Information Network of Kansas Board Meeting Minutes

November 2019 INK Board Meeting
November 15, 2019

Opening

A meeting of the Information Network of Kansas Board of Directors was called to order at 10:32 a.m. on Friday, November 15 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 (*arrived at 11:00 a.m.*)
Patty Clark, representing the Secretary of Commerce (*by phone: 10:50 a.m. – 11:21 a.m.*)
Doug Gaumer, representing the Kansas Bankers Association (Vice Chair) (*by phone: 10:34 a.m. – 12:19 p.m.*)
Lucas Goff, representing the Kansas Association of Counties (Secretary)
Catherine Gunsalus, Assistant Secretary of State (*by phone:10:29 a.m. – 11:03 a.m.*)
Gregg Wamsley, representing the Kansas Library Association (Treasurer)

Others Present

Joe Mandala, Chief Information Officer, Kansas Bureau of Investigation; Duncan Friend, Information Network of Kansas; Nolan Jones, Ashley Gordon - Kansas Information Consortium, LLC, Nick Winston, NIC.

Consent Agenda

The consent agenda prepared for the meeting included the draft October 2019 INK Board meeting minutes, the October 2019 INK Network Manager Report, and two contracts for approval, both for fee services. The first was an online service for the County Weed Association Directors of Kansas using *AppEngine*. The second was a request for KanPay Counter by the City of Hiawatha Register of Deeds. Prior to approval, the chair recognized Ashley Gordon who sought to add two more contracts to the Consent Agenda that had been received since the November meeting date had been rescheduled. These contracts were for Allen County Register of Deeds and the Osborne County Register of Deeds and both were for KanPay Counter services, a fee service.

Kite asked Gordon for a short explanation of KanPay Counter. Gordon described the over-the-counter payment system. State and local government offices have a need to collect payments and INK equips them with credit card processing and swipers to allow them to collect credit card payments without going through a traditional retail model. Yancey questioned whether or not City of Hiawatha had a Register of Deeds. It appeared this was an error in the listing of this contract in the Network Manager Report and Gordon confirmed it was for City of Hiawatha and the "Register of Deeds" description should be struck. Kite asked what kind of payments are processed at the city level – utility permits? Gordon indicated it varied city-by-city and how they were organized, but everything from permitting to city water/sewer/trash, rentals, etc. Burghart asked for an estimate of the number of cities that use KanPay. Gordon responded that there over a thousand partners for KanPay Counter service, a lot are local government. Friend noted that they had a presentation at the board awhile back where Gordon had demo'd how this worked and some statistics on this, but his memory had been that were 400+ organizations INK did business with. Gordon provided the example that they might be contracted with a school district, but they might have it in 20 schools, so the numbers go up pretty quickly. Friend then told the Board that this is about 30% of the Board's net revenue and has been growing over time.

Gaumer joined the meeting by phone and Kite informed him of the revisions.

> **Action Taken:** Yancey moved to approve the contents of the Consent agenda with the revisions as noted. Motion seconded by Wamsley. No further discussion. Approved unanimously.

Regular Agenda

Regular Business

1) KBI Scrap Metal Repository Project

Friend introduced Joe Mandala, Chief Information Officer at KBI. He then provided a quick background so everyone would be at the same place to start the discussion. KBI came with a grant request to a board meeting in July with their Director, Kirk Thompson, Leslie Moore – their head of Information Services; and Elizabeth Kari who was at that time managing the project. They asked for a grant for $60,000. The Board did not approve that, but the Board made and approved the following motion:

> *Gaumer moved that the board direct INK's business partner KIC to modify the 2019 INK Business Plan accommodate their development of the Scrap Metal application project as proposed by the KBI, with the cost of the development not to exceed $60,000, and to develop a contract with the KBI for the Board that would include a maintenance fee of $30,000 per year to support the application. Kite seconded. There was no further discussion. The motion was unanimously approved.*

To catch members up to today, about 60 days after that meeting, Friend had a meeting with Leslie Moore and Joe Mandala to discuss the situation as it had appeared there were some changes in scope, it may have been just additional discovery between the two parties, and some of this had been discussed at the last Board meeting. Friend had come in through the "back door" in that Jones and his staff had been talking with them before this meeting, but Mandala had not been, he believed, directly involved in scoping the project. So, there were some differences in responsibilities.

At the October Board meeting, Mandala attended, and this was talked about. By this time, it was 90 days later that there was not a contract in place, the scope was different, and there might need to be some negotiation about the terms, in terms of the $60K cap and also who would do what and how it would work. Both parties targeted the last meeting which would have been on November 7 and is now November 15 (today) to get a contract together and get the issues resolved. As things stand now, KBI did provide a contract draft on 10/28, it was returned with edits on 11/4 – he knows that Mandala is working on this – they have counsel assigned, but he has heard inform comments from Mandala but nothing from their attorney since that time. Outstanding issues include – both Jones and Mandala can brief on this:

- KBI chose to approach the contract directly with INK. It has some provisions that have yet to be resolved. It includes provisions that appear to ask the Board to take on more liability than is in INK's contract with KIC. Not saying they're not standard provisions, but this creates an issue.

- For Friend, if it needs to be in (for rollout to scrap metal dealers for training, etc.) by the end of April, it appears 40% of the time allowed for this project has elapsed. Parties appear to be getting along fine and they are working together, but there is not a contract yet. There have been meetings and he believes they are working on a plan, but development hasn't started.

- The cap in the motion was $60,000. If one looks at KIC's time and materials rate – he noted Gaumer had inserted this cap and was on the phone – he felt like that was to be understood to say that if INK was going to do it and get paid $60,000, then they shouldn't put in more than $60,000

worth of work. He noted that Gaumer was agreeing. If the cost is imputed using hours for the $60,000, at $125/hour that is about a 400-500 hour project, the latest estimate from Jones is more like 2,500 hours – which he understand is borne out by what Mandala's original fiscal note had been on the project – so now they are up to something like a quarter million dollars ($250,000).

In summary, 40% of the time has gone by, there has been a commitment, it is a legislatively mandated project, and, of course, KBI has other projects going on so their resources are limited. He doesn't believe there is a detailed project plan yet at present, development hasn't started. And, the final piece is for the Legislature – it is visible, they'll be back in session in January and, as he had discussed with the Board at the time, the scrap metal dealers seem to be "recalcitrant participants" for lack of a better term. So are some challenges as far as the implementation and rollout – training is KBI's responsibility, but INK is to provide the materials.

So, he asked Jones and Mandala to talk today – Friend feels there is a question on doability at this point and also how far the Board wants to go with this.

Yancey asked if they thought they were now looking at a $250,000 project. Friend said, yes, it's an imputed cost. Jones responded that no one is being billed $250,000, no one is paying $250,000, but it is going to use the amount of resources that, using $125/hour blended rate, it equates to that amount. They are not getting paid for it. Yancey said whether it is real dollars or opportunity cost, that's what's being paid. He asked if that was due to change in scope. Jones responded that it had just further been refined via project planning, it's a mid-size to large-size project. As they get further in there, there is more found, but no big surprises. Yancey asked what the original grant request was for.

Friend stated that it was for $60,000. He continued that where he did see a scope change – it was a change in understanding between the parties – he asked for Jones and Mandala's input – was first, a change in the distribution in who will do what – for example, KBI plans to host the repository now, which he doesn't know that they envisioned in the grant proposal, which may be more work and scope for them. Second, on the INK side, the actual letter sent by KBI said that there would only be one person with access on the KBI side who would inform local law enforcement. The remodeling of this is to give broad access to law enforcement, requiring interfacing with their sign-on system using SAML, basically a token, to be able to let many people to get into. Friend said he would leave that to Jones and Gordon to say how much that added to the project effort – and he also thinks there's been other discovery and invited them and Mandala to continue. Friend concluded by saying there's been discovery here but he doesn't know that this is enough to account for five times the cost. Yancey again asked what the cost in the grant was, Friend responded $60,000, but that number did not come from KBI but from Jones.

Mandala stated that he would first point out that scoping wasn't really done initially, when the initial discussions were had. There wasn't actually any scoping done. The discussions that were had from the July meeting through the last couple months have been about the scoping of the project. And, it wasn't really completed until just before the last meeting, and that's when people started sitting back and saying "what is this really about?" In terms of law enforcement access, it had been their understanding that they would have access. The piece that was cut out was the notification process – which are two different things. There was an original understanding that a

person at the KBI would be notifying law enforcement about particular facts regarding scrap metal and was just descoped from the project because it involved another layer.

Mandala continued that Jones should weigh in, but the complexity really lies around the very initial discussions where KIC did not want to host the data, and Jones can explain why, which then puts both parties in the position of interoperability between the architecture at the KBI and within KIC infrastructure – and that introduces complexity. Jones agreed it was a key element – they try not to host people's data, especially not data that could be used for law enforcement purposes. The plan is for KBI to host the data, but they would be building the database schema and provide it – there are a couple new things they've never done.

Clark announced she had joined the meeting by phone (10:50 a.m.).

Yancey asked if Jones was doing the work today "at risk" or were they compressing the timeline. Jones responded that they were working through the timeline they have – timeline is always a risk on a project. He continued "Can we do it the timeline they have? Yes, but it's getting closer to where it could be potentially problematic, but they are working through that with KBI. It is a tight timeframe. Friend interjected that it was still the situation that they did not have a project plan and did not have a contract. Yancey continued that he hated to put on his regulatory hat, but based on the information he'd gleaned today, this is now a KITO (reportable) project and it needs KITO approval and they don't have that.

Friend said that he didn't know what Mandala's interpretation of that had been, nor was he current on the model being looked at for revision – Yancey confirmed it was still $250,000 and it includes internal and external resources. Based on the hours estimated by KIC plus any KBI time, he stated that he felt they were well over that. Mandala responded that for KITO (Kansas Information Technology Office) purposes, if there are resources committed over 50% to a project, then they count – for KBI, they will not have any resources committed over 50% to the project. He stated that he has projects that are much more of a priority for them that their resources are committed to and the reason for INK/KIC to be involved in this is that he doesn't have a resource to commit over 50%. Friend explained the KITO process briefly to the members. There was not a final estimate yet for the project. He said that may add a layer - and time - and still needs to be considered, but there is still the issue of the contract and the requirements.

Yancey said that where it really stands is the Legislature thinks that INK has made a commitment to build this and, they didn't give the state the option, they said "thou shalt have this system" and they were assured that this was something that INK could do. So, he would ask that KIC would go back – one thing he does not want to do is get caught into the "squeeze" of "yes, you've made a commitment to do this and you're doing this and everyone is looking at INK saying why are you not meeting deadlines?" Irrespective of what the reason is, they're not going to care that it took two extra months to get a contract signed and so on, they're going to look at "the thing was you were supposed to have this up and running by this date, why are you not there?" and then we throw into "how much is this project costing and is their KITO oversight?". So, he would ask KIC, in his experience, compressing the timeline of the project plan only serves to set you up to miss milestones down the road and increase the risk of the project. He already sees enough risk related to the environment around this project, he would ask KIC to go back and see if this could be broken up into phases, whereby you can reduce the risk around deliverables

and defer some of the more complex things. Friend noted that Mandala was here and should address that.

Mandala stated that, exactly to that point, and he thinks Yancey is exactly on point, that in terms of having a contract or not having a contract, the scope items within the contract and meat of the contract have been worked out (Friend agreed) and he is not aware of any disagreement with any of the parties involved. So, they can move forward. The reason that the contract hasn't been brought before the board were questions of liability and how an agency contracts with INK, and his Counsel's questions about that. Those are questions for counsel to work out and he has no doubt that they will.

For the purposes of actually getting the project done and in terms of actual risk to having a product out at the end and satisfying the requirements that the Legislature's put on the KBI, Mandala continued that he is highly confident that they will be able to get it done. From the conversations that they've had and the meetings that they've had and the requirements that they've sat down with the folks at KIC in requirements sessions and gone through the process, he stated that we will be able to do it and we will be able to do it by April, which is what has been targeted for getting development done so that they could then go into development of training materials and pushing it out. He continued that he is confident that we will be able to do it. What he doesn't want to do is precisely Yancey's point, is get tied up in, sort of "technicalities", but that does involve some level of risk.

Friend said that his point for the board was, and he'd been trying to work on it since he'd started in his position, and they still need to work on this - is that there's sort of a gating process to do a project. Everyone knows that to start a project, we all know that there's going to be some meetings to talk about what we are going to do – but at some point, we're doing it. So, the question is, for KIC to move forward, to continue to have project meetings and everything else, they're moving forward without a contract. So, it's a state agency, we have a good relationship and are confident we'll be able to reach something – and the Board has contracts with them already - but how comfortable is the board with them going forward, maybe even starting development…Yancey interjected "and knowing that the opportunity cost that were originally capped at $60K now look more like $250K". Friend responded that yes, potentially, and to some degree, not open-ended, but depending on what the final project plan is. Ultimately for the Board, as much as he supports KBI, and the Board can make demands of KIC, they're in the room, too and we're all together on this. So, we need the parties to work it out as soon as feasibly possible and come back to the Board or do something – as right now, the Board won't meet until December 5 there won't be a contract until then.

Yancey asked "Will we have a signed statement of work that identifies, and actual outlines and nails down scope?" Friend said that there was a high-level one, but noted that what Yancey had suggested was reducing scope to lower the risk. Friend said it sounded to him like both parties here are saying they will be able to do the scope that's been committed to. It's in the contract – there is a statement of scope. It is fairly high-level but reasonably reflective of what's there. He said he just wanted the Board to know that the prices has changed, there's now this KITO thing on the table, a lot of the time has passed, we defer to our partner Jones and to the agency they are working with – yes, they do expect it, but Friend asked the Board "what's your level of comfort…what can make you have a better level of comfort? Do you need more oversight on the

project, do you need it from me, or does the Board want to hear back more often, or you need KBI to do something, too? Maybe you need something faster from Legal from them?"

Yancey said he would like to see standard project artifacts, a Gantt (chart), a burndown chart, a risk matrix, all those things that until one sees that, you're just kind of out there. Friend said he understood they were working on that. Gordon (KIC) responded that those are standard project artifacts that they would have as a normal course of business. They would be happy to share that with them and give progress updates as requested. Right now, they are still working together to really nail down the scope and finalize that, so that they can get a signed Statement of Work done. They're working in good faith and have kind of the "mountain tops" that they've all agreed on.

Cook arrived at the meeting (approximately 11:00 a.m.)

Kite asked if the nature of the project has changed. Jones said in his opinion, no. Friend asked, since when? Since July, he said, yes. It is the same general project – Kite said "the purpose of the project", Friend replied "no". Kite continued that "so, the ask is changing – that's what I'm hearing". Friend asked for help in replying from Mandala and Jones. Kite continued "I mean, that's all we do, we decide if there's a grant ask, the board decides how much money to allocate to the project, then we move on, and at some point the project is completed – correct?" Friend replied that here it has turned out that it is going to take more – a lot more – to get it done. The Board is not paying them, but it is an opportunity cost. Kite responded that he understood that.

Friend continued that, as a practical matter, right now, the Board has a motion that has been approved, that has a $60K cap and told them to come back with a contract. They tried to target this meeting for that, they could target the December 5 meeting and get a commitment that there will be a contract for that meeting and they will have those artifacts and they can tell you where they are on it. And, then, the question for Friend is if folks are willing to have them continue to work without a contract if that will enable them to get that. Kite said that he understood Friend's concern to be whether or not the Board was comfortable allocating resources. Friend said that yes it was, and that the motion had that $60,000 cap on it that would prevent that from happening.

So, Friend felt that eventually, when they get to a contract, it will need to be set up that they (KIC) is going to do what they do, and it is going to be more than that amount, and if the Board is OK moving forward on it – and if there's any constraints on that, too – like, yes, you want this kind of reporting, or what "this". That's the main concern: The increase in resources and the risk and the visibility of the project. Friend addressed Mandala and said he didn't think anyone here was talking about looking to an alternative, but he hasn't heard anybody ask about it so, to him, it's like we're in the box and this is something we're going to do, but he will defer to the Board.

Kite asked Friend that, if everyone was still on board with the project as it has been articulated to the Board today, what is the motion? Friend asked Jones if he thought there should be one. Like, does he think there should be a motion that it is OK to move forward with the contract and bring it back to the next meeting and not have a cap on it? Jones said they were still working through the scope. Kite asked if the $60K should just stay in place and they would reconsider it. Friend said, yes, if the Board is comfortable with that. Jones said he was OK as long as everyone knew

that $60K wasn't going to work. It needs to be lifted at some point. Friend said it made sense to do it in the context of what they have in front of them. Kite asked Jones that, when he said "lifted", what did that mean? Jones responded that his recommendation would be to eliminate it, don't put a cap on it Kite responded "so we are going to fund this thing as of today, if this motion passes, without limit?" Jones said he could report back hours. Friend said that Jones would have a better idea when he came back on the 5th what the number should be. But, Friend's question was "How am I going to enforce that? Hey, you've spent $250K and you have two weeks left - but, no you're going to need to stop now." They would have to report hours so that Friend could track to make sure they did not exceed. Yancey said he assumed they tracked internal variance on hours – Friend interrupted to say they would need to report it. Friend asked Kite if that answered his question.

Kite said he was trying to formulate a motion. Friend said he wasn't sure it was needed, but what they could say is that you're going to modify the previous motion to remove the clause that said development could not exceed $60,000. Or they can get the contract together and then when they come back you can approve the contract and waive that. Yancy asked if they needed to make a motion other than to say you have our permission to continue to get to a contract, but the assumption is that you will come back with an approved contract and a cost estimate for the Board to consider at the next meeting. Kite said he didn't think a motion was needed.

Secretary Burghart asked if they were pretty confident they were going to have a contract by the next meeting. Friend said he wanted to ask Jones and Mandala to make that commitment. It is actually a contract between KBI and INK, however, so Mandala is dependent on his attorney as Friend is on INK's, so he can't speak for them. Mandala and Friend agreed that the questions about liability were between the attorneys. Yancey said it sounded like they needed to let their counsels know the Board's expectations for when they wanted the contract. Friend said that Yeary knew that. Mandala said his counsel did as well.

Goff asked that if the scope is in place, they should be able to bring an estimate back to the next meeting for sure, correct? Jones said a more refined one – it's 2,500-3000 hours. Friend responded to Secretary Burghart saying that he couldn't guarantee it – they wanted to try to have it for this meeting. Secretary Burghart said that his point was that he would like to see a document before the meeting so he can sit down and digest it and understand it. Friend said he understood and that really made it in advance of the 5th – he will also get the Board attorney there as well. Friend said with the issues outstanding, he didn't see how it would be resolved – Yancey responded that it gets resolved by not including it in the contract. There was then some discussion regarding the resolution of the liability issue in terms of what could/couldn't be done. The target would be December 2nd – Mandala asked for the 3rd.

Action Taken: None

(Mandala left the meeting at 11:12 a.m.)

2) **2020 Business Plan Goals / Challenges**

Friend explained that the purpose of this presentation was that there was a Business Plan due on December 1 and he wanted to set expectations and go over things one more time regarding the approach. The Business Plan is key to the INK Model and he and Nolan had worked together on the presentation and wanted to walk

through the high-level buckets that come from the statute, and then also talk about the challenges and opportunities that INK is facing. (*A copy of two presentations made during the agenda item are attached*).

At the end of the discussion of capabilities and a potential direction for INK to pursue mobile applications, multiple members of the board expressed interest in pursuing these options and requested Friend identify the key individuals that a presentation should be made to and return to the December meeting with a proposed presentation for the Board to review. In addition, they asked if Friend thought he would be able to return with language to modify the contract with KIC to allow for cloud services by the next meeting. Friend said he thought so and would move forward on that and Jones agreed.

Action Taken: None.

3) Network Manager Report

Jones talked about the Technology Showcase they were going to hold on the 26th at the Pennant and invited the members to attend – there were about 60 people invited. He also noted later in the meeting that the Kansas Business One-Stop had been successfully launched and it was going well, they had good traffic and were working on the next phase.

Action Taken: None.

4) 3rd Quarter Financials

Friend began by talking to the Board about the efforts begun to address the Supplemental Information portion of the financial reports. He and Jones had met with the NIC corporate finance people to get them started on reviewing the mapping between the information provided by KIC and the INK Chart of Accounts, with the idea that there could be a more robust (and meaningful) variance report to budget on revenue. Jones and Gordon could provide a status updated on that. Friend noted that he had made the commitment to Secretary Schwab that they could have that for the new year. Jones said that his corporate accountant had spent 20 hours and still has some time to go, and they are going to meet on Monday. Friend said that the recent investments and interest were reflected in the reports and per the new investment policy he was to report on that. Jones said things were doing fine in terms of revenue. Friend noted that the December agenda was going to be pretty full, but he did want to do a presentation soon about how the revenues flow – he didn't think he'd had chance to do that as part of orientation so far.

Secretary Burghart asked if there was a date by when those corrected variances in the supplemental information would be available. Friend responded that his hope was that when they received the new budget for the coming calendar year, that those are going to be what's used to load in for budget by service for the new year and, while it wouldn't be on the agenda until we began to receive financial reports for the new year, he could start looking at those to verify the appropriate changes were made. As the January state is prepared, they can be checked. What hasn't happened is to go back and make adjustments to the current budget, sort of a "living budget".

Friend also noted at the previous meeting where he had discussed this in depth, there had been a question from the Board about a statement in the letter with the financials that said that our accounting firm was not independent. Friend checked on that after the meeting and as had been discussed it was because they do the Board's accounting as well.

Action Taken: Wamsley moved to approve the 3rd Quarter 2019 Financial Reports. Goff seconded the motion. There was no further discussion. Approved unanimously.

New Business

1) 2020 Officer Nominating Committee

Friend discussed the annual officer nomination process. The members agreed to have Friend convene an officer nominating committee composed of Kite, Burghart, and Yancey by phone prior to the December meeting to prepare a recommended slate of nominees for officer positions for 2020. Friend reminded the members that Yeary and he had discovered that the enabling statute does not provide for a board treasurer in the list of statutorily named officers, so the plan would be to discontinue that and share the duties in some manner among the three officers – Chair, Vice-chair, and Secretary going forward.

Kite asked for members willing to serve, and there may be some term issues that will come up next year with Gaumer and his terms ending. They decided that a motion wasn't needed for that.

Action Taken: None.

2) Wildlife and Parks RFP: Potential bid/Implications

Jones informed the board that the Kansas Department of Wildlife, Parks and Tourism released an RFP on October 22 with responses due December 10 for a large system. It is their licensing, permitting, campgrounds. It is way beyond anything KIC could build. No decision has been made, but NIC is reviewing it, and they are the largest provider of hunting and fishing licenses in the country. However, the INK/KIC contract has a provision that requires the INK board to essentially have right of first refusal. There is no action step for the Board today as they are still working on it, but he wanted to inform them. Some time before the 10th, he may make a request for a phone meeting to make that determination. Friend recapped the history of bidding on this in the past, and the purpose of the contractual provision, as well as discussed the set of situations he saw where NIC had a "vertical" where this would come up. Yancey affirmed that he understood the logic. Friend said there has not been a timeframe available for a hybrid model. Friend has informed the board attorney about it. He asked Jones to explain why he viewed they would not be partnering – he mentioned the heavy investment in equipment required, that is not viable given the time and nature of the equipment, the tight timeframe for devising a method to do this, and the corporate investment in the product. If it were awarded to NIC, KIC could not devote resources to the project per the KIC/INK contract. Yancey asked how a mobile app would be handled if they won and wanted to be on the state's mobile app. Friend noted there is a provision for an app in the contract. He then read the contract provision so the board would be aware of the specifics. Kite asked when the timeframe might be for the meeting. Jones said he couldn't say yet. Jones said there was absolutely no way they could build it.

Action Taken: None.

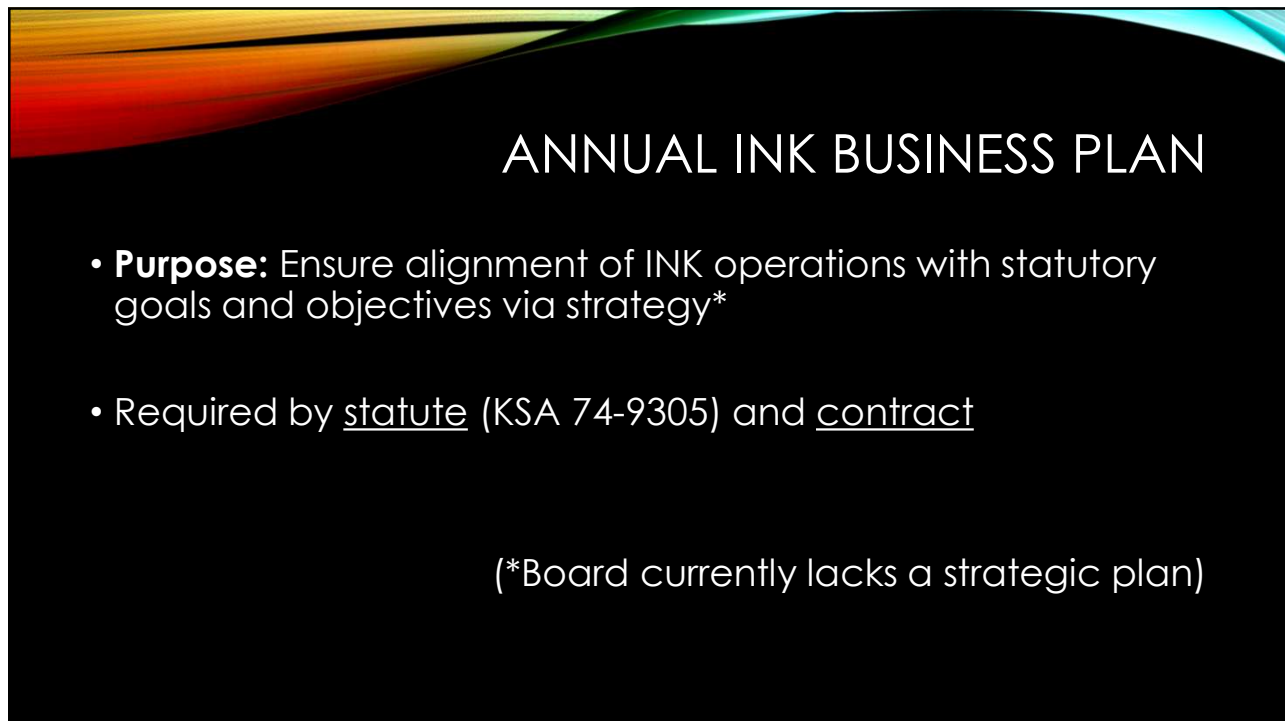**Adjournment:** The meeting adjourned at 12:10 p.m.

2020 INK BUSINESS PLAN

FRAMEWORK

Improving Access to Kansas Government Data and Services
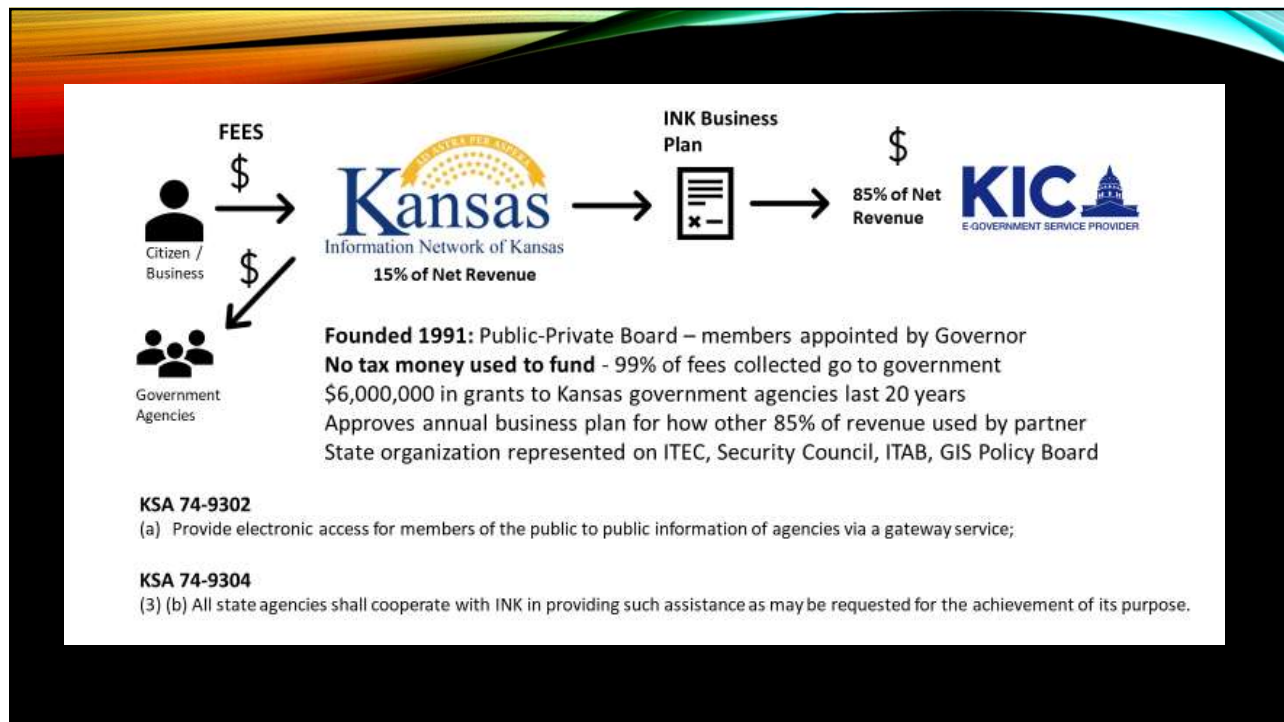
1

ANNUAL INK BUSINESS PLAN

- **Purpose:** Ensure alignment of INK operations with statutory goals and objectives via strategy*

- Required by <u>statute</u> (KSA 74-9305) and <u>contract</u>

(*Board currently lacks a strategic plan)

2

3

COMPONENTS OF THE ANNUAL INK BUSINESS PLAN

Required Business Plan components, per contract, include:
- Summary of current operations and modifications
- Projections regarding changes to staffing, agencies and subscribers
- Hardware and software that will be obtained and the software we maintain
- A list of all employees, levels of compensation by functional category, and projected minimum staffing levels required to support projected operations
- A proposed budget for operation of the Network
- Recommendations with respect to proposed fee changes

Historically has included a high-level marketing plan
Must include Key Performance Indicators / Success Measures

The Business Plan is due on **December 1** each year for review and approval by the Board (usually in January)

4

INK STATUTORY OBJECTIVES
(KSA 74-9302)

("WHAT" VS. "HOW")

- Provide gateway to Kansas public information
- Expand Amount, Kind, and Utility of Information Available
- Expand Base of Users of Information
- Improve Access Technologies
- Advise the State (Secretary of Administration, OITS, Agencies) on Citizen / Business Data Access
- Seek advice from the general public, subscribers, professional associations, academic groups, institutions and other stakeholders (in accomplishing its mission)
- Provide oversight of the Network Manager

5

2020 INK BUSINESS PLAN

PRINCIPLES

User-focused

Innovative
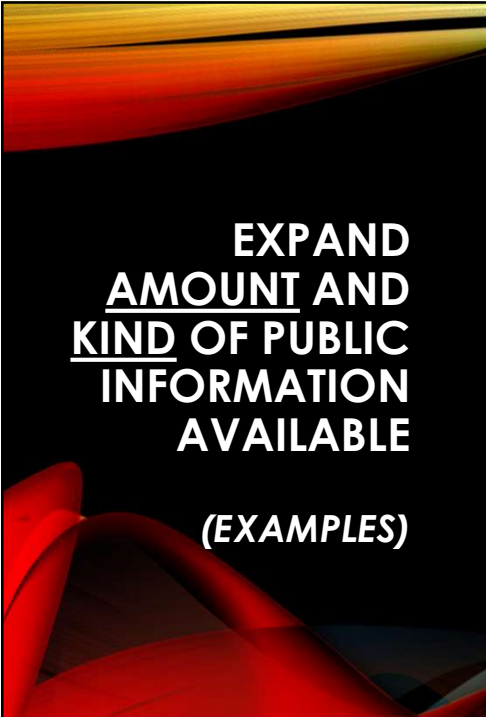
Efficient

Collaborative

Supportable

Secure

6

PROVIDE GATEWAY TO KANSAS PUBLIC INFORMATION

Ways to think about gateways:

- **State Website** (www.kansas.gov)
- **Mobile** (smartphone, tablet, in-car, voice)
- **Government Social Media** (Facebook, etc.)
- **Voice gateways** (Home assistants – Alexa, Siri)
- **Search** (Specialized, optimize data for search)
- **Directories** (Phone, website, others)
- **Help Desk** (Phone, chat, FAQ)
- **Others**…?

7

EXPAND AMOUNT AND KIND OF PUBLIC INFORMATION AVAILABLE

(EXAMPLES)

INVENTORY INFORMATION AVAILABLE NOW (BY DOMAIN / INCREMENTAL)

ID WHAT'S MISSING (RECORDS SCHEDULES, INTERVIEWS, FOCUS GROUPS WITH SUBSCRIBERS, PUBLIC, BUSINESS)

DEVELOP APPROACH TO PRIORITIZATION (NEED, COST/BENEFIT, ROI, TIME TO IMPLEMENT, ETC.)

FOCUS ON BENEFITS TO DATA SECURITY / GOVERNANCE

8

INCREASE CITIZEN/BUSINESS ACCESS (AND BASE OF USERS)

How do we determine what the current base of citizen / business access is to determine how to reach them?

- Perform Market Research

- What are current barriers to access?

- Put greater focus on measures of use and set targets / strategies to improve

Ways to increase use / awareness could include:

- Inventory licensing application usage and work with agencies to increase adoption.

- Work with subscribers to better understand uses, professions / industries and find ways to increase use / users / subscribers

9

IMPROVE ACCESS TECHNOLOGIES

Online	Continue to expand the number of paper-based processes that are converted to electronic online services.
Payments	Increase the number of organizations that leverage electronic payments to facilitate online transactions.
Access	Continue to explore how technology can be used to assist those with disabilities.

10

SEEK ADVICE – AND ADVISE - ON CITIZEN/BUSINESS DATA ACCESS

1. Advise the Sec. of Administration, OITS, Agencies on Citizen/Business Data Access

2. Seek advice from the public, subscribers, professional associations, academia, institutions and other stakeholders (in accomplishing its mission)

**These two goals are related. To succeed, INK has to invest in:**

• Seeking advice with a purpose that informs INK and can help in advising the state on data management, access, and needs of the public

• Enlisting thought leadership from KIC and the state (all levels of government) to identify of current and emerging issues and opportunities

• Inventorying policies and practices on data access in Kansas (its own, and those of state and local government) and look for gaps, as well as tie work on other goals – like new access technologies - to thought leadership on policy

11

PROVIDE APPROPRIATE OVERSIGHT OF THE NETWORK MANAGER

This is a function of INK, but also a joint function with our business partner, Kansas Information Consortium.

By jointly reviewing our business processes to ensure alignment with INK statutory objectives, contractual reporting requirements, along with appropriate measures of performance and customer satisfaction, less time will be spent in the long run on reporting and more on "doing" the work of INK.
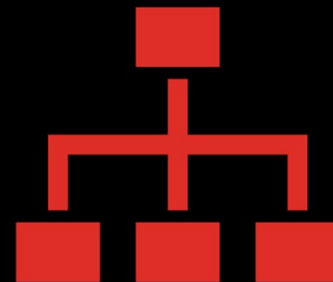
12

CONSTRAINTS AND OPPORTUNITIES IN ACHIEVING THE GOALS OF INK

Resource constraints:

KIC has around 3,000-4,000 hours (2 FTE) of available resources for new work in 2020. The rest are assigned to existing or new projects, maintenance, and other activities.

Lack of Integration

- INK's primary business has been working with state agencies.
- A State Chief Information Technology Officer (CITO) oversees project implementation and technology provision for the Executive Branch.
- After having one CITO for the period from 2003 – 2008, the state has had 9 CITOs in the subsequent 11 years, with one staying only a week.
- In turn, statutorily required 3-year IT plans from the agencies – until October 2019 – had not been submitted for 5 years (2014) and the last State Strategic Information Management Plan expired in 2013.
- During this period, the state's IT oversight & advisory groups met irregularly – over the last year or so they have resumed meeting.
- This made it difficult for INK to understand or integrate with the state's direction for technology, making planning and goal-setting challenging.
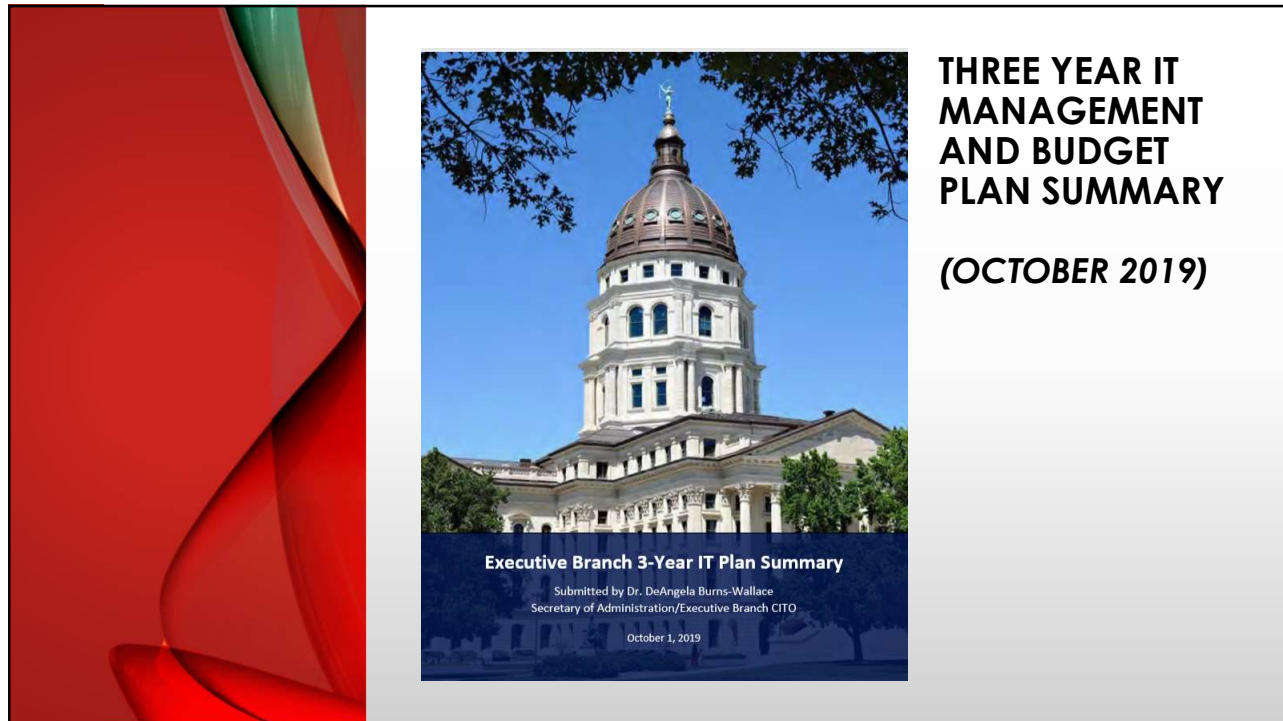
13

ALIGNING WITH STATE GOALS

INK seeks ways to align our activities with the goals of the state

New IT leadership presents opportunities to assist with new or revised goals

We are seeking as much information as possible about these state goals

The Three-year IT Plans are an initial source of this information

14

THREE YEAR IT MANAGEMENT AND BUDGET PLAN SUMMARY

(OCTOBER 2019)

Executive Branch 3-Year IT Plan Summary
Submitted by Dr. DeAngela Burns-Wallace
Secretary of Administration/Executive Branch CITO
October 1, 2019

15

2019 STATE THREE YEAR IT MANAGEMENT AND BUDGET PLAN TABLE OF CONTENTS

1. Abstracters Board of Examiners
2. Board of Indigents' Defense Services
3. Citizens Utility Ratepayer Board
4. Dental Board
5. Department of Credit Unions
6. Division of the Budget
7. Emporia State University
8. Fort Hays State University
9. Governor's Office
10. Kansas Behavioral Sciences Regulatory
11. Kansas Board for Technical Professions
12. Kansas Board of Accountancy
13. Kansas Board of Barbering
14. Kansas Board of Cosmetology
15. Kansas Board of Examiners in Optometry
16. Kansas Board of Examiners for Hearing Aids
17. Kansas Board of Regents
18. Kansas Board of Tax Appeals
19. Kansas Board of Veterinary Examiners
20. Kansas Commission for Peace Officers Standards & Training
21. Kansas Commission on Veterans Affairs
22. Kansas Corporation Commission
23. Kansas Department for Aging and Disability Services
24. Kansas Department for Children and Families
25. Kansas Department of Administration

26. Kansas Department of Agriculture
27. Kansas Department of Commerce
28. Kansas Department of Corrections
29. Kansas Department of Health & Environment
30. Kansas Department of Labor
31. Kansas Department of Revenue
32. Kansas Department of Transportation
33. Kansas Department of Wildlife Parks and Tourism
34. Kansas Emergency Medical Services Board
35. Kansas Governmental Ethics Commission
36. Kansas Highway Patrol
37. Kansas Human Rights Commission
38. Kansas Lottery
39. Kansas Public Employees Retirement System
40. Kansas Real Estate Appraisal Board
41. Kansas Real Estate Commission
42. Kansas Sentencing Commission
43. Kansas State Board of Healing Arts
44. Kansas State Board of Mortuary Arts
45. Kansas State Board of Nursing
46. Kansas State Board of Pharmacy
47. Kansas State Gaming Agency
48. Kansas State Historical Society

49. Kansas State University
50. Kansas Water Office
51. Long Term Care Ombudsman
52. Office of Administrative Hearings
53. Office of Information Technology Services
54. Office of the State Bank Commissioner
55. Office of the State Fire Marshal
56. Pittsburg State University
57. State Fair Board
58. State Library of Kansas
59. University of Kansas
60. University of Kansas Medical Center
61. Wichita State University

16

POTENTIAL OPPORTUNITIES GLEANED FROM THE THREE YEAR IT PLAN

Kansas Department for Children and Family Services

DCF noted that they desire a system to exchange data with KANSASWORKS, KDOL, KDOC and possibly other agencies. This may be a project that INK is positioned to assist DCF with achieving.

Kansas Department of Wildlife, Parks, and Tourism

KDWPT desires to implement a system for tracking drone permits issued by the FAA.

Kansas Corporation Commission

The KCC desires to implement a Risk Based Data Management System (RBDMS). The RBDMS is a database of Kansas oil and gas information and contains information on over 400,000 oil and gas wells throughout the state and intertwined with databases at the Kansas Geological Survey. There may be opportunities to not only assist the agency with this system but also businesses and individuals by increasing access to this data.

Kansas Board of Veterinary Examiners

This agency has paper forms that they want to make electronic.

Websites

A number of agencies identified improved websites as an objective. These include the Kansas Department of Labor, Kansas Governmental Ethics Commission, and the Kansas Public Employees Retirement System.

Mobile

Agencies that identified mobile applications as part of their three-year plan include the Kansas Department of Labor, Kansas Public Employees Retirement System, Kansas Department of Revenue, and Kansas Department of Children and Families.

17

ANOTHER CONSTRAINT

RESTRICTIONS ON MOBILE GATEWAY

18

1

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 ARE USING TECHNOLOGY TO SIMPLIFY:

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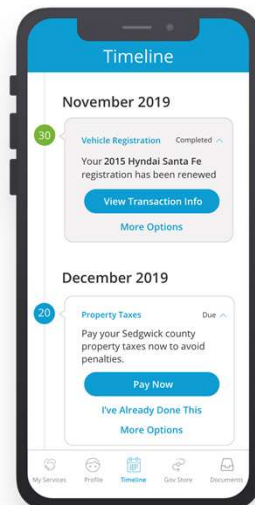- How citizens complete essential transactions with government

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What citizens and government like about 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
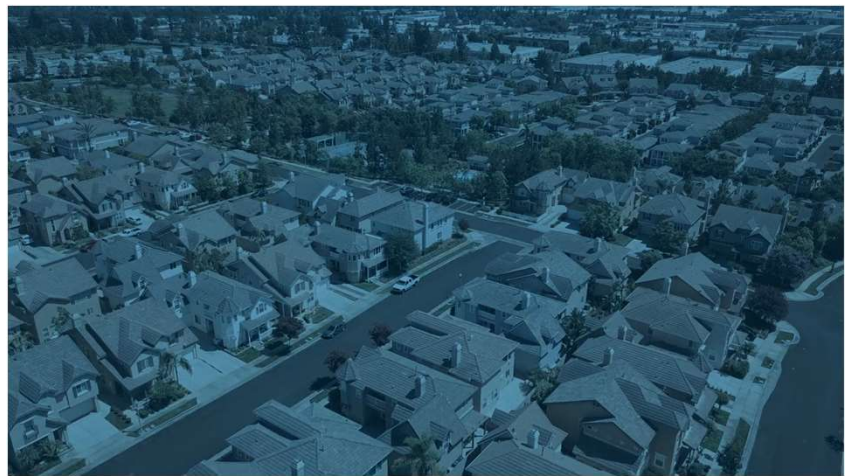
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Gov2Go today

- **Over 1M users**

- **12 States with deployed services**
  Multiple others currently in development

- **National services for all users**
  Passport service, federal park passes, & election/voter info

- **Builds upon NIC's government focus and strengths**
  Local partnerships, payments, security, etc.

<u>Current Service Areas</u>:
- 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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8

9