

# Information Network of Kansas Board Meeting Minutes

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## December 2019 INK Board Meeting December 5, 2019

### Opening

A meeting of the Information Network of Kansas Board of Directors was called to order at 10:04 a.m. on Thursday, December 5, 2019 at 700 SW Harrison, 2nd Floor Conference Room, Topeka, Kansas by Chair Aaron Kite, representing the Kansas Bar Association, with the following members present:

Mark Burghart, Secretary of Revenue

Jennifer Cook, representing the Kansas Secretary of State

Doug Gaumer, representing the Kansas Bankers Association (Vice Chair) *(by phone until 11:05am)*

Lucas Goff, representing the Kansas Association of Counties (Secretary)

Gregg Wamsley, representing the Kansas Library Association (Treasurer)

Glen Yancey, representing the Executive Branch Chief Executive Technology Officer *(by phone until 11:30am)*

### Others Present

Joe Mandala, Chief Information Officer, Kansas Bureau of Investigation; Duncan Friend, Information Network of Kansas; Nolan Jones, Ashley Gordon, James Adams - Kansas Information Consortium, LLC. From Seaman High School: Nathan McAlister, History Teacher, and students Kathryn Dehn, Molly McLaughlin, Alias Moser, Olivia Romig, and Garrett Sandall.

### Consent Agenda

The consent agenda for the meeting included the draft November 2019 INK Board meeting minutes, the November 2019 Network Manager report, and contracts for Osborne County Register of Deeds, Allen County Register of Deeds, Ellis County - CPR For Life, and KSU Wildcat Extension Education Foundation for KanPay Counter service (a fee service).

**Action Taken:** Cook moved to approve the consent agenda (with a correction to the November 2019 minutes to list Yancey as an attendee at the meeting, and omitting the Osborne and Allen County Register of Deeds from the contracts to be approved), Wamsley seconded.

**Discussion:** Two of the contracts shown on the consent agenda were found to have been added to the consent agenda at the previous meeting (it was held late and they had been added at the meeting) and approved (Osborne and Allen County Registers of Deeds), so both Friend and Gordon confirmed they should be removed from this agenda. Yancey pointed out his name should be added to the list of those in attendance at the previous meeting. Gordon explained the purpose of Ellis County – CPR for Life in response to Kite’s question about it. The motion was revised to incorporate these adjustments.

There was no further discussion. The motion was unanimously approved.

### Regular Agenda

#### Regular Business

- 1) **Presentation: Seaman Historical Society Archives and Museum Digitization Project Grant Request - Mr. Nathan McAlister, Seaman High School History Teacher/Students**

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Friend referred the board members to their packet for a grant request for the Seaman Historical Society Archives and Museum. He noted that the previous month of November was traditionally one of two semi-annual grant solicitation periods for the Board and that there had been a variety of ways grant applicants had engaged the Board and how they had evaluated grants, including hearing presentations and evaluating grant applications themselves, and/or deferring them to a committee. The teacher and students from Seaman had asked Friend to make their case in person, so they were in attendance at the meeting to do so. It was the Board's pleasure how they wanted to proceed after hearing the presentation.

He then deferred to the teacher from Seaman sponsoring the grant, Nathan McAlister to introduce his students in attendance that were in leadership roles related to the Archives management and in a museum studies class at Seaman that the digitization project described in the grant would be executed as part of. In the presentation, the students emphasized that it was not just a one-time project, but an investment in running the museum longer term. The students are 100% in charge of managing the archive and also doing research and creating exhibits related to it. They brought some artifacts and pictures to illustrate the project and for use in discussing their approach to the grant. Slides presented listed a number of public documents, including such items as Board of Education minutes, bid proposals, and tax levies that would be digitized.

The group also reviewed significant aspects of the grant, including a "Mobile Museum Roadshow" that would help spread the information and skills they learn to other students and school districts. They also discussed the endorsements they received and partners in the grant that included the University of Kansas, the State Historical Society, and other groups.

Friend noted that the McAlister and his students had been very involved and patient as they had cycled the application back and forth over time for revisions and that the Historical Society had definitely been very involved. He had spoken with the Historical Society to validate they were comfortable with the items in the budget and that they had reviewed it, which they confirmed. So, that input from their digitization professionals was helpful to both parties and they both cited Michael Church of the KSHS as having been directly involved and of invaluable assistance in identifying an economical approach to the digitization project. McAlister also emphasized that they planned to obtain educational discounts wherever possible.

**Discussion:** Kite asked where the archives would be hosted. McAlister stated that the school district had agreed to start a web portal for them and host it, modeled after Kansas Memory at the Historical Society. They would host not only the archival materials, but the instructional materials developed during the project so that they would be available for reference to other schools. Kite asked Friend to confirm his understanding that INK had similar projects in the past. Friend responded that the Historical Society would be the primary case, and yes, INK had funded digitization work with them to the tune of several hundred thousand dollars – historical materials, like Governor's papers right now – but this would be the first K-12 / school district project that he was aware of. Friend continued that another unique thing that he didn't think had been stated was that the Museum Studies class was apparently the first class like this in high schools to be established for credit. McAlister confirmed that they had just received the news about that the prior day. Friend continued that he had mentioned that one reason it hadn't been done before is that this was an unusual thing – there weren't usually high school museum studies classes, so they would not have been in the position to do such a thing, it's pretty novel.

Cook asked if there were any other schools or school districts that McAlister was aware of that have a similar class or were doing similar work. McAlister was not aware of any, and, in talking with their partners,

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he understood they were not aware of any either. He noted that there are some school museums – Topeka High has one – but that is run by community members, not by students themselves, so this is unique.

Kite said it was a great presentation, it seemed like a great project and was in line with things the Board had done previously, and fell within INK's granting purpose. Friend confirmed that it did. He asked if Friend had anything else to add. Friend said what he liked about it was that he saw it as an investment in a new generation of people that would learn about these processes and be advocates for making public information available. Secretary Burghart asked how far the records might go back. McAlister responded 100 years. He added that, in a coincidence, it was also the centennial of the school district this year.

**Action Taken:** Burghart moved to approve the Seaman grant application in the amount of \$21,289.45, seconded by Goff. The motion was approved unanimously.

### 2) **KBI Scrap Metal Repository Project**

Kite asked Friend to start the presentation on this agenda item. Friend summarized the outcome of the last meeting where the Board had asked the contract between the KBI and INK for the Scrap Metal Project to be finalized. The Board had requested it be provided to them with enough advance notice for their review, but it was not completed until close to 5 p.m. the day before (December 4) the Board meeting at which time he had sent it out and it was in the members' packet for the meeting today. The Board Counsel, John Yeary, was in attendance at the meeting and he had reviewed it.

The other aspect was that there was some question in the previous meeting trying to understand assertions that scope was defined and agreed to and understood by the parties. Friend said that his view was that for what was being discussed at that meeting, which is the high-level scope included in the contract, without the enumeration of detailed requirements, it had been agreed to. However, Goff and others – he didn't want to put words in anyone's mouth – had asked for an estimate of how many hours and what kind of costs were being talked about if scope had been defined - which they still weren't able to do, so questions obviously remained. There was still the question, also, independent of the contract, whether or not it could be done in time and what kind of risk there is, and the degree to which the board wanted that locked down as far as detail on timeline and requirements in order to sign the contract. So, those were the two pieces.

Friend recapped the situation. Originally, the KBI had come to the Board and asked for a grant of \$60,000, the Board had made a motion for KIC to put the project in the business plan to do this work (versus the grant) and the agreement was that KBI would pay two \$30,000 maintenance fees, so Gaumer added to the motion to cap KIC's work at that amount. There is a time and materials rate approach specified in the contract for work that KIC wants to do outside the Business Plan, which would equate to a 400-500-hour project. However, at the previous meeting, Jones stated the estimate for the project was now 2,500-3,000 hours, which would equate to \$250,000 or more. There will be more on that today, he continued, but whatever steps the Board decides to take, the members should keep in mind that KIC is currently laboring under a limit on the amount of internal resources they can expend of \$60,000, so that issue will need to be addressed – either raised to a new number, or eliminated, or whatever the Board chooses.

Friend summarized there were actually three things on the table. The contract in the member's packets for consideration, review, or approval; information today about the status of the project and its final scope and dollar amount and whatever the Board wanted in the way of additional information before they might want to sign the contract and proceed; and the issue of the \$60,000 cap in the previous motion as it appeared that they could not do the project for that amount, it is no longer feasible to do so based on what's known today.

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He then deferred to Jones and Mandala. Jones started by addressing the contract. While KIC is not a party to it, he has been closely monitoring it. His primary objective was to make sure the Board wasn't exposed to any additional liability that wasn't covered in INK's contract with KIC. Jones confirmed he was personally comfortable that all those items that had been worked through related to that have been addressed and it aligns well with the INK/KIC contract. He was happy, with Yeary, to answer any questions about the contract if there were any. Kite asked how it differed from the contract that Jones/KIC typically would have. Jones responded that normally they would be a party to the contract which was probably the biggest difference. Kite asked from a terms and conditions standpoint and scope of work standpoint? Friend said that normally Jones would bring the contracts to the Board. So, in a normal situation, say, working on some new services for Department of Revenue, the contract would go through his counsel and then the Board's. It might have special provisions, but those are usually around scope of work not standard terms and conditions. That contract would be witnessed by them, but signed by the Board chair. That isn't the case here – there is no witnessing by them – and the primary difference between them to him...he would also defer to Yeary...is the differences in the Terms and Conditions around not just liability, but ownership of work product. Friend continued that, to Mandala's credit at KBI, these are probably the normal terms and conditions that would be included in an agency contract with a commercial vendor, like IBM. Part of the difference is, for example, in the case of the INK contract, there is the non-exclusive perpetual use license, so INK doesn't even have that license to give - INK has the ability to use it, but don't own the code. So, he could understand why an agency would put that in a contract, but those kinds of things are not normally in INK contracts, any of the specificity around third party liability, he didn't believe.

Kite asked if INK was taking the position of being a developer in this contract – it may be a question for for Yeary. His concern is one primarily of third-party liability and INK being responsible for, customarily, what INK's service provider would be liable for. Kite asked if Yeary had any concerns about that. Yeary said that they did have some concerns about that, but that they've been addressed. So, what they are taking on is the obligation to design, build, test, deploy – and maintain. And, then they had some liability provisions in there consistent with, for instance for breach, for insurance, with the insurance policy, so that's limited. There are two other instances where there's liability, but they put a cap not to exceed the amount that's paid in the contract, \$60,000 for at least the initial term.

Friend gave an example where the contract between INK and KIC would say something to the effect that “KIC shall hold INK harmless for expenses and damages” or something like that, and those are being lifted out of that INK/KIC contract and put in as the relationship between KBI and INK. Friend emphasized that while he was not an attorney, he saw this as sort of a pass-through - they were now laying claim to INK's liability situation with KIC. Friend assumes that could be passed through, but it is also true that some of these are cases (he gave an example provision) where another agency could have a competing claim... the provision applies to all customers. Yeary then talked about a provision where that occurred related to cyber-liability – and the liability for INK was limited to limitation INK had in the contract with KIC.

Kite then asked Yeary that, as far as tort liability for third parties, could INK be named – it was always possible, Yeary agreed – but that indemnity would allow us to pursue somebody else whose responsible – talking about KIC – INK isn't normally carrying the responsibility for that, so this contract is a little bit unique. Yeary said that INK wasn't prevented from going after anyone else. Friend did note that not only didn't they normally see that, but they had some old contracts with KBI that were still in effect that did not contain it.

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Kite asked if there was any other discussion about the nature of the contract, what's in it, or for Yeary. There were none. He then asked Friend what the other two items were. Friend responded that it was that, if the Board was comfortable, for example, with the high-level scope that was in the contract and that it could be done by July 1, and the terms and conditions in the contract, then they would move to "So, this is the agreement to do it, but what about the underlying situation?" That is, there was not a plan attached to the contract that says that in this roughly 20-week period until the end of April, they will do "this", in those weeks they will do "that", and that it all adds up. So, there is a question that it can be done in that time period – can the Board agree to the contract without that in there, so they are deferring to KIC and KBI to talk about what the current estimate of hours looks like, as it is significantly more than when the motion was made, and to talk about risk and their comfort in advising the board to move forward based on their understanding of the scope and where things are at. In summary, there is not usually a question of whether or not something can be done, but can it be done in the timeframe that is being talked about with acceptable risk – and where are they on that? And, finally, it was originally limited to \$60K – if that's no longer true, what would the amount be and if the Board made a motion, what would go in it? Friend said the questions are "Can you do the project, can you meet the schedule, do you have a schedule, do you have deliverables, where are you on that piece of it and where are you on what the estimated cost is now?"

Jones responded saying that they had been working diligently with KBI on the requirements. There are some unique elements to it and high visibility, and KBI has some high security requirements. At this point, they are still working through a few more requirements, so he is not prepared to say, buttoning it down, here's where it's going to be and we can get it in there. They are absolutely getting closer. They have been working on some dates, they are already behind on requirements gathering, but the target was to get this done in April so there is time for training, the deadline is July. Two points: The project plan - should he tell the Board to sign this thing right now? No, because they are still working through the hours. But, the hours and amount of time to do that, right now they are still in the 2,500-hour range – he doesn't think it will drop significantly. From a timing standpoint, he continued, he thought there were two approaches. One, get the requirements done, look at the project plan, can they make it work? The second thing is "Can we scale back or phase it a little bit – adding some stuff post-launch, and yet still meeting the statute?" So, he thinks there's potential there. Timing is the only element, he's confident they can get it done.

A member asked if the timing affected the project budget. Jones responded not really, the same bodies are devoted to it, but the longer they are on the project, the less the Board has those resources available for other projects. There's nothing compromising other projects at this point.

Jones then deferred to Mandala. Mandala said that, to that point, there's a few things that can be considered from his perspective – he can't speak too much to KIC and how much work and the generation of the artifacts that Jones has spoken about with regard to the schedule. But, he can speak to two things that are within his control or influence. He has the hard line of what the Legislature requires. But, there are two things where he can influence: 1) Things that can potentially be cut from the scope entirely and not done, and 2) a more gray area, things that might be postponed. Things that maybe are there for the purposes of pulling in participants or getting buy in from the scrap metal dealers, but that don't necessarily have to be done by July 1 in order to meet the letter of the statute.

He continued, saying the first would alleviate total cost – it just wouldn't be done, the second would not. They have been working on both of those things. Unfortunately, the complete cutting of scope will be a smaller piece, the other larger. So, the consideration will be not necessarily on total cost, but on when they get the entire thing done. For the Board's consideration it's more about meeting the requirements than when

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it is that it will get wrapped up so they can go on to other things. Jones noted that while he is wearing the vendor hat, he wanted to add that some parts of the user group for the project are not supportive from his perspective among the scrap metal dealers, and the project has high-level visibility.

[**Note:** At approximately 10:54 a.m. at this point in the meeting, “on hold” music began on the call-in line, eventually resulting in Friend closing the call – it was apparently Gaumer on hold, and having Yancey call back in to his cell to continue his participation. See note further below.]

Kite then moved on to “Point 3” that had to do with the ask and the budget for the grant (project). He stated that, as an aside, he was uncomfortable with the project. He thinks everyone on the Board was in favor of the project in principle. But, he continued, the Board is not designed nor intended to be a project manager, and that is what makes him uncomfortable. They really don’t do that, that’s why they hire KIC to do it. He said that he understands the circumstances, but these types of discussions are really not what the members are volunteering on the Board to do. They are jumping through some hoops in order to get the project done and he wants to support the project, but he doesn’t like going into the weeds on this because it makes him uncomfortable – because that’s not really what the Board is supposed to be doing here. The Board gives out money, approves, and work with a contractor to design projects to make government information available. Kite noted that someone like Yancey might be comfortable with it, but he might be the only person qualified on the Board to really manage that type of thing. So, Kite continued, he wanted to talk about the budget for the grant.

Friend asked to interject saying that obviously, he had reasonable project management experience. But, he wanted to make clear and make sure the Board understands, as he did ask this last meeting, that he can provide some oversight. He has managed KITO-reportable (Kansas Information Technology Office) projects, he has managed payroll project and other large projects, but it still goes back to what’s being talked about. As Executive Director and a representative of the Board, he has a wide set of roles and he has to be careful also that suddenly he doesn’t become the project manager and directly involved, even though he has to watch out for the Board’s interests. So, he wanted to point out something that didn’t necessarily come out of what Kite had said. That is that, in this kind of situation, before they go to the money, there is a governance question for him. Assuming the project does go as assumed and it moves forward and then issues due start to occur – the Board meets monthly. So, say, if scrap metal dealers balk at finding out they have to pay money to their vendors to do programming to interface with this system – the project could fall behind. The project is likely to see issues of many types. Yet, going back to what Kite said, Friend will not be sitting on a steering committee, or have the ability to direct resources at KBI. So, once a project like this starts, he wants to be clear on what the Board would want to know in terms of high-level reporting, in that all that will really happen if there starts to be problems is to report that status to them. Once it starts, if there is a problem, he thinks there should be some brief discussion about what kind of reporting the Board wants.

For example, the “happy path” is that everything goes fine, maybe it goes up a little in cost. The “unhappy path” is that they start to have issues, the Legislature starts to take an interest – there is already a state senator that is apparently interested in the project who wanted to call into a meeting – so he wanted the Board to understand that it could easily turn into request of Friend even if it is going well.

Kite drew attention again to the issue of INK’s responsibilities in the contract that normally accrue to KIC and Friend noted that what he was conveying was that the best he would be able to do if there were issues is report them out, as he doesn’t really have control over both parties in terms of a mechanism. For example, Mandala had said that this project is not their highest priority. So, if there were resource slippages on their

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side, Friend could put pressure on KIC, but is without recourse there. Kite noted that it wasn't a reflection on KIC, but if their contract were to end at some point in the future, this contract would continue for INK.

Jones said, subject to the project still being worked out with scope and requirements, if it were 2,500 hours, with a \$125/hr. blended rate, that would be \$312,500 in terms of resource time. But Friend asked if they had a final estimate and Jones responded that he did not.

[**Note:** Friend attempted to talk with Yancey and then ended the conference call at approximately 11:02 a.m. and asked him to call back in due to the "hold music" referenced above.]

Once Yancey returned, Friend confirmed that he had been able to hear the discussion and recapped the recent discussion since the interference on the call began. Yancey said that if he used the KITO model as an example, what he would expect to see was a high-level project plan that lists the various phases, deliverables associated with those phases that can give the Board a reasonable expectation about when the project could be completed; a breakdown of what those hours represent – this much design, this much development, this much testing, and the resources that will be required for that. This is what he would expect to see before a contract signature. And then to be followed up with the first deliverable, which would be the detailed project plan that would allow Friend, as the Board's representative, to track specific progress and that there be KIC or Friend bringing a representative risk matrix on where things were, a "stop light" risk report that indicated whether they were on schedule, behind schedule, whether they were at risk on various items. Yancey continued that this is what he would be comfortable with moving forward.

Jones said that this was part of KIC's standard project planning process, all the elements that Yancey had mentioned. Friend stated that he thought they did not have those currently. Jones said they were working on them, but he was not prepared to say "good to go." They have those documents put together but they are being adjusted right now. All those elements of the risk, the red, yellow, green, the timing spent on each part, who's working on each part – those are all core to what KIC does on a large project.

Cook asked if Jones had a timeline for when he thought that might be worked through. Jones responded that he thought they were really close. What they had was 12/9 as the latest date to have those – he thought it might go a little longer than that, and he didn't want to speak on behalf of Mandala, but he would hope by the end of next week (Friday, 12/13) that they'd be very close, if not done. Mandala followed up, saying that it looked like there were two questions remaining. They were very close. Cook continued, asking if next week would be a reasonable timeframe? Mandala said that he would think so. Jones agreed.

Friend said he agreed with what Yancey had asked for based on his own experience. The concern would be there would be a discovery here – he discussed the issue of resource loading and leveling to make sure that the hours worked could be done in the time allotted.

Yancey then said that after reviewing those and agreeing that what he is looking at is achievable is when he would be comfortable saying that the Board could commit to something. Friend said that Board Counsel has said that the risk is there in the contract document, there aren't the documents prepared yet to allay those concerns, there are people working on it, and it sounds like if there is going to be a cap on it, they are looking at a cap of around \$300,000. And, if is capped, then Friend will need reporting so he can monitor that cap so they don't exceed it. So, Jones should have to report back where they are on the imputed cost as the project moves forward.

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Finally, he wanted to confirm to the Board that it wouldn't be unusual for the Board to sign an agreement with an agency to do development. For instance, they are working on development for the Insurance Department and other agencies right now – Jones confirmed. But, in this situation, for various reasons, it is not that case. Oftentimes, the Board signs these contracts and everything is straightforward.

Kite asked what action was to be taken. Friend summarized possible actions as follows:

- A motion could be made to approve the contract and move forward, contingent upon them completing those documents.
- Agree to have Friend schedule a phone meeting of the Board, after the requested documentation has been provided with enough time for them to perform a review.

**Action Taken:** Yancey made a motion to select the second option, to obtain the requested documentation and forward to the Board for review, then schedule a phone meeting of the Board. Goff seconded the motion.

**Discussion:** Kite clarified the motion and pointed out that the meeting couldn't be scheduled at that time as they were uncertain when the documentation would be coming. Friend said that it made sense to receive it and then schedule the meeting as soon as feasible afterwards that provided time for review. He noted that there was a general assumption still that the Board wanted to move forward with the project. Kite responded that he thinks everyone has voted on and is in favor of the project, at least to the extent of \$60,000, probably more, but it's not the role of the Board to run projects. He thinks the Board would agree with that – he wasn't sure if there was some sort of workaround or third party that would need to be brought in to handle that, or if it even needed to be discussed. He said he didn't see anything they could do other than consider Yancey's motion.

Friend agreed to articulate what the documentation requested in the motion would consist of, but gave a quick verbal summary for the Board: High-level project plan, showing phases (design, development, testing, etc.), deliverables; when things are going to get done in the project; a listing of what hours they are going to take – basically a resource-loading, and the resources required, and followed once the contract had been signed by the first deliverable which is a detailed project plan they'd be working off and the risks so that could be used on an ongoing basis to report to the Board, so that they can report hours to Friend so that he can review it along with Jones. Upon receipt of those materials, they would schedule a meeting by phone of the Board. Kite called for a vote.

**Action Taken:** The board voted unanimously to approve the motion. [Note: Gaumer was no longer in attendance.]

[Note: Yeary and Mandala left the meeting.]

### 3) 2020 Mobile Services (*Summary and refer to attachment – short discussion, motion*)

This item agenda item was the presentation of a draft slide deck by Friend for use in discussing INK mobile initiatives with executive policy makers. At the start of the item, Yancey reported back to the Board the results of his investigation about who the presentation should be made to and, after a conversation with her about INK capabilities and diverse customers in this area across levels of government, he had confirmed with her that it should be made to the Secretary of Administration / Executive Branch Chief Information



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Technology Officer, DeAngela Burns-Wallace as it would be referred to her anyway and she seemed to be agreeable to the idea of INK having a mobile presence. *<A copy of the presentation, to be considered in draft form, is attached.>*

Kite affirmed the presentation was on target and could be a significant opportunity. It would give the Board the chance to have a positive interaction with the government. Cook said that she felt it also went well with the Business One-Stop and was complementary to that effort, and noted that three of the agencies involved with that were also represented on the Board. Friend and Jones both agreed. Kite asked who would make the presentation – after some discussion they settled on both Friend and Jones attending.

**Action Taken:** None.

[**Note:** Yancey, attending by phone, left the meeting.]

### 4) Network Manager Report

Jones told the board about the 3<sup>rd</sup> annual Holiday Heroes event for the Topeka Rescue Mission that will be held on December 14<sup>th</sup> – they expect about 100 children in attendance that both KIC and NIC sponsor. He discussed the successful early launch of new features for the Kansas Business One-Stop (it happened before the last meeting, but he hadn't put much emphasis on it) and noted the great cooperation of the representatives behind that. They are now working on Phase 2 that involves a wizard which is on track to launch December 18. They launched an Alexa app for the driver's license practice exam. Finally, he noted that while they don't highlight it too much for a variety of reasons, they won another award for use of artificial intelligence – as a bragging point, that puts the Kansas portal in the lead in the whole company for awards for this year. Kite asked if the Board had further discussion. Seeing none, they moved to the next item.

**Action Taken:** None.

### 5) 2019 INK Business Plan Performance Review

Friend introduced this item, emphasizing that while they were pressed for time, because they wanted to devote some of the January meeting to discussing the future in the draft 2020 Business Plan, he wanted to use this portion – there is a copy of the matrix in the members packet – to ask Jones to go over their performance against the objectives in the 2019 Business Plan. Jones then presented the status of the 2019 objectives to the Board. At the conclusion of the presentation, Friend indicated he would get a written report summarizing the presentation. *<A copy of the matrix of objectives from the 2019 Business Plan is attached, along with a written summary of status on each provided after the meeting that summarizes what was presented>*. Kite asked the members if there were any questions or discussion. Friend confirmed that they would send out some detail and then in January, they will talk about the draft 2020 Business Plan to obtain feedback.

**Action Taken:** None.

### 6) 2020 Officer Nominating Committee: Nominations / Election

Kite began this item by stating that the officer nominating committee had consisted of himself, Yancey, and Burghart who had met by phone. The suggestion had been made and there was consensus that the same slate of individuals currently serving as the officers be proposed for another term. That was subject to Friend contacting the other two officers to confirm they would be willing to serve. Friend indicated he had talked to

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both of them. Gaumer had agreed to serve and, of course, Goff was in attendance. He had agreed as well.

Friend then noted again for the Board that when he had done the research related to the Investment Policy, it came to his and Yeary's attention that the enabling statute for INK only name three officer positions and did not name a Treasurer as the officers that would be elected by the Board. So, it had been Yeary's advice to eliminate that. So, moving forward – Wamsley is aware – there would not be a Treasurer position and Friend can come to the January meeting with recommendations about that. He also noted that there was less activity now that they were not approving refunds.

Kite asked about the election. Friend responded that the election could be held now to start in January. He then indicated to the members that this was just the committee's suggestion, so if any of the other Board members had suggestions or nominations they would like to make, the Board is open to that. Otherwise, protocol would suggest there be a motion. He asked if there were any other suggestions or nominations. There were none. Kite noted that the one issue that would come up with Gaumer and him was that their terms would expire in September, but if for whatever reason one or both of them does not make it back to the Board, someone would need to fill that position.

**Action Taken:** Goff made a motion to accept the slate of officers for calendar year 2020 with Kite continuing as Chair, Gaumer as Vice-chair, and himself as Secretary. Burghart seconded the motion. The motion was approved unanimously.

### New Business

#### 7) 2020 INK Business Plan Approach for January 2020 Agenda

Jones briefly showed an outline of for the 2020 Business Plan at a high-level, with Friend emphasizing that it was, as had been discussed many times, framed around the statutory objectives. He noted that the Board members had to vote to accept the Business Plan. He will send it out after the meeting. The purpose is to show that these statutes are driving the work. The Board does not currently have a strategic plan, but he felt that until they did talk with the Executive Branch CITO and get a better handle on the emerging state government strategy– mobile will start to define that – it would be difficult to have strategic planning discussion. Another slide outlined the contractual provisions for what made up the Business Plan, and he noted that there are a number of details he receives that are not normally disseminated to the Board.

**Action Taken:** None.

#### 8) Confirm planned January 2020 board meeting date (*currently Thursday, January 2, 2020*) or establish alternative

**Action Taken:** The Board members agreed to move the date of the next meeting from January 2 to January 9, 2020 to avoid absences due to the holiday.

**Adjournment:** The Board adjourned at approximately 12:05 pm.

Information Network of Kansas  
*The Gateway to Public Information*

# Mobile Service Initiative

Duncan Friend, Executive Director  
December 5, 2019

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## The Information Network of Kansas

**History:** Set up in 1990 by KSA 74-9301, et. seq. as a gateway to Kansas government information

**Model:** A public-private partnership that uses no tax dollars and returns 99% of funds collected to the agencies it serves

**Oversight:** 9-member board with cabinet officials, representatives from groups using government data, and the Secretary of State.

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## Statutory Mission

- Expand Amount, Kind, and Utility of Information Available to the Public
- Expand the base of users
- Improve Access Technologies
- Advise agencies on providing access to public and business
- Consult public on information needs

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## The Information Network of Kansas: Gateway to Public Information

INK serves the majority of Kansas State agencies as well as hundreds of local governments. We provide a broad range of services ranging from Amber Alerts to online income tax filings.

We're tasked with lowering barriers to access to Kansas government via online information and services. It's what we do.

Our mission means talking with citizens and users and anticipating their needs...

...and increasingly, their preferred method of electronic interaction with government is mobile.

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## Common citizen concerns about interactions with government

- **Too Complex**

"It's a scavenger hunt" – federal, state, county, city

"I'm always on the cusp of being in trouble" – missing a deadline, paying a penalty

- **Time Consuming**

In-person visits with long lines, physical forms to complete, interactions with multiple agencies

- **Digitally Antiquated**

Government interactions are being compared to commercial interactions

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## There is a better way

### **We can use technology to simplify:**

- How government information & services are presented to citizens
- How citizens are made aware of and track commitments
- How citizens complete essential transactions with government

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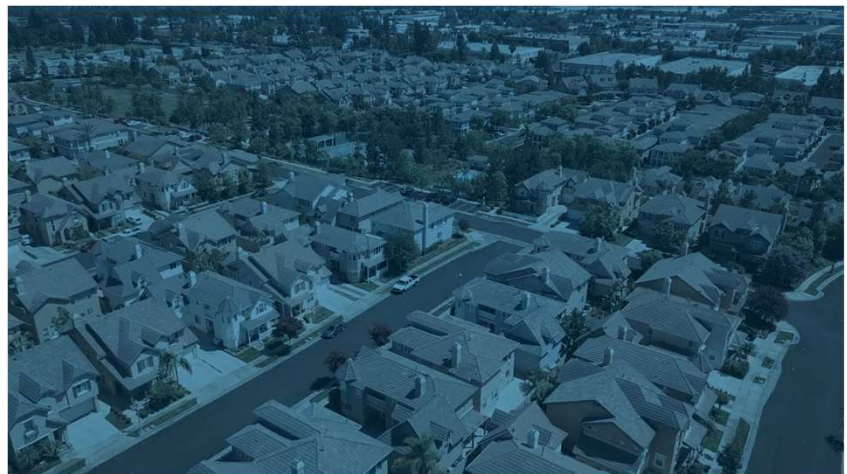
# Kansas Mobile App built on the Gov2Go Platform



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Your personal assistant for government.



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## How citizens and government benefit from Gov2Go

- **Inclusive**  
Presents all federal, state, county, city, and municipal services *in one place*
- **Relevant**  
Curates the *appropriate information* and services *at the right time*
- **Comprehensive**  
*Finds, tracks, notifies, and completes transactions* – with stored 1-click payments
- **Future-ready**  
Flexible *platform* that works on any device & aligns with emerging technologies

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## Gov2Go today

- **Over 1M users nationally**
- **12 States with deployed services**  
Multiple others currently in development
- **National services for all users**  
Passport service, federal park passes, & election/voter info
- **Builds on private partner's focus and strengths**  
Local partnerships, payments, security, etc.

### Current Service Areas:

- Vehicle Registration Reminders & Payments
- Federal & State Park Passes
- Hunting / Fishing Licenses
- Property Tax Reminders & Payments
- Voter Information & Reminders
- Business Tax Filings & Payments
- Professional & Occupational License Renewals & Payment
- and many more...

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## Gov2Go in the near future

- **Updated user experience**  
Dashboard of key activities and upcoming events  
Calendar to navigate commitments  
Expanded service search capabilities
- **Federated authentication**  
Authenticate users with state systems and social platforms
- **Digital licenses**  
Store, access and manage digital licenses

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## Services We Can Provide in Kansas

### *Now*

- **National services**  
Elections and Voter Information, Property Tax Information, Purchase Park Passes to National Parks

### *Soon*

- **Notifications**  
Quick to implement. Property tax reminders, hunting / fishing season info, flag at half staff, etc.

### *Mid-term*

- **Filing, Licensing and Permits**  
Property Tax Payments, Income Tax Filings, Business Registration Renewals, Professional License Renewals, Driver License Renewals, Payment Processing, Vehicle Registration Renewals, other online services at the state and local level.

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## Next Steps

- **Begin work with state and local government to deliver mobile notifications**
- **Promotion**  
The platform can only be effective if the public knows about it. We would aggressively market the app to ensure everyone benefits from it.
- **Identify and implement filing, licensing and other services aligned with state and local priorities**  
The platform has a lot of flexibility and can be used to assist with strategic objectives such as promoting specific programs or reaching a desired group.