	530.3
TOTAL NET ELECTED OFFICIALS	31,966	44,142	12,176	38.1	566,366	669,523	103,157	18.2
LEGISLATIVE BRANCH								
TOTAL NET KANSAS LEGISLATIVE SE	0	0	0		0	0	0	
COUNTIES								
PROPERTY TAX	13	12	1*	7.7*	41,742	40,475	1,267*	3.0*
WEB TAGS	127,258	130,264	3,006	2.4	980,552	972,896	7,656*	.8*
TOTAL COUNTIES	127,271	130,276	3,005	2.4	1,022,294	1,013,371	8,923*	.9*
JUDICIAL BRANCH								
KS DISTRICT COURT RECORD SEARCH	66,316	83,143	16,827	25.4	639,538	695,920	56,382	8.8

\* - INDICATES UNFAVORABLE VARIANCE  
SEE ACCOUNTANT'S COMPI LATION REPORT



INFORMATION NETWORK OF KANSAS, INC  
**STATEMENT OF ACTIVITIES**  
 NET REVENUE BY ENTITY COMPARED TO BUDGET  
 9/30/15

	ONE PERIOD ENDED 09/30/15				NINE PERIODS ENDED 09/30/15			
	BUDGET	ACTUAL	VARIANCE	PERCENT	BUDGET	ACTUAL	VARIANCE	PERCENT
TOTAL NET COURTS	66,316	83,143	16,827	25.4	639,538	695,920	56,382	8.8
-----								
OTHER REVENUES								
KANPAY COUNTER PAYMENTS	127,368	140,258	12,890	10.1	1,053,689	1,148,584	94,895	9.0
ANNUAL SUPPORT FEE	2,893	0	2,893*	100.0*	8,679	9,766	1,087	12.5
KANFORM	889	1,640	751	84.5	11,322	11,493	171	1.5
BILLING/SUBSCRIBER MINIMUMS	957	786	171*	17.9*	6,760	6,277	483*	7.1*
INK RENEWALS	0	760	760		0	13,490	13,490	
INK SUBSCRIPTIONS	23,085	22,713	372*	1.6*	206,435	192,946	13,489*	6.5*
TIME AND MATERIAL PROJECT	50,000	13	49,987*	100.0*	100,000	39,279	60,721*	60.7*
SERVICE FEE	8,586	8,863	277	3.2	71,832	76,712	4,880	6.8
INK CONTENT MANAGEMENT SYSTEM	1,750	1,750	0	.0	8,750	10,500	1,750	20.0
-----								
TOTAL NET OTHER REVENUES	215,528	176,783	38,745*	18.0*	1,467,467	1,509,047	41,580	2.8
-----								
NET REVENUE BEFORE PORTAL COSTS	698,950	705,127	6,177	.9	6,288,857	6,536,221	247,364	3.9
-----								
PORTAL COSTS								
COMMUNICATION COST	2,300-	0	2,300	100.0	20,700-	0	20,700	100.0
NETWORK CREDIT CARD FEES	92,697-	178,316-	85,619*	92.4*	1,577,232-	1,607,386-	30,154*	1.9*
-----								
TOTAL PORTAL COSTS	94,997-	178,316-	83,319*	87.7*	1,597,932-	1,607,386-	9,454*	.6*
-----								
NET REVENUE AFTER PORTAL COSTS	603,953	526,811	77,142*	12.8*	4,690,925	4,928,835	237,910	5.1
-----								
NETWORK MANAGER SHARE	513,360	447,758	65,602	12.8	3,987,286	4,189,482	202,196*	5.1*
-----								
TOTAL INK PORTAL REVENUE	90,593	79,053	11,540*	12.7*	703,639	739,353	35,714	5.1
OTHER INK REVENUES/COSTS								
PKI CERTIFICATE REV	784	0	784*	100.0*	2,953	3,100	147	5.0
DISC SHARE/SPRINT/DOMAIN	0	424-	424*		0	3,811-	3,811*	
INTEREST ON CHECKING	209	181	28*	13.4*	1,875	1,655	220*	11.7*
-----								
TOTAL INK REVENUE	91,586	78,810	12,776*	13.9*	708,467	740,297	31,830	4.5
-----								
INK EXPENSES								
SALARY	11,594	10,144	1,450	12.5	106,653	101,855	4,798	4.5
WAGES PROJECT/TECHNICAL ASSISTANT	9,257	8,673	584	6.3	85,150	30,349	54,801	64.4
WAGES ADMIN ASSIST/CONTRACT OFFI	100	0	100	100.0	900	134	766	85.1
PR HEALTH INSURANCE	0	546	546*		0	7,768	7,768*	
RENT	486	487	1*	.2*	4,380	4,381	1*	.0*
PROFESSIONAL CONSULTING SERVICES	11,750	12,633	883*	7.5*	129,250	148,490	19,240*	14.9*
SYMANTEC/PUBLIC KEY INFRASTRUCTU	1,650	4,500	2,850*	172.7*	56,650	74,316	17,666*	31.2*

\* - INDICATES UNFAVORABLE VARIANCE  
 SEE ACCOUNTANT'S COMPILATION REPORT

INFORMATION NETWORK OF KANSAS, INC  
STATEMENT OF ACTIVITIES  
NET REVENUE BY ENTITY COMPARED TO BUDGET  
9/30/15

	ONE PERIOD ENDED 09/30/15				NINE PERIODS ENDED 09/30/15			
	BUDGET	ACTUAL	VARIANCE	PERCENT	BUDGET	ACTUAL	VARIANCE	PERCENT
OTHER EXPENSES	1,336	1,454	118*	8.8*	33,321	26,258	7,063	21.2
TOTAL LINK EXPENSES	36,173	38,437	2,264*	6.3*	416,304	393,551	22,753	5.5
NET INCOME BEFORE GRANT ACTIVITY	55,413	40,373	15,040*	27.1*	292,163	346,746	54,583	18.7
BOARD DESIGNATED & GRANTS								
KANSAS BUSINESS CENTER PR	0	0	0		372,127	0	372,127	100.0
KS STATE HISTORICAL VISITOR CENT	0	0	0		12,867	20,312	7,445*	57.9*
TOTAL BOARD DESIGNATED & GRANTS	0	0	0		384,994	20,312	364,682	94.7
NET INCOME	55,413	40,373	15,040*	27.1*	92,831	326,434	419,265	451.6

\* - INDICATES UNFAVORABLE VARIANCE  
SEE ACCOUNTANT'S COMPI LATION REPORT

INFORMATION NETWORK OF KANSAS, INC

STATEMENT OF ACTIVITIES

NET REVENUE BY ENTITY AS PERCENTAGE OF NET REVENUE  
9/30/15

	ONE PERIOD ENDED 09/30/15				NINE PERIODS ENDED 09/30/15			
	THIS YEAR		LAST YEAR		THIS YEAR		LAST YEAR	
	AMOUNT	PERCENT	AMOUNT	PERCENT	AMOUNT	PERCENT	AMOUNT	PERCENT
EXECUTIVE BRANCH								
KANSAS DEPARTMENT OF REVENUE	343,928	48.78	346,915	50.34	3,194,809	48.88	3,256,863	50.21
KANSAS HIGHWAY PATROL	133,037-	18.87-	129,480-	18.79-	1,204,962-	18.44-	1,166,030-	17.98-
KANSAS BUREAU OF INVESTIGATION	21,336	3.03	21,305	3.09	176,621	2.70	164,408	2.53
BEHAVIORAL SCIENCES REGULATORY BOARD	1,447	.21	1,494	.22	18,156	.28	18,350	.28
KANSAS BOARD OF HEALING ARTS	7,267	1.03	7,362	1.07	78,833	1.21	71,841	1.11
KANSAS BOARD OF TECHNICAL PROFESSIONALS	0	.00	0	.00	9,134	.14	28,692	.44
KANSAS BOARD OF ACCOUNTANCY	0	.00	0	.00	4,949	.08	4,886	.08
KANSAS DEPT OF HEALTH & ENVIRONMENT	7,894	1.12	7,096	1.03	58,796	.90	55,321	.85
KANSAS BD OF EMERGENCY MGMT SERVICES	249	.04	185	.03	295	.00	388	.01
KANSAS DEPARTMENT OF LABOR	3,087	.44	1,969	.29	132,586	2.03	125,847	1.94
KANSAS DEPT OF WILDLIFE & PARKS	240	.03	220	.03	902	.01	855	.01
KANSAS CORPORATION COMMISSION	1,144	.16	1,074	.16	11,744	.18	11,558	.18
KANSAS BOARD OF PHARMACY	1,438	.20	1,742	.25	41,462	.63	46,049	.71
KANSAS BOARD OF NURSING	7,428	1.05	7,083	1.03	60,000	.92	57,808	.89
KANSAS BOARD OF EDUCATION	540	.08	606	.09	13,665	.21	13,710	.21
KANSAS DEPARTMENT OF AGRICULTURE	107	.02	98	.01	4,885	.07	4,348	.07
KANSAS BOARD OF OPTOMETRY	1,859	.26	24	.00	12,021	.18	4,062	.06
KANSAS BOARD OF COSMETOLOGY	1,523	.22	937	.14	10,879	.17	13,695	.21
KANSAS DENTAL BOARD	0	.00	7	.00	927	.01	1,148	.02
KANSAS REAL ESTATE COMMISSION	4,312	.61	3,480	.50	22,593	.35	19,991	.31
KS BOARD OF MORTUARY ARTS	21	.00	21	.00	65	.00	187	.00
TOTAL NET EXECUTIVE BRANCH	270,783	38.40	272,138	39.49	2,648,360	40.52	2,733,977	42.15
ELECTED OFFICIALS								
KANSAS SECRETARY OF STATE	41,706	5.91	33,687	4.89	634,362	9.71	574,691	8.86
KANSAS INSURANCE DEPARTMENT	2,436	.35	2,225	.32	35,161	.54	32,795	.51
TOTAL NET ELECTED OFFICIALS	44,142	6.26	35,912	5.21	669,523	10.24	607,486	9.37
LEGISLATIVE BRANCH								
TOTAL NET KANSAS LEGISLATIVE SERVICES	0	.00	0	.00	0	.00	0	.00
COUNTIES								
PROPERTY TAX	12	.00	0	.00	40,475	.62	36,251	.56
WEB TAGS	130,264	18.47	141,348	20.51	972,896	14.88	1,131,407	17.44
TOTAL COUNTIES	130,276	18.48	141,348	20.51	1,013,371	15.50	1,167,658	18.00
JUDICIAL BRANCH								
KS DISTRICT COURT RECORD SEARCH	83,143	11.79	86,984	12.62	695,920	10.65	652,898	10.07
SEE ACCOUNTANT'S COMPI LATION REPORT								

INFORMATION NETWORK OF KANSAS, INC

STATEMENT OF ACTIVITIES

PAGE 2

NET REVENUE BY ENTITY AS PERCENTAGE OF NET REVENUE

9/30/15

	ONE PERIOD ENDED 09/30/15				NINE PERIODS ENDED 09/30/15			
	THIS YEAR		LAST YEAR		THIS YEAR		LAST YEAR	
	AMOUNT	PERCENT	AMOUNT	PERCENT	AMOUNT	PERCENT	AMOUNT	PERCENT
TOTAL NET COURTS	83,143	11.79	86,984	12.62	695,920	10.65	652,898	10.07
-----								
OTHER REVENUES								
KANPAY COUNTER PAYMENTS	140,258	19.89	116,009	16.83	1,148,584	17.57	1,006,096	15.51
ANNUAL SUPPORT FEE	0	.00	0	.00	9,766	.15	11,616	.18
KANFORM	1,640	.23	1,768	.26	11,493	.18	11,362	.18
BILLING/SUBSCRIBER MINIMUMS	786	.11	593	.09	6,277	.10	6,137	.09
INK RENEWALS	760	.11	855	.12	13,490	.21	14,250	.22
INK SUBSCRIPTIONS	22,713	3.22	21,935	3.18	192,946	2.95	192,145	2.96
TIME AND MATERIAL PROJECT	13	.00	0	.00	39,279	.60	0	.00
SERVICE FEE	8,863	1.26	9,836	1.43	76,712	1.17	74,779	1.15
WEB SITE MAINT HOSTING FEE	0	.00	0	.00	0	.00	800-	.01-
INK CONTENT MANAGEMENT SYSTEM	1,750	.25	1,750	.25	10,500	.16	8,750	.13
-----								
TOTAL NET OTHER REVENUES	176,783	25.07	152,746	22.17	1,509,047	23.09	1,324,335	20.42
-----								
NET REVENUE BEFORE PORTAL COSTS	705,127	100.00	689,128	100.00	6,536,221	100.00	6,486,354	100.00
-----								
PORTAL COSTS								
COMMUNICATION COST	0	.00	367-	.05-	0	.00	2,610-	.04-
NETWORK CREDIT CARD FEES	178,316-	25.29-	159,303-	23.12-	1,607,386-	24.59-	1,466,331-	22.61-
-----								
TOTAL PORTAL COSTS	178,316-	25.29-	159,670-	23.17-	1,607,386-	24.59-	1,468,941-	22.65-
-----								
NET REVENUE AFTER PORTAL COSTS	526,811	74.71	529,458	76.83	4,928,835	75.41	5,017,413	77.35
-----								
NETWORK MANAGER SHARE	447,758	63.50	445,481	64.64	4,189,482	64.10	4,265,024	65.75
-----								
TOTAL INK PORTAL REVENUE	79,053	11.21	83,977	12.19	739,353	11.31	752,389	11.60
OTHER INK REVENUES/COSTS								
PKI CERTIFICATE REV	0	.00	4,723	.69	3,100	.05	13,266	.20
DISC SHARE/SPRINT/DOMAIN	424-	.06-	362-	.05-	3,811-	.06-	2,601-	.04-
BAD DEBT RESERVE	0	.00	0	.00	0	.00	442-	.01-
INTEREST ON CHECKING	181	.03	143	.02	1,655	.03	1,280	.02
-----								
TOTAL INK REVENUE	78,810	11.18	88,481	12.84	740,297	11.33	763,892	11.78
-----								
INK EXPENSES								
SALARY	10,144	1.44	12,484	1.81	101,855	1.56	112,331	1.73
WAGES PROJECT/TECHNICAL ASSISTANT	8,673	1.23	0	.00	30,349	.46	0	.00
WAGES ADMIN ASSIST/CONTRACT OFFICE	0	.00	134	.02	134	.00	1,329	.02
PR HEALTH INSURANCE	546	.08	0	.00	7,768	.12	0	.00

SEE ACCOUNTANT'S COMPLIATION REPORT

INFORMATION NETWORK OF KANSAS, INC

STATEMENT OF ACTIVITIES

NET REVENUE BY ENTITY AS PERCENTAGE OF NET REVENUE

9/30/15

	ONE PERIOD ENDED 09/30/15				NINE PERIODS ENDED 09/30/15			
	THIS YEAR		LAST YEAR		THIS YEAR		LAST YEAR	
	AMOUNT	PERCENT	AMOUNT	PERCENT	AMOUNT	PERCENT	AMOUNT	PERCENT
RENT	487	.07	528	.08	4,381	.07	3,719	.06
PROFESSIONAL CONSULTING SERVICES	12,633	1.79	6,175	.90	148,490	2.27	99,396	1.53
SYMANTEC/PUBLIC KEY INFRASTRUCTURE	4,500	.64	4,500	.65	74,316	1.14	40,500	.62
OTHER EXPENSES	1,454	.21	2,596	.38	26,258	.40	50,854	.78
TOTAL INK EXPENSES	38,437	5.45	26,417	3.83	393,551	6.02	308,129	4.75
NET INCOME BEFORE GRANT ACTIVITY	40,373	5.73	62,064	9.01	346,746	5.30	455,763	7.03
BOARD DESIGNATED & GRANTS								
KANSAS BUSINESS CENTER PR	0	.00	7,800	1.13	0	.00	76,317	1.18
KS STATE HISTORICAL VISITOR CENTER	0	.00	21,541	3.13	20,312	.31	21,541	.33
TOTAL BOARD DESIGNATED & GRANTS	0	.00	29,341	4.26	20,312	.31	97,858	1.51
NET INCOME	40,373	5.73	32,723	4.75	326,434	4.99	357,905	5.52

SEE ACCOUNTANT'S COMPI LATION REPORT

INFORMATION NETWORK OF KANSAS, INC  
STATEMENT OF ACTIVITIES  
NET REVENUE BY ENTITY COMPARED TO BUDGET  
9/30/15

	ONE PERIOD ENDED 09/30/15				NINE PERIODS ENDED 09/30/15			
	BUDGET	ACTUAL	VARIANCE	PERCENT	BUDGET	ACTUAL	VARIANCE	PERCENT
EXECUTIVE BRANCH								
KANSAS DEPARTMENT OF REVENUE	193,031	343,928	150,897	78.2	1,937,002	3,194,809	1,257,807	64.9
KANSAS HIGHWAY PATROL	0	133,037-	133,037*		645	1,204,962-	1,205,607*	915.8*
KANSAS BUREAU OF INVESTIGATION	19,197	21,336	2,139	11.1	162,936	176,621	13,685	8.4
BEHAVIORAL SCIENCES REGULATORY B	1,340	1,447	107	8.0	18,874	18,156	718*	3.8*
KANSAS BOARD OF HEALING ARTS	16,175	7,267	8,908*	55.1*	77,035	78,833	1,798	2.3
KANSAS BOARD OF TECHNICAL PROFES	0	0	0		28,651	9,134	19,517*	68.1*
KANSAS BOARD OF ACCOUNTANCY	0	0	0		0	4,949	4,949	
KANSAS DEPT OF HEALTH & ENVIRONM	5,915	7,894	1,979	33.5	50,441	58,796	8,355	16.6
KANSAS BD OF EMERGENCY MGMT SERV	501	249	252*	50.3*	699	295	404*	57.8*
KANSAS DEPARTMENT OF LABOR	3,228	3,087	141*	4.4*	130,249	132,586	2,337	1.8
KANSAS DEPT OF WILDLIFE & PARKS	254	240	14*	5.5*	905	902	3*	.3*
KANSAS CORPORATION COMMISSION	18	1,144	1,126	255.6	352	11,744	11,392	236.4
KANSAS BOARD OF PHARMACY	3,398	1,438	1,960*	57.7*	38,258	41,462	3,204	8.4
KANSAS BOARD OF NURSING	7,619	7,428	191*	2.5*	65,810	60,000	5,810*	8.8*
KANSAS BOARD OF EDUCATION	583	540	43*	7.4*	12,636	13,665	1,029	8.1
KANSAS DEPARTMENT OF AGRICULTURE	111	107	4*	3.6*	4,846	4,885	39	.8
KANSAS BOARD OF OPTOMETRY	0	1,859	1,859		0	12,021	12,021	
KANSAS BOARD OF COSMETOLOGY	1,023	1,523	500	48.9	12,421	10,879	1,542*	12.4*
KANSAS DENTAL BOARD	505	0	505*	100.0*	1,683	927	756*	44.9*
KANSAS REAL ESTATE COMMISSION	4,971	4,312	659*	13.3*	49,749	22,593	27,156*	54.6*
KS BOARD OF MORTUARY ARTS	0	21	21		0	65	65	
TOTAL NET EXECUTIVE BRANCH	257,869	270,783	12,914	5.0	2,593,192	2,648,360	55,168	2.1
ELECTED OFFICIALS								
KANSAS SECRETARY OF STATE	33,000	41,706	8,706	26.4	574,537	634,362	59,825	10.4
KANSAS INSURANCE DEPARTMENT	1,034-	2,436	3,470	335.6	8,171-	35,161	43,332	530.3
TOTAL NET ELECTED OFFICIALS	31,966	44,142	12,176	38.1	566,366	669,523	103,157	18.2
LEGISLATIVE BRANCH								
TOTAL NET KANSAS LEGISLATIVE SE	0	0	0		0	0	0	
COUNTIES								
PROPERTY TAX	13	12	1*	7.7*	41,742	40,475	1,267*	3.0*
WEB TAGS	127,258	130,264	3,006	2.4	980,552	972,896	7,656*	.8*
TOTAL COUNTIES	127,271	130,276	3,005	2.4	1,022,294	1,013,371	8,923*	.9*
JUDICIAL BRANCH								
KS DISTRICT COURT RECORD SEARCH	66,316	83,143	16,827	25.4	639,538	695,920	56,382	8.8

\* - INDICATES UNFAVORABLE VARIANCE  
SEE ACCOUNTANT'S COMPI LATION REPORT

INFORMATION NETWORK OF KANSAS, INC  
**STATEMENT OF ACTIVITIES**  
 NET REVENUE BY ENTITY COMPARED TO BUDGET  
 9/30/15

	ONE PERIOD ENDED 09/30/15				NINE PERIODS ENDED 09/30/15			
	BUDGET	ACTUAL	VARIANCE	PERCENT	BUDGET	ACTUAL	VARIANCE	PERCENT
TOTAL NET COURTS	66,316	83,143	16,827	25.4	639,538	695,920	56,382	8.8
-----								
OTHER REVENUES								
KANPAY COUNTER PAYMENTS	127,368	140,258	12,890	10.1	1,053,689	1,148,584	94,895	9.0
ANNUAL SUPPORT FEE	2,893	0	2,893*	100.0*	8,679	9,766	1,087	12.5
KANFORM	889	1,640	751	84.5	11,322	11,493	171	1.5
BILLING/SUBSCRIBER MINIMUMS	957	786	171*	17.9*	6,760	6,277	483*	7.1*
INK RENEWALS	0	760	760		0	13,490	13,490	
INK SUBSCRIPTIONS	23,085	22,713	372*	1.6*	206,435	192,946	13,489*	6.5*
TIME AND MATERIAL PROJECT	50,000	13	49,987*	100.0*	100,000	39,279	60,721*	60.7*
SERVICE FEE	8,586	8,863	277	3.2	71,832	76,712	4,880	6.8
INK CONTENT MANAGEMENT SYSTEM	1,750	1,750	0	.0	8,750	10,500	1,750	20.0
-----								
TOTAL NET OTHER REVENUES	215,528	176,783	38,745*	18.0*	1,467,467	1,509,047	41,580	2.8
-----								
NET REVENUE BEFORE PORTAL COSTS	698,950	705,127	6,177	.9	6,288,857	6,536,221	247,364	3.9
-----								
PORTAL COSTS								
COMMUNICATION COST	2,300-	0	2,300	100.0	20,700-	0	20,700	100.0
NETWORK CREDIT CARD FEES	92,697-	178,316-	85,619*	92.4*	1,577,232-	1,607,386-	30,154*	1.9*
-----								
TOTAL PORTAL COSTS	94,997-	178,316-	83,319*	87.7*	1,597,932-	1,607,386-	9,454*	.6*
-----								
NET REVENUE AFTER PORTAL COSTS	603,953	526,811	77,142*	12.8*	4,690,925	4,928,835	237,910	5.1
-----								
NETWORK MANAGER SHARE	513,360	447,758	65,602	12.8	3,987,286	4,189,482	202,196*	5.1*
-----								
TOTAL INK PORTAL REVENUE	90,593	79,053	11,540*	12.7*	703,639	739,353	35,714	5.1
OTHER INK REVENUES/COSTS								
PKI CERTIFICATE REV	784	0	784*	100.0*	2,953	3,100	147	5.0
DISC SHARE/SPRINT/DOMAIN	0	424-	424*		0	3,811-	3,811*	
INTEREST ON CHECKING	209	181	28*	13.4*	1,875	1,655	220*	11.7*
-----								
TOTAL INK REVENUE	91,586	78,810	12,776*	13.9*	708,467	740,297	31,830	4.5
-----								
INK EXPENSES								
SALARY	11,594	10,144	1,450	12.5	106,653	101,855	4,798	4.5
WAGES PROJECT/TECHNICAL ASSISTANT	9,257	8,673	584	6.3	85,150	30,349	54,801	64.4
WAGES ADMIN ASSIST/CONTRACT OFFI	100	0	100	100.0	900	134	766	85.1
PR HEALTH INSURANCE	0	546	546*		0	7,768	7,768*	
RENT	486	487	1*	.2*	4,380	4,381	1*	.0*
PROFESSIONAL CONSULTING SERVICES	11,750	12,633	883*	7.5*	129,250	148,490	19,240*	14.9*
SYMANTEC/PUBLIC KEY INFRASTRUCTU	1,650	4,500	2,850*	172.7*	56,650	74,316	17,666*	31.2*

\* - INDICATES UNFAVORABLE VARIANCE  
 SEE ACCOUNTANT'S COMPILATION REPORT

INFORMATION NETWORK OF KANSAS, INC  
**STATEMENT OF ACTIVITIES**  
 NET REVENUE BY ENTITY COMPARED TO BUDGET  
 9/30/15

	ONE PERIOD ENDED 09/30/15				NINE PERIODS ENDED 09/30/15			
	BUDGET	ACTUAL	VARIANCE	PERCENT	BUDGET	ACTUAL	VARIANCE	PERCENT
OTHER EXPENSES	1,336	1,454	118*	8.8*	33,321	26,258	7,063	21.2
TOTAL LINK EXPENSES	36,173	38,437	2,264*	6.3*	416,304	393,551	22,753	5.5
NET INCOME BEFORE GRANT ACTIVITY	55,413	40,373	15,040*	27.1*	292,163	346,746	54,583	18.7
BOARD DESIGNATED & GRANTS								
KANSAS BUSINESS CENTER PR	0	0	0		372,127	0	372,127	100.0
KS STATE HISTORICAL VISITOR CENT	0	0	0		12,867	20,312	7,445*	57.9*
TOTAL BOARD DESIGNATED & GRANTS	0	0	0		384,994	20,312	364,682	94.7
NET INCOME	55,413	40,373	15,040*	27.1*	92,831	326,434	419,265	451.6

\* - INDICATES UNFAVORABLE VARIANCE  
 SEE ACCOUNTANT'S COMPI LATION REPORT





**Information Network of Kansas Inc.**

**Strategic Plan**

**2015 - 2017**

## Introduction

This strategic plan has been developed by the Information Network of Kansas, Inc. Board of directors to provide a disciplined approach to the management and expansion of the official state portal for the state of Kansas for years 2015 – 2017.

The INK strategic plan focuses on collaborating with private companies and state and local government entities to create services which are beneficial to the public, enterprise in scope, highly scalable and integrates with state and local government systems.

Questions or comments regarding the plan may be directed to the Executive Director of INK.

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Topeka, KS 66603  
785-221-8715  
[Jim.hollingsworth@ink.ks.gov](mailto:Jim.hollingsworth@ink.ks.gov)

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## Executive Summary

### Vision Statement (*“What we want to be”*)

A recognized leader in the delivery of world-class digital government.

### Mission Statement (*“Why we exist”*)

Create and expand the electronic access to government information.

### Guiding Principles (*“How we will conduct ourselves”*)

- Superior customer service
- Teamwork
- Efficiency
- Innovation
- Conduct ourselves in an ethical manner

### Core Values (*“What we will strive to attain”*)

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

### Strategic Goals (*“What we want to accomplish”*)

- Increase awareness of INK to citizens, agencies and businesses
- Maintain and deliver core values
- Develop a Unified Web/Digital strategy
- Diversify and expand collaborative services
- Perform portfolio assessment to improve performance, enhance existing services and prioritize development
- Develop Enterprise Account Management

### Background

Kansas is the birthplace of eGovernment in the United States. In 1990, the Kansas legislature passed [KSA 74-9301](#) et seq., which authorized the creation of the Information Network of Kansas, Inc. (INK) to develop and expand electronic access to Kansas government information and services.

INK's inception was driven from the requirement of citizens and businesses having to physically appear at government organizations to acquire necessary documentation. The development of INK provided the means to electronically deliver information and services for all branches of state government to save state entities, citizens and businesses time and resources.

INK awarded the first network and application development contract in 1991 to the Kansas Information Consortium LLC. INK began by offering a bulletin Board service where users could dial in over a modem to access a small number of services. Citizens and businesses saved tremendous amounts of time and resources with this new capability. In 1997, the portal developed the state's first web portal. After several iterations of new portal infrastructures, new technology implementations and increasing state agency participation, in 2014, the INK Board launched its latest web portal using responsive design to better enable the explosive growth of mobile technologies.

INK contracts with a third party vendor to provide state agencies and local units of government network infrastructure, disaster recovery, electronic payment services, web application development and maintenance, customer support, marketing services, project management, credit card and ACH payment processing services, web hosting, and online forms. These services are provided to all of the agencies at no cost for development and maintenance. INK receives no appropriations from the State General Fund. INK receives remuneration from a nominal enhanced access fee from user generated payment transactions.

The INK Board of directors must approve all contracts with state entities. The self-funded model uniquely supports work to create and maintain services that produce public value at no revenue to the portal. Examples of non-revenue generating services include the creation and support of the state home page, Amber Alert, and license verifications.

The Board of directors developed a grant program to support its statutory missions in 2003. Annually, the Board determines the available grant program amount and agencies are encouraged to apply. The criterion for the grant review is directly based upon the ability of the grant request to satisfy INK statutory and strategic objectives. A subcommittee comprised of one Board member and the Chief Information Technology Officers from each of the branches of state government reviews the request and provides funding recommendations to the INK Board. The INK Board has awarded more than \$4 million dollars to all three branches of state, county and local governments.

INK is currently working with more than 150 state and local government agencies to provide a gateway for the private and public sector to create greater access to government information. For 2013, the portal was accessed by over 1.2 million people from nearly every country in the world.

## INK 2015- 2017 Strategic Plan

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These efforts have consistently received recognition as INK has received many national awards for its continued innovation and excellence.

To build upon its past successes, the INK Board of Directors has developed this three-year plan to guide the INK Board's strategic and business activities for the future. The plan is designed to support the rapid pace of technological change to deliver services to citizen and businesses. During the course of this three year strategic plan, INK will develop annual business plans to accomplish the goals set out in this plan.

### Management Board and Staff

The Information Network of Kansas Inc. is responsible for the oversight of the contract for the development of the official Web site for the state of Kansas, [Kansas.gov](http://Kansas.gov). The INK Board of Directors is comprised of nine public officials and private executives representing both data owners and data users. The Governor appoints the seven of members who serve a three year term and two members are statutory appointed.



The 2014 Board membership includes:

- Mr. Joe Connor represents the Association of Counties and serves as Chairman
- Secretary Kris Kobach is the Secretary of State and serves as the Vice Chairman
- Secretary Jim Clark is the Secretary of the Department of Administration and serves as the Treasurer
- Mr. Terry Holdren represents the Kansas Farm Bureau and serves as the Secretary
- Mr. Gary Landeck represents the Kansas Public Libraries
- Secretary Nick Jordan represents the Department of Revenue
- Mr. Scott Hill represents the Kansas Bar Association
- Mr. Anthony Schlinsog is the Executive Branch Chief Information Technology Officer
- Travis Rozean represents the Kansas Association of Mappers

Four Board member positions are established in INK's statute as a perpetual influence on the management and strategic direction of INK. These positions include Kansas Public Libraries,

## INK 2015- 2017 Strategic Plan

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Kansas Bar Association, the Secretary of State and the Executive Branch Chief Information Technology Officer. Two members are Executive Branch agency secretaries who are selected by the Governor. The remaining three member groups serve for a three-year term and are nominated by the INK Board of directors to the Governor for selection. Three names are from each member group is submitted to the Governor for consideration of appointment. The current member group representation includes county government, agriculture and geographical information systems.

The Executive Director is the only employee of INK and reports directly to the Board of Directors. This position is responsible for the compliance oversight of the Network Manager contract, customer satisfaction, managing all INK Board expenses, financial audits, and ensures compliance with policies and procedures adopted by the Board. The Executive Director also serves as a voting member of several state policy Boards and councils, including the Information Technology Executive Council, the Information Advisory Board, Information Technology Security Council, Kansas Partnership for Accessible Technology, Geographical Information Systems Policy Board, and the Information Technology Identity Management Group.

The network operations, including all hardware, software and development staff are outsourced to a private company. The Kansas Information Consortium LLC (KIC) employs a thirty person staff dedicated to Kansas agencies to build, operate, maintain and market INK's services and is part of eGovernment firm NIC's (NASDAQ: [EGOV](#)) family of companies. The NIC family of companies provides [eGovernment solutions](#) for more than 3,500 federal, state, and local agencies in the United States.

### INK's Vision:

**"Delivering world-class digital Government."**

INK's vision is predicated upon strategies which constitute pillars for success, each with their own requirements, risks and rewards. The strategies listed in this plan provide the means to accomplish the Board's vision. INK's legislation, KSA 74-9301 et seq. describes the five statutory objectives of INK for serving the public and state entities.

### Statutory Objectives

- Increase Citizen/Business Access
- Align to State Initiatives
- Expand Portal Information
- Improve Access Technologies
- Self-funding Revenue Generation

The Board determined the following core values of the organization.

- Retain self-funded model to provide information for public benefit
- Enterprise focused – public and private
- Improvement through cooperative partnerships
- Forward Thinking
- Good stewards of the data



## INK 2015- 2017 Strategic Plan

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- Accountable, Responsible and Transparent
- Board member diversity
- Face of e-government

### Strengths and Weaknesses

The Board participated in following were items the Board articulated as the strengths and weaknesses of INK:

#### Strengths:

- Adequate funding available: INK Grants
- Board membership diversity provides multiple industry requirement perspectives
- Ability to leverage vendor development teams
- Corporate structure flexibility
- Strong relationship with larger agencies
- Legacy of self-funded model
- Product offerings to customers
- State (state, county, local) enterprise applicability
- Not complacent

#### Weaknesses:

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

### Challenges

*"The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy."*

*(Dr. Martin Luther King Jr.)*

The challenges INK faces involving technology may not be as daunting as those spoken about by Dr. King, but they remain challenges nevertheless. Today, the INK faces challenges regarding state resources and technology:

- **Fewer human resources:** Efficiency will play a great role in the future. Agency budgets are expected to be reduced significantly and a percentage of State employees will become eligible for retirement. INK's interaction with agencies may be interrupted by organizational change within the agency to adapt. INK must continue to demonstrate and communicate value to state agencies while continuing to introduce innovative technology solutions for the public.

## INK 2015- 2017 Strategic Plan

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- **Obsolete systems and software:** More than any other facet of business, technology becomes outmoded quickly. Although progress has been made, replacing obsolete technology is a persistent challenge for INK, the state and our shared customers. INK must continue to provide a variety of technologies to integrate with state entities and still meet the progressive needs of our shared customers and provide cost effective services using evolving technologies.

### Strategic Goals

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

- Increase awareness of INK to citizens, agencies and businesses
  - Public information officer
  - Expand agency participation with portal
  - Engage customer groups for service input
  - Develop/Implement Marketing/Education Plan
- Maintain core values
  - Enterprise focused – public and private
  - Improvement through cooperative partnerships
  - Forward Thinking
  - Good stewards of the data
  - Accountable, Responsible and Transparent
  - Board member diversity
  - Face of e-government
- Unified Web/Digital strategy
  - Proactive development of forward thinking grants
- Diversifying collaborative services
  - Unified licensing
  - Open records publication
  - Mobile development
  - Facilitate/enable multi-agency collaborative services
- Perform portfolio assessment to improve performance, enhance existing services and prioritize
  - Improve performance
  - Enhance existing services
  - Assess our capacity
  - Prioritize development
  - Identify opportunities
- Enterprise account management
  - Unified industry approved user interface

## INK 2015- 2017 Strategic Plan

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### Action Items

The Board has developed the following action items for each of the strategic goals.

1. Increase Awareness: Develop a multiple pronged Marketing Analysis: **July 2014**
  - a. Agencies need to know what we can do
  - b. Within the agencies there are two customer groups to address: Decision makers and the agency professionals who are with the organizations through leadership transitions.
  - c. Businesses need to know what we have done.
  - d. Education needs to be performed with not only the agencies and the Administration but also local jurisdictions, the Legislature and Judicial branches. It will be important we understand what our constituents need.
  - e. Who is using our services?
  - f. How do we expand?
  - g. Utilize cross-marketing techniques
2. Apply for National Awards: **Annual Business Plans**
  - a. Create greater national awareness
  - b. Drives more traffic
3. Create a Public Information Office: **End of year 2014**
4. Maintaining Delivery of Core Values
  - a. Maintain portal's sustainability
5. Establish long-term contract with vendor: **May 2014**
6. Develop Leadership Continuity Plan: **1<sup>st</sup> quarter of 2015**
7. Develop Core Value Measurements: **Annual business plans**
  - a. Detailed in annual business plans
8. Unified Strategy: **End of 1<sup>st</sup> quarter 2015**
  - a. Outreach with strategically focused grants instead of waiting for entities to approach INK
  - b. Outreach should be anchored in the Portfolio Analysis
  - c. Develop a portfolio of our vendor's portfolio to include the other sister states
  - d. Develop a portfolio of our vendor's capabilities
  - e. Convene user groups to identify their needs
  - f. Develop a collaborative plan between INK and OITS to develop a shopping cart of services
9. Diversify and broaden collaborative services: **Annual business plans**
  - a. Perform environmental scan of other state's portals/systems and KS local government portals

- b. Select services based upon Goal #1 information
10. Perform Portfolio Assessment: **Sept. 2014**
- a. Create a dashboard for portal and service performance
11. Rationalize portfolio assessment: **Dec. 2014**
- a. Third Party review
  - b. Competitive Bid
  - c. Develop required policy for identified portfolio changes
12. Assess the functionality of Enterprise account management: **Within 3 years**
- a. Need to track usage without requiring user to login
  - b. Assess federated ID/single sign-on capability
  - c. Need to continue and expand collaborative approach to projects, i.e., Kansas Business Center
  - d. Develop a portal page for public information

### Conclusion

INK provides enterprise innovation and offers electronic solutions to state and local government entities. The initiatives contained in this plan are designed to accomplish the goals of this plan. INK believes this strategic plan will enhance INK's value to Kansas' state and local agencies. INK strives to provide efficient services to Kansas citizens businesses and government agencies.

## INK 2015- 2017 Strategic Plan

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### Requirements by year:

#### 2014

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

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

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

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

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

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

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

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

#### 2015

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

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

## INK 2015- 2017 Strategic Plan

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

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

### **2016**

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

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

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

### **2017**

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

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

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

What: Assess the functionality of Enterprise account management  
When: **Q4 of 2017**  
Who: INK Board, Executive Director and KIC

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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.

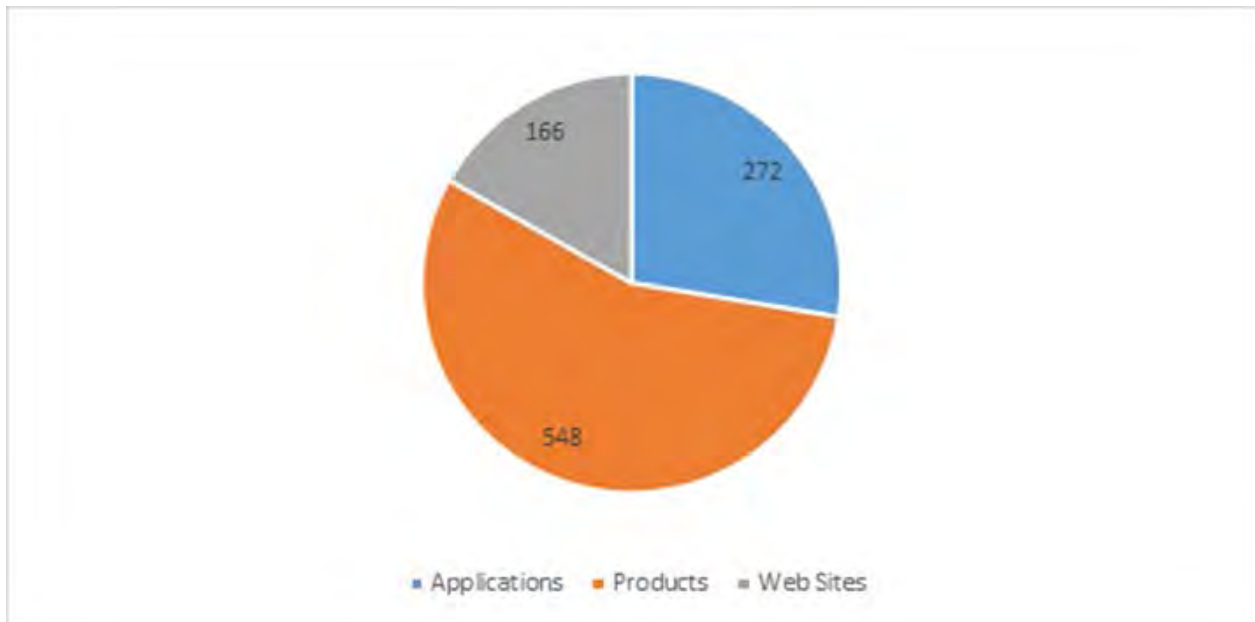
INK receives no appropriations from the state. INK is statutorily exempt from state purchasing statutes, providing the capability to more quickly take advantage of new opportunities. INK also has the statutory ability to establish the fees charged for services. This ability incentivizes an entrepreneurial 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.

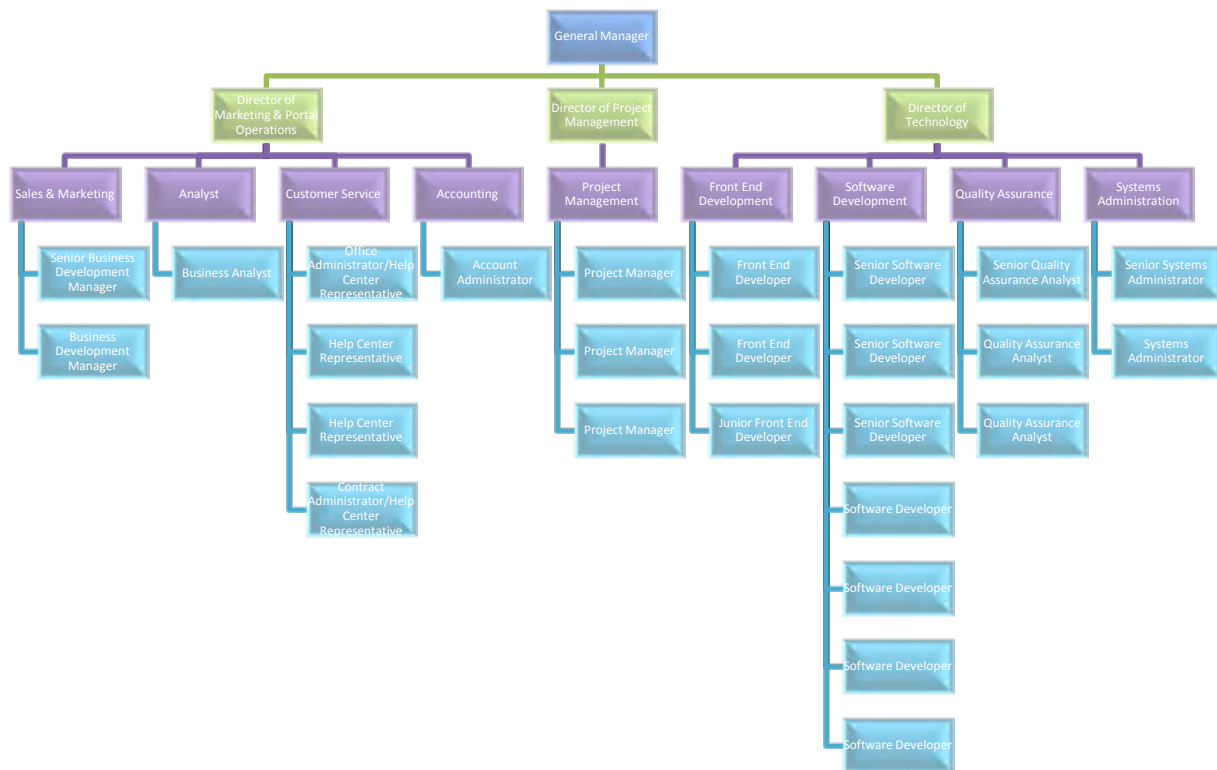
**Hardware and Software Listing** (current network list will be provided to INK Executive Director under separate confidential cover)

# 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>

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# Information Network of Kansas

## 2016 Business Plan

for



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

**Approved:**

**Prepared by:**

Jim Hollingsworth  
Executive Director – Information Network of Kansas, Inc.

&

Shane Myers, General Manager  
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 nine public and private executives. This unique quasi-governmental organization places together the service needs of citizens and businesses with the state entities 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 government entities. INK provides these services at no upfront costs. Development costs are recovered over a period of time by the application of a nominal access 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.

K.S.A 74-9305, exempts INK from the state's purchasing statutes, providing the capability to take advantage of new opportunities without the sometimes lengthy procurement cycles associated with government procurement. INK has the ability to set the fees charged for services, a tool that can incentivize an entrepreneurial approach to service provision that fosters competition and 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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## 2015 Achievements

INK attained several key achievements in 2015:

- Implemented 76 new products to new and existing partners.
- Launched an Android-enabled native mobile eGovernment application, MyKansas.
- Issued 4 press releases.
- Submitted 3 services for national awards.
- Achieved Cybertrust certification.
- Performed successful disaster recovery test.

## 2016 At a Glance

In 2016, 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 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 2016 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:

- Protect
  - Measure the progress toward the completion of established metrics with associated timelines.
  - Monitor the integrity and security of the Network from attacks or intrusions.

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- Monitor the integrity and test the ability to recover the Network from in case of disaster.
  - Implement solutions to improve portal efficiency.
  - Monitor and track resources dedicated to development, support and maintenance of portal services.
  - Monitor and track service performance.
  
  - Grow
    - Continually grow and diversify the portal revenue base.
    - Institute strategically focused grants to capture greater market share.
    - Explore several opportunities to capture greater market share.
    - Perform portfolio assessment.
  
  - Evangelize
    - Demonstrate “true value” of the services offered by the portal.
    - Launch marketing activities to drive adoption and awareness of its services to appropriate target audiences.
  
  - Innovate
    - Remain relevant and keep abreast of emerging technologies.
    - Implement solutions 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 2016 INK Board membership includes:

### **Board Officers**

Terry Holdren: Chair

Representing: Kansas Farm Bureau

Kris Kobach: Vice Chair

Secretary of State

Scott Hill: Treasurer

Representing: Kansas Bar Association

Chuck Knapp: Acting Secretary

Office of the Governor  
Executive Branch Agency

### **Board Members**

Nick Jordan

Secretary of Department of Revenue  
Executive Branch Agency

Joe Connor

Representing: Kansas Association of Counties

Tim Metz

Representing: Kansas Association of Bankers

Open Position

Kansas Libraries Association

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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 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 seven-year contract with Kansas Information Consortium, LLC. The contract includes an annual renewal process INK may exercise to extend the contract for additional one-year periods. 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 quantity and quality of public service delivered will continue to be challenged to meet that of the level of service expectations of citizens and businesses provided by the private sector in a cost-effective manner.

### **BENEFITS OF INK**

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 nine-member board of directors comprised of public and private executives. This unique quasi-governmental organization places together the citizen and business needs for greater access to government information with state and local government policy leaders.

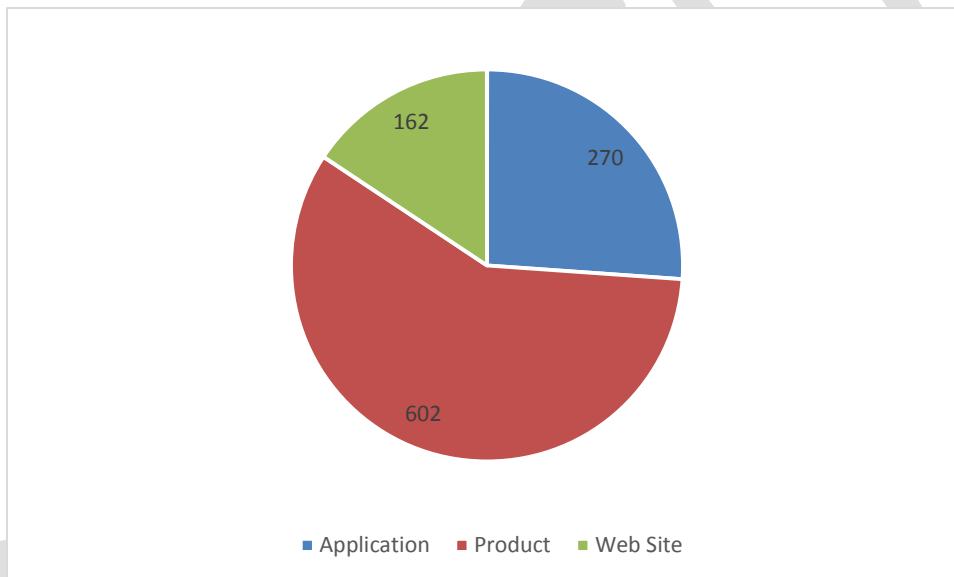
INK receives no appropriations from the state. INK is statutorily exempt from state purchasing statutes. INK approves the fees charged for services. This ability incentivizes an entrepreneurial approach to service provision and drives an increased responsiveness to its customers.

INK manages the official state Web site for the state of Kansas and offers Web

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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. The value of the applications continues to be tested daily in the marketplace and their expanding usage is evidence of the continuing value of the service to our customers. Revenues generated through applications are utilized by INK to provide 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 1,000 services on behalf of state, county and local agencies. These services represent applications, websites and services and provide support for portal services 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

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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 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. The INK Executive Director participates with the state as a voting member of the Information Technology Executive Council and the IT Security 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 for services which do not generate a positive cash flow or are free to the public. The INK Board of Directors will be required to assess all application development requests and their effect on the enterprise application portfolio. INK considers the individual application, the entity's existing portfolio of applications with INK and the effect of the resource allocation on the enterprise portfolio to ensure maintain superior customer service to all of INK's customers. Any service pricing recommendations are discussed with the individual agency and recommendations are brought to the INK board for review and discussion. Bimonthly meetings are held with the INK Executive Director and the Network Manager to monitor the current project plans to ensure agreed upon completion dates are met.

A state directed effort is needed in order 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 2016, INK will work with the ITEC and the Executive Branch CITO to identify those applications and services which best utilize the resources of the state enterprise and INK.



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## **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 coordinate and align both 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 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 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 actually 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.

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## **ADMINISTRATIVE CHANGE RISK**

The INK Board of Directors will continue to 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 must maintain an open and ongoing communication 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. 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.

## **LEGAL CHALLENGES**

### Protecting Data

Data security is INK's 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
  - Business Community
  - Citizens
  - Agencies & Associations (i.e. Partners)
- Secondary: Local Government
  - Business Community
  - Citizens
  - Agencies & Associations (i.e. Partners)

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**
  - Protect
    - Win over and retain existing target audience.
  - Grow
    - Explore market and capture greater market share.
  - Innovate
    - Establish a presence with emerging technologies.
  - Evangelize
    - Share and promote value add provided.
- **Tactics**
  - Evangelize
    - Demonstrate “true value” of the services offered by the portal. (Ashley)
      - Provide project reports to existing “top-tier” partners on a bi-weekly basis.
      - Provide service statements to existing “top-tier” services on a monthly basis.
      - Provide agency statements to existing “top-tier” partners on a quarterly basis.
      - Provide post-project surveys to partners on a monthly basis.\*
      - Provide project status report to the INK Executive Director on a bi-weekly basis.\*
      - Provide network manager report to the INK Executive Director on a monthly basis.\*

- 
- Provide total calls by service and agency to the INK Executive Director on a monthly basis.\*
  - Provide marketing activities and expenditures to the INK Executive Director on a monthly basis.\*
  - Conduct at least 1 ADA customer survey during the year.\*
  - Provide Kansas.gov subscriber list to the INK Executive Director during the year.\*
  - Provide Kansas.gov subscriber list categorized by industry to the INK Executive Director during the year.\*
  - Provide income statement to the INK Executive Director on a monthly basis.\*
  - Provide unaudited balance sheet to the INK Executive Director on a monthly basis.\*
  - Provide audited financials “PWC Report” to the INK Executive Director during the year.\*
  - Provide total dispositions to the INK Executive Director during the year.\*
  - Provide gross billings, transactions by service, evidence funds were deposited, aged receivables to the INK Executive Director on a monthly basis.\*
  - Provide insurance certificates to the INK Executive Director during the year.\*
  - Provide organizational chart to the INK Executive Director during the year.\*
  - Provide organizational chart changes to the INK Executive Director when changes occur.\*
  - Provide annual business plan to INK Executive Director during the year.\*
  - Provide annual operational and marketing budget plan to INK Executive Director during the year.\*
  - Provide employee compensation by functional category to the INK Executive Director during the year.\*
  - Provide hardware, software and service inventory to the INK Executive Director during the year.\*
  - Provide the Kansas Business Center Report to the INK Executive Director on a monthly basis.
  - Launch marketing activities to drive adoption and awareness of its services to appropriate target audiences. (Ashley)
    - Launch portal site promotions on a bi-weekly basis.
    - Implement at least 2 integrated marketing campaigns during the year.
    - Launch at least 12 press releases during the year.
    - Attend at least 7 local trade shows and conferences during the year.
    - Launch the KIC annual report during the year.\*
    - Submit at least 3 services for national awards during the year.

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

- Objectives
  - Protect

- 
- Win over and retain existing target audience.
    - Grow
      - Explore market and capture greater market share.
    - Innovate
      - Establish a presence with emerging technologies.
    - Evangelize
      - Share and promote value add provided.
  - **Tactics**
    - Grow
      - Continually grow and diversify the portal revenue base. (Shane)
        - Launch at least 42 services during the year.
        - Secure at least 1 service with time & material funding during the year.
    - Protect
      - Measure the progress toward the completion of established metrics with associated timelines. (Shane)
        - Provide progress toward the completion of established INK business plan to INK Executive Director on a monthly basis.\*
        - Provide progress toward the completion of established contractual requirements to INK Executive Director on a monthly basis.\*
      - Monitor the integrity and security of the Network from attacks or intrusions. (James)
        - Participate and retain Cybertrust accreditation during the year.\*
        - Perform at least 1 PCI scan on a quarterly basis.\*
        - Provide “Down Time Report” to the INK Executive Director on a monthly basis.\*
        - Provide “Incident Reports” to the INK Executive Director when necessary.\*
        - Provide “Change Report” to the INK Executive Director on a monthly basis.\*
      - Monitor the integrity and test the ability to recover the Network from in case of disaster. (James)
        - Monitor and deliver notifications on Avamar system to the INK Executive Director on a daily basis (M-F).\*
        - Conduct disaster recovery test during the year.\*
        - Deliver disaster recovery test report to the INK Executive Director during the year.\*
        - Provide emergency services list to the INK Executive Director during the year.\*
      - Implement solutions to improve portal efficiency. (Ashley)
        - Implement new contractual management solution during the year.
        - Implement project tracking in JIRA during the year.
        - Implement during the year.
        - Explore App Engine solution during the year.

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

- **Objectives**
  - Protect

- Win over and retain existing target audience.
  - Grow
    - Explore market and capture greater market share.
  - Innovate
    - Establish a presence with emerging technologies.
  - Evangelize
    - Share and promote value add provided.
- **Tactics**
  - Grow
    - Institute strategically focused grants to capture greater market share. (Shane)
      - Establish at least 2 INK Board grant funding for services during the year.
      - Establish at least 15 INK Board mini-grant funding for services during the year.

**Strategy 4: Diversifying collaborative services.**

- **Objectives**
  - Protect
    - Win over and retain existing target audience.
  - Grow
    - Explore market and capture greater market share.
  - Innovate
    - Establish a presence with emerging technologies.
  - Evangelize
    - Share and promote value add provided.
- **Tactics**
  - Grow
    - Explore several opportunities to capture greater market share. (Ashley)
      - Outreach to the Kansas State Treasurer’s office on payment processing service on a quarterly basis.
      - Outreach to the Kansas Department of Revenue’s office on online driver’s license renewal service on a quarterly basis.
      - Outreach to Kansas Department of Corrections’ office on payment processing service on a quarterly basis.
      - Outreach to Kansas Legislative CITO on the Legislative service opportunities a quarterly basis.
      - Outreach to the Kansas Public Safety agencies on public safety media storage solution on a quarterly basis.
  - Innovate
    - Remain relevant and keep abreast of emerging technologies. (James)
      - Launch at least 27 responsive designed mobile services during the year.
      - Explore at least 1 native mobile service during the year.

**Strategy 5: Perform portfolio assessment to improve performance, enhance existing services and prioritize.**

- 
- **Objectives**
    - Protect
      - Win over and retain existing target audience.
    - Grow
      - Attack market and capture greater market share.
    - Innovate
      - Explore a presence with emerging technologies.
    - Evangelize
      - Share and promote value add provided.
  - **Tactics**
    - Protect
      - Monitor and track resources dedicated to development, support and maintenance of portal services. (Shane)
        - Provide the INK Quarterly Hours Expended Report to the INK Executive Director on a quarterly basis.\*
      - Monitor and track service performance. (Shane)
        - Maintain the Service Page View metrics on a monthly basis.
        - Maintain Customer Usage/Adoption Rates metrics on a monthly basis.\*
        - Maintain Kansas Business Center metrics on a monthly basis.
    - Grow
      - Perform portfolio assessment. (Shane)
        - Implement at least 1 fee increase on existing service during the year.
        - Identify at least 2 services eligible for a fee increase during the year.
        - Perform partner contract template review during the year.

#### **Strategy 6: Enterprise account management.**

- **Objectives**
  - Protect
    - Win over and retain existing target audience.
  - Grow
    - Explore market and capture greater market share.
  - Innovate
    - Establish a presence with emerging technologies.
  - Evangelize
    - Share and promote value add provided.
- **Tactics**
  - Innovate
    - Implement solutions to improve customer's overall experience and keep them engaged. (James)
      - Integrate KanAccess with at least 2 services during the year.
      - Implement Phase 1 of the Enterprise Services Project during the year.

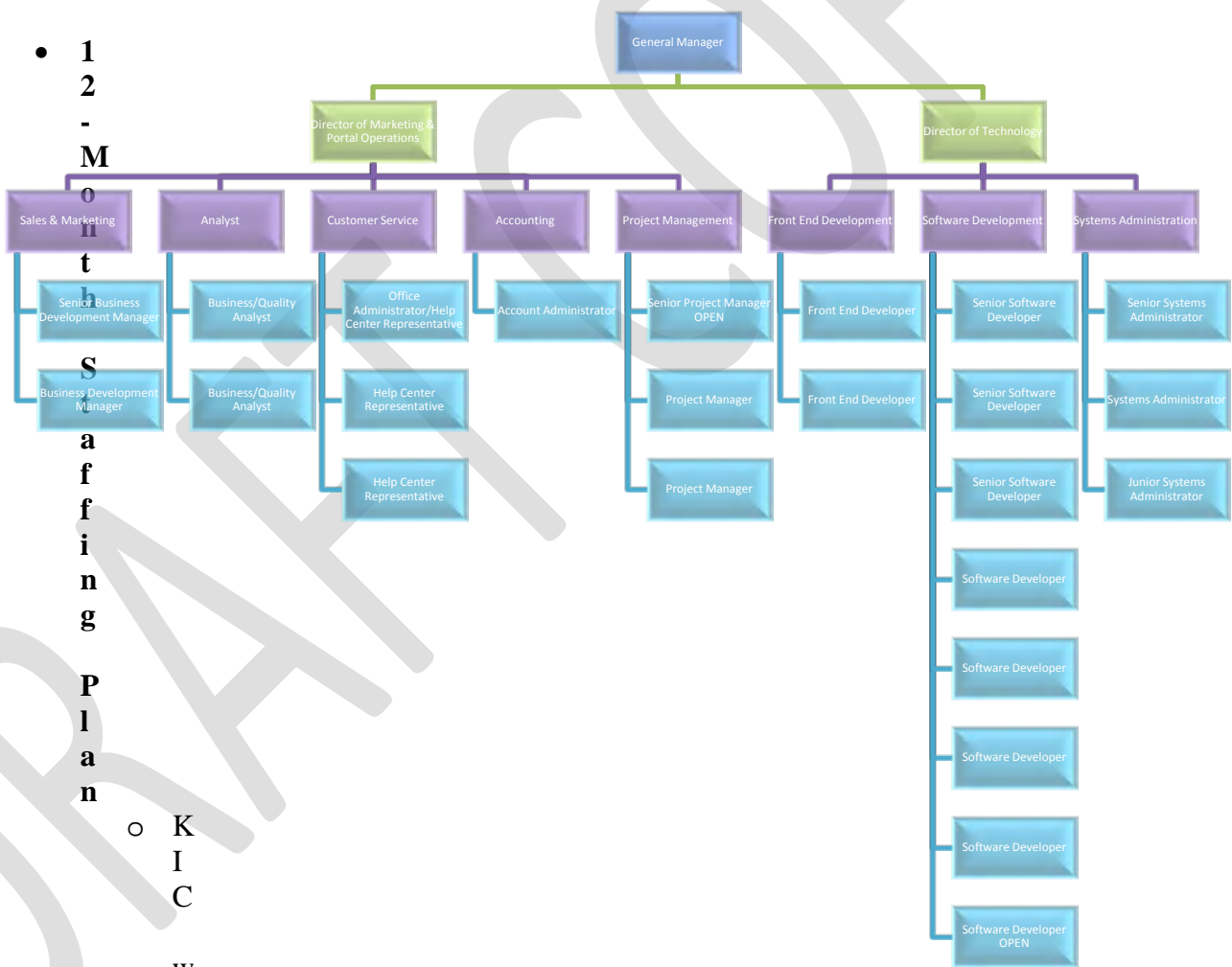
\*Contractual requirement

# 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**
  - 27
- **Open positions**
  - 1 Project Manager
  - 1 Software Developer
  - 1 Senior Project Manager



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ill continue its efforts to hire 1 Project Manager, 1 Software Developer and 1 Senior Project Manager. These individuals will increase partner satisfaction and allow Kansas.gov to assist with expanding the number of services offered and managing ongoing maintenance to existing applications and services for better delivery to partners. For 2016, KIC does not have plan to hire additional staff.



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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. The 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 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

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).

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.

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.

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 2016, the INK Board of Directors has allocated \$**XXX,XXX** to grant availability.

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## ***EXISTING GRANTS***

Currently there are no active grants being executed.

## ***RESTRICTED FUNDS***

Restricted Funds are funds the INK Board has designated for a specific program or to support existing or multi-year initiatives for the current fiscal year. These funds are discretionary and are reviewed annually. For 2016, the INK Board has designated the following Restricted Fund.

Kansas Business Center: The INK Board of Directors 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 2015 ending balance of \$372,127 will be carried over to 2016 to assist in the expansion of the number of state entities participating.

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 for customers to maintain separate electronic identification for each of the entity's applications. 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. The project is being sponsored and directed by the Ks Secretary of State. This project is a multi-year initiative and will continue throughout 2016.

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## CONCLUSION

2016 brings new challenges, change and opportunity. INK anticipates a significant increase in demand for technological solutions 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 2016, 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.

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

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

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## APPENDIX A: 2016 PORTAL BUDGET SUMMARY

	<b><u>2016 Portal Budget</u></b>
<b>Portal Gross Receipts</b>	<b>\$498,080,950</b>
<b>Agency Fee Submissions</b>	<b>\$489,130,640</b>
<b>Portal Costs</b>	<b>\$2,411,127</b>
<b>Portal Net Revenue</b>	<b>\$6,539,183</b>
<b>Network Manager</b>	<b>\$5,558,306</b>
<b>Retained Earnings</b>	<b>\$983,377</b>
<b>INK Expenses</b>	<b>\$459,730</b>
<b>Portal Net Income Before Grants</b>	<b>\$523,647</b>
<b>Existing Grant &amp; Restricted Fund Balances</b>	<b>\$372,127</b>
<b>Net change in Cash Position</b>	<b>\$151,520</b>