
Information Network of Kansas Board Meeting Minutes

February 2021 INK Board Meeting February 4, 2021

Opening

A meeting of the INK Board was called to order via online videoconference in Microsoft Teams at 10:01 a.m. on Thursday, February 4, 2021 by INK Vice Chair Doug Gaumer with the following members present:

Mark Burghart, Secretary of Revenue
Kate Butler, representing the Kansas Bar Association
Lucas Goff, representing the Kansas Association of Counties
Jim Haugh, representing the Secretary of Commerce
Glen Yancey, representing the Executive Branch Chief Executive Technology Officer

Doug Gaumer left the call at 10:08 p.m. and INK Secretary Lucas Goff took over as chair of the meeting. Jennifer Cook, representing the Secretary of State, joined the call at 10:45 a.m.

Others Present

Nathan McAlister (teacher), Maite Garcia (student teacher), and students Brilea Flott, Ben Laird, Alex Chapas, and Kaya Pyle, all from Seaman High School; Tim Shultz, INK Board Counsel; Duncan Friend, Information Network of Kansas; Nolan Jones, Ashley Gordon, and James Adams, Kansas Information Consortium, LLC.

Consent Agenda

The Consent Agenda for the meeting listed the draft minutes for the January 7, 2021 INK regular Board meeting, the January 2021 Network Manager Report, and contracts for Reno County Public Works (KanPay Counter), Shawnee County (KanPay Counter), Lyon County Sheriff's Office (AppEngine), and Motor Vehicle Record Vendor contracts for HireRight, LLC and Insurance Information Exchange (IIX) between KDOR, INK, and these vendors.

Friend noted that the Shawnee County contract should be removed from the Consent Agenda for further review.

Action Taken: Yancey moved to remove the Shawnee County contract from the Consent Agenda and approve the remaining items. Butler seconded the motion. There was no further discussion. Friend called the roll and the motion was approved unanimously with Secretary Burghart recusing, Cook not yet in attendance.

Friend then asked if the Board would entertain a motion to delegate the ability to sign contracts approved by the Board to him, instead of requiring the Chair to sign. Of course, the Board was without a chairperson at present, and, for sheer expediency's sake, it had required quite a bit of extra effort to scan on both ends and email back and forth to accomplish this task. When the Board had an Executive Director previously, this task had been delegated to him, of course, dependent on approval of the contracts by the Board. Friend had discussed this idea with Board Counsel, Tim Shultz, and he had crafted a proposed motion if the Board wanted to proceed:

“Resolved, that the Executive Director of the Information Network of Kansas is hereby authorized to execute on behalf of INK all contracts and agreements approved by the Board.”

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Action Taken: Secretary Burghart offered the motion as presented by Friend. Goff seconded. There was no further discussion. Friend called the roll and the motion was approved unanimously.

Regular Agenda

Regular Business

1) **Presentation: Seaman Historical Society Archives and Museum Digitization Project Update**

Seaman High School Historical Society students and their teachers joined the call via video from the new location of the Archives. Nathan McAlister, the history teacher in charge of the digitization project, introduced himself and then the students each did so in turn, along with their student teacher.

McAlister began by thanking the Board for the grant funding for their effort and said there was a lot of news to cover. First, the new location of the archive. One of the students, Kaya Pyle, explained that they were currently in the process of moving the archive from the school district office to the high school building using two rooms, one of which was the former writing center. They both have external access, so to have the museum open they didn't need to necessarily have the whole building open, which was an advantage. They hope to have it open both during sporting events and during the school day to share content with the Seaman community. They are also working with the welding and metalworks classes for help in building storage and display shelving – and she pointed out an example visible in the room.

McAlister noted that the funding for these efforts was coming from the school itself rather than the INK grant. He then transitioned to discuss the status of the programs and digitization they were working on. They have digitized an entire collection and developed an exhibit as well as creating physical “travelling trunks”. This is something they can send out to a school, they don't have to be there, and it has activities contained in it for students to perform related to the content. And, when they were able to return to having people in, they would have programs in the museum itself. He then noted that there had already been some external research requests that the students had helped with, including from college students – it turns out, he continued, that they apparently have some of the best records on one-room schoolhouses in Shawnee County. All of this has been exciting for him and the students.

The project has also developed partnerships that continue to blossom. They have a partnership with the Association of Local and State Historical Societies, the Kansas State Historical Society, and the Watkins Museum at KU. The University of Kansas has also been a strong partner. The students at KU in their museum studies program have helped them with projects and they helped get a community study done. This semester, one of their students will be dedicated to the Seaman Historical Society museum to help them design and create digital collections, as well as the physical collections in the building itself. All this despite challenges posed by the pandemic and the move, without always having access to the buildings and, for many months, not even being able to get together, although there was a lot of virtual activity going on.

To close out their overview, they wanted to demonstrate an activity they had been working on with the board and others playing the students. This was a “yearbook scavenger hunt”, something that was easy to focus on as the museum had some significant holdings of old yearbooks. Led by the student teacher, the students then took turns asking questions that involved the yearbooks being displayed over video – in this case, 1921 and 2015, showing how such an activity would be conducted using comparisons between them.

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McAlister closed by saying that while he was unable to find an easy way to present the website they had developed, he would send the link for distribution to the Board. The subject was the Indian Creek School District – it was a school district inside the Seaman School District for 100 years before it was consolidated. They have digitized the entire collection, including school bond information where they had collected documentation of every vote, teacher contracts, a copy of the 1871 ledger that shows school expenditures including teacher salaries, as well as things like repair bills and other information of historical interest to the public. [See: <https://sites.google.com/usd345students.com/shsma/online-exhibits/indian-creek-school-district?authuser=0>]

There were no questions, however Yancey said he wanted to applaud the group for their efforts and that it was always good to see the money the Board allocates used wisely and effectively and he would say that they were doing both. McAlister thanked Yancey, and thanked the Board for the grant. But, he pointed out, it was not just the grant, but that it gave them the wherewithal and visibility to end up moving to the school building. Without the grant, he didn't think they would be getting a larger space for exhibits and storage.

Friend closed by noting that McAlister was likely to ask to use the money remaining in the grant for a cart to make it easier to move audiovisual equipment and other equipment and materials around as part of their efforts, so he just wanted to let the Board know that, which McAlister confirmed. Secretary Burghart noted that perhaps some day the Board would be able to go out and visit in person.

Action Taken: None.

Goff agreed to chair the remainder of the meeting in Gaumer's absence.

2) Board Member Appointment Update

Friend indicated he had reached out to the Governor's office for an update but had not yet received one. He knew they were likely to be working on things. He noted that while he hadn't talked with Secretary Burghart about this, it may be that he had some type of an update as he was going to inquire about status, or a general timeline for the Board to use in planning. Secretary Burghart responded that he had communicated with Scott Allegrucci and the names that had been submitted were being vetted. He continued that obviously new appointments were coming out every day, so their plate has been pretty full. He took away from the exchange with them that the Board could be fully complemented again by March. Friend thanked Secretary Burghart for the update. For those that might not have been at the last meeting, he noted to the members that there was an impact of having the vacancies on the election of officers, but Yancey had made a motion that was approved at the last meeting to table the election until the other members were seated to allow them to participate in the process.

Action Taken: None.

3) 2021 Business Plan Initiatives – Status Report

Friend opened this item by saying he would defer to Jones to drive the process and drew attention to the list he had sent out with the Board materials that abstracted out from the Business Plan a list of about 28 items that made up the new initiatives. There was other work occurring, including maintenance and updates. Jones presented an overview of the status of some initiatives that had already started and suggested that they would report in more detail on a quarterly basis *<a copy of the presentation is attached to these minutes>*.

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Action Taken: None.

4) Network Manager Report

Jones provided a brief update on the activities of the Network Manager during the period, including two videos used to help promote INK services. The first was to promote the Kansas Business One-Stop on social media, something they had developed in concert with the Secretary of State's office. The second was a YouTube video produced with a Highway Patrol trooper who has a large following on social media ("Trooper Ben") to promote the Driver's License practice test INK had developed for the Kansas Department of Revenue using Alexa. He then updated the Board on the progress on adoption of the Office of Judicial Administration Online Marriage License application. To-date, 1648 couples have been processed through the system that went live in December.

Action Taken: None.

5) Overview – INK Customer Service / Support Function

Gordon made a presentation that provided a brief overview of the INK Customer Service / Support Function *<a copy of the presentation is attached to these minutes>*.

Action Taken: None.

Adjournment:

Goff moved to adjourn the meeting, Cook seconded. Approval was unanimous. The meeting adjourned at 11:07 a.m.

INK Business Plan Status Update

February 4, 2021

General Overview

28 Initiatives

Dates and action steps
have been established

Initiatives fall into three general categories

Exploratory / “prospective”

- E2 - Investigate New Payment Solution. Explore the use of a payment solution to allow individuals to pay cash at participating retailers for some types of online government services.
- G10 Live Chat / Chatbots. Explore opportunities to further expand the use of Live Chat and Chatbots to assist individuals and businesses.

More specific, but depend to a greater or lesser degree on others

- G1 - Implement Mobile Services. Implement at least three information services on a mobile platform.
- Create API Directory. Engage state agencies to identify what API’s are currently available to the public and create a webpage identifying these API’s for use by other entities.

Can be performed mostly independently

- EB3 - Rebranding to Merge Public View of INK/KIC. Continue to rebrand materials, services, and websites as INK.

Status Reporting (proposed)

Bi-weekly / Monthly to
Executive Director

Quarterly to INK Board

Objectives Already Started

G2 - Expand Use of Help Desk System. Expand JIRA ticketing system to at least five agencies

EB3 - Rebranding to Merge Public View of INK/KIC. Continue to rebrand materials, services, and websites as INK.

EB4 - Market services. Identify at least two (2) services provided by INK and prepare and implement a marketing plan for them.

AD1 - Assist / advise the state in strategic planning and policy for Information Management.

G2 - Expand Use of Help Desk System. Expand JIRA ticketing system to at least five agencies

- There are 60 entities including cities, counties, and state agencies already using the JIRA ticketing system
- We have already onboarded the entities we most frequently interact with. Additional entities are educated and encouraged to enroll in JIRA primarily:
 - When they contact our Help Desk
 - When we have an interaction with an entity such as discussing a potential new service
- Benefits to the agency include:
 - Tracking of all requests
 - Updates and alerts
 - Keeps everyone on the same page regarding the request

EB3 - Rebranding to Merge Public View of INK/KIC. Continue to rebrand materials, services, and websites as INK.



- This is ongoing process – focused presently on INK/KIC website
- Benefits include:
 - Reduced confusion by customers, decisionmakers
 - Stronger messaging
 - Alignment of messaging

EB4 - Market services. Identify at least two (2) services provided by INK and prepare and implement a marketing plan for them.

- Currently working on marketing for WebFile. This is being performed in cooperation with the Kansas Department of Revenue Public Information Officer
- Currently working on marketing for the Kansas Business One Stop
- Next up is marketing for the Online Marriage License solution

AD1 - Assist / advise the state in strategic planning and policy for Information Management.

- Kansas Information Technology Executive Council (ITEC) Subcommittee has been working on update the state's policy on Data Administration.
- Improved information management makes it easier to identify, use, and deliver access to state data, improves efficiency, security
- Suggested application for INK grant to fund consulting work to help create larger governance framework, improve data sharing and public access
- Meeting scheduled on 2/10 with State Chief Information Technology Architect to discuss direction / priorities on state Strategic Information Management Plan and possible INK assistance.

Planning and Execution of Objectives

- While the objectives for 2021 have been established, the approaches for achieving each objective are regularly evaluated and adjusted as appropriate.
- Each of the objectives has the overarching goal of growing and improving INK.
- We plan to provide a quarterly progress report on these objectives to the INK Board.

Service Desk + Customer Support: Overview

“Kansas.gov Help Center”

Personnel

Channels

Tools

Issue Handling Guidelines

Personnel



Amber Beck

Role:
Service Desk Analyst

Team Member Since:
2015



Bill Buntun

Role:
Service Desk Analyst II

Team Member Since:
2012



Jeanine Morgan

Role:
Financial Administrator

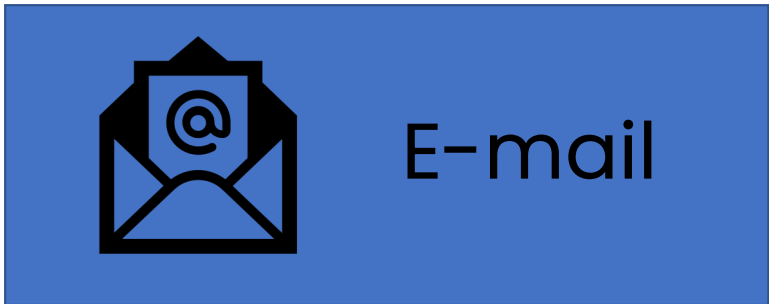
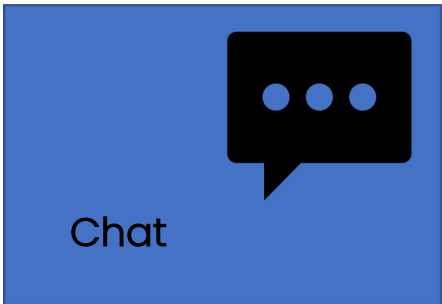
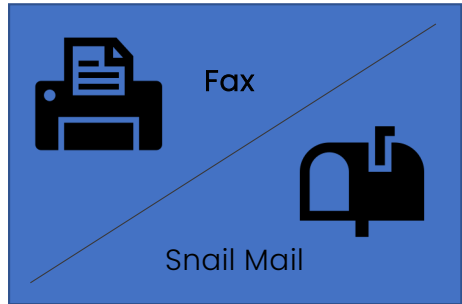
Team Member Since:
2000



Nathan Snell

Role:
Service Desk Analyst

Team Member Since:
2019



Channels

For our purposes, a “support channel” is a communication channel that is utilized to interact with customers and partners.

Our long-term goals include:

- stronger focus on digital channels,
- boosting participation in our service desks,
- integration of more robust knowledge-bases that will allow customers to get access to answers 24/7

Tools

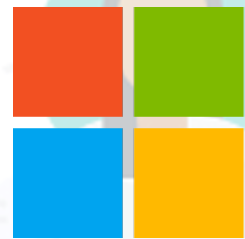


◆ Jira Software

✕ Confluence

⚡ Jira Service Management

Tools



Microsoft



Tools



NiC[®] the people
behind
eGovernment[®]

TPE

CDB

Prompt Pay

Issue Handling Guidelines

Priority Levels	Severity	Urgency	Examples
Critical	<ul style="list-style-type: none">• Total loss of core functionality• No workarounds	Same business day or 24 hours	<ul style="list-style-type: none">• Payment processing outages• TPE outages• KanAccess outages• Any service unavailable/down• Duplicate transactions
Major	<ul style="list-style-type: none">• Significant loss or degradation of core functionality• Workarounds may exist, but are inconvenient or unsatisfactory	1-3 business days	<ul style="list-style-type: none">• Service only works in some supported browsers• Words in headings may be misspelled• Items in project scope are missed• Database randomly returning incorrect results• Intermittent failed transactions
Minor	<ul style="list-style-type: none">• No loss to core functionality, but function may still be hindered• Workarounds exist that allow for total functionality, but may be inconvenient	3-10 business days	<ul style="list-style-type: none">• Customer-specific issues with payments• Customer-specific issues with logins• Links on pages not rendering correctly
Trivial	<ul style="list-style-type: none">• No loss of core functionality; function not hindered• Workarounds are not needed, but errors should be fixed within the allotted time	10-20 business days	<ul style="list-style-type: none">• Spelling errors in the body of content• Formatting inconsistencies with font/grids• Cosmetic discrepancies between mobile and web

Issue Handling Guidelines

Escalation: There are two factors that justify escalation of an issue

TIME

Once the initial priority for an issue is selected, the expectation is that it will be resolved within the set time frame



If an issue has been open longer than the set time frame and is not resolved, it needs to be escalated to the next highest level

Escalations based on elapsed time can be made by anyone who is aware of the issue, but should be tracked and managed by the reporter*

*unless ticket raised via Service Desk

JUDGEMENT

There are times when an issue, on its face, should be classified into a certain priority level, but judgement pushes it to a critical level



Classification as “critical” always requires management approval

Stakeholders should be notified if a ticket is escalated to “critical” priority