

Information Network of Kansas Board Meeting Minutes

July 2021 INK Board Meeting July 1, 2021

Opening

A meeting of the INK Board was called to order via online videoconference in Microsoft Teams at 10:02 a.m. by INK Board Chair Tom Sloan with the following members present:

Mark Burghart, Secretary of Revenue
Kate Butler, representing the Kansas Bar Association
Jennifer Cook, representing the Secretary of State
Jim Haugh, representing the Secretary of Commerce
Vicky Ortiz, representing the Kansas Library Association
Kristy Wilson, representing the Kansas Association of Independent Insurance Agents
Glen Yancey, representing the Executive Branch Chief Executive Technology Officer

Others Present

Tim Shultz, INK Board Counsel; Duncan Friend, Information Network of Kansas; Nolan Jones and Ashley Gordon, Kansas Information Consortium, LLC.

Consent Agenda

The Consent Agenda for the meeting included the draft minutes for the June 3, 2021 INK regular board meeting and the June 2021 Network Manager Report.

Action Taken: Butler moved to approve the Consent Agenda, seconded by Yancey. There was no discussion. The motion was approved unanimously.

Regular Agenda

Regular Business

1) 2021 INK Business Plan Q2 Status (incl. Home Page Update)

Jones covered this item with a slide deck outlining progress on the 2021 Business Plan (*see copy attached*). He noted that obviously one of the big components of this was the new Kansas.gov website. They had been working diligently on it and were going to launch on July 15 if all goes according to plan, which they expect it to. He added that this item included several objectives in the business plan. He later noted that, with regard to Court data, they were working internally on obtaining that as the system was being provided by Tyler Technologies, the company that had recently purchased them. In the objectives related to accessibility, he said he had calls set with leaders in this area from the state to discuss the new Kansas.gov website as well as other matters, including those other groups that support web accessibility in the state. They plan to roll out surveys after launch of the new website and obtain feedback from all the users of the site. On a slide devoted to the status of efforts at the State to implement a revised data administration policy, he noted that it had been passed by ITEC and its importance to INK, then deferred to Friend who had been directly involved in the effort.

Friend said that he knew they had talked about this before, but for those who were relatively new to the

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Board, he wanted to recap the area briefly. There is a statewide information technology governance structure that has a policy framework on everything from security to accessible technology for disabled users, overseen by a group called ITEC – the Information Technology Executive Council, established in 1998. Some of the policies were inherited from a predecessor group and had not been revisited, there were also some newer policies that needed to be updated. Friend in on the ITEC and suggested that the state's Data Administration policy, Policy 8000, needed to be reviewed as it hadn't been updated and wasn't being followed / enforced. INK had funded a data sharing study via a grant in 2013 that he had been involved in and that had looked at then existing policies. So, they formed a committee and after working on the policy for a while, it was approved at the most recent meeting of the ITEC.

He felt there were two aspects that related to INK. First, there is a requirement for each agency to do what they termed a sensitivity analysis, classifying their data and, to some degree, cataloging it if it wasn't already. And, he had hoped INK could develop a larger strategy around that with the state, as this was the main purpose of INK, to find out about what public information was available and make more of it available. Part two was that the revised policy established a data review board and the INK Executive Director position is a member. This is an oversight group and has the Chief Information Technology Officers from the three branches and the state Chief Information Technology Architect, as well as some members to be named. So, his hope for it as it relates to INK is that – the policy hasn't really been in place previously – that through this INK can help and lobby, maybe funding through the grant process if it needs to be done, for getting state data more robustly cataloged so that INK can help the state better manage its data, but have the extra benefit to INK of knowing more about that data and what could be made public. He said he would keep the Board informed as things started to firm up, keeping in mind the members might have their own ideas or questions about the state's data.

Jones continued by noting the operational reviews that were scheduled to be completed this year, as well as talking about one objective they had completed with regard to the JIRA ticketing system. He then stood for questions.

Sloan asked if the members had any questions. Secretary Burghart asked if Jones or Friend could send out a copy of the slides he had presented and Jones agreed. Hearing none, Sloan indicated he had a couple questions. He addressed Jones, asking him about his statement that he had to have internal conversations with Tyler about the court data. Jones confirmed that statement and Sloan asked if he had started those conversation. Jones responded that, putting all his cards on the table, the decision about how the Office of Judicial Administration handles their records is obviously their decision. Tyler Technologies has been part of a long-term project, he thought since 2018, with them on that. He does want to understand better from Tyler Technologies' perspective whether the technology they are using whether there's an opportunity for INK to obtain those records to use them to increase the access to the public, or find out if there's opportunities for that. But, ultimately it will be OJA's decision on anything related to dealing with the records. Sloan asked him and Friend to make a note that, if necessary, as chairman representing the Board he could meet with OJA if it helps to smooth the access issue. Jones said he appreciate that and he would speak on behalf of Friend to say they would definitely be interested in leveraging that when the appropriate time comes. Sloan then moved to another question, asking if Jones routinely provided the Board with information on the survey results and the type of comments they are getting from the users. Jones indicated that they haven't, but that wasn't a bad idea. Gordon reviews every single one of them and, depending on filing deadlines and other things, sometimes they come in pretty heavily. He asked Gordon to take a moment to talk about that.

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Gordon said that when they occasionally have a survey that is exceptional on either end of the scale, either really satisfied or really dissatisfied, what they generally do is to share that with the agency (or board or commission) that the service is for – just to let them know what’s going on. Likewise in the past, they’ve included the Executive Director occasionally. In terms of presenting information to the Board, that isn’t an “ask” that’s even been put before them. But, the survey tool that they have is really fantastic, so it would not be a problem at all for them to pull some of that and put it together. The scope of it is pretty large so she thinks what would be helpful to work with Friend of some of the specific board members who might be interested so that they could sort of narrow down if there are particular services that they are interested in learning about and then they could aggregate some information and present it to the Board.

Sloan responded that, speaking for himself – and other board members could chime in – he thought it could be very useful for the board to know if there are recurring themes or cross-agency patterns, or deficiencies, or “ataboys” in certain areas. Gordon agreed and Jones did as well. Sometimes they also get recognition of agency staff – he had passed one on to Department of Revenue recently. Jones said they will work with Friend on that and make sure to incorporate it in future board meetings.

Action Taken: None.

2) **Grant Program: Review Dodge City Grant Application**

Friend began the agenda item noting that, before he started, he wanted the Board to know he and Tim Shultz were working on trying to get a contract in place for the most recently awarded grant to the Kansas Biological Survey. This is a new process, as INK has not historically had contracts with grant recipients. While this is not the agenda item – he could add it under new business – the question has come up as to whether or not the Board wants to see that contract, or just defer to him and Board Counsel. He asked if the chair wanted to refer that to New Business or talk about it now. Essentially, it would normally be until the August agenda before it would come back for approval.

Sloan asked Shultz if this was something the board could approve electronically when he and KU were happy with the proposed contract. While Shultz thought they could, what he had discussed with Friend was that historically there hadn’t been any contracts supporting grants. They had discussed this before the contract with KU came up, but going forward, having a standard contract for these grants would be a good idea. What he thought the Board needed to decide was if they just wanted to approve the grants and allow the Executive Director to work out the details of the contracts and provide that to the Board as information only. Or, after they’ve approved the grant, do they want to approve the contract, too. In this case, the Board has approved the grant and he is working with Friend on the contract details. If the Board is fine with Friend working out the details, then he can provide the fully executed contract to the Board at a later date for informational purposes.

Sloan asked for the members thoughts on that. Burghart responded that he wasn’t sure he was in a position to want to view all of these contracts. If the board has approved the grant, he’s confident that the board’s attorney and Executive Director and Chairman can make sure that the contract is appropriate. He doesn’t want to slow down the process on any of this just because it needs to be run by the Board. Again, if the board has approved the grant, he’s comfortable letting Board Counsel and the Chairman handle that function. Yancey agreed. They pay Tim for a reason, so if there is anything that causes him concern, he is certainly empowered to have it brought before the board. Otherwise, he would trust his judgment once the grant is approved by the Board – the contract really should just tie that up. Butler then expressed that she

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agreed with what had been said.

Action Taken: Burghart moved that once the Board has approved a grant, the board attorney can work out any necessary contractual language which then would be brought back after being approved and executed by the Executive Director for information only to the Board. Ortiz seconded. There was no further discussion. The motion was approved unanimously.

Friend then provided a brief summary of the grant proposal from City of Dodge City for three *Interactive Touch Screen Displays* in the amount of \$155,000. He stated that the INK Board had funded a kiosk project for wayfinding in the State Capitol in the past, so this wasn't out of the question as a grant request based on past decisions. And, in reviewing the proposal it was clear that it had merit and was valuable to Dodge City's downtown improvement efforts. However, as Sloan and Friend had some questions, and when they ranked the proposal, it didn't quite meet the level of "meets expectations" laid out in the criteria. In some cases, it did seem to improve getting information out to people, for instance, they were proposing making bilingual information available. Overall, though, it seemed more like it wasn't a core thing aligned with the mission of INK. Friend then deferred to Sloan to provide his thoughts, indicating he could also read some of the comments from the evaluations.

Sloan agreed with Friend's comments. He also thought that if the proposal is reconsidered by Dodge City there are some things that could potentially make it more attractive to INK. He thought that they had questioned how much use the kiosk would receive. On the other hand, if Dodge City could coordinate with, for example, the State Historical Society and, say, Wildlife and Parks, to have state agencies sort of look at the kiosk and see whether they'd be appropriate to have at other sites – for example, at state historic sites to provide more historical information, or Wildlife and Parks to describe what people are seeing, say, at a wetlands or something of that nature, then he thought there was some potential. But, on its merits, today, he didn't find that it warranted INK's support.

He continued, saying to the members that they had all been sent a copy of the proposal, so he was open to discussing it if others had other positions on that. There was no discussion at that time. Friend indicated that he felt the Board would need a motion up or down on the grant proposal. He said that as he was going to need to send a letter back to Dodge City to let them know about the decision, so if the Board did feel like there was some element of being open to reconsidering that they wanted him to convey in a letter, he would like to confirm that.

Butler had a question. She felt his comments were well said. She like the idea overall, but the use could be more comprehensive. So, her question was if the Board could write to them and say "not on present showing, but here's some things we'd like you to think about" and have them come back to the Board if they're willing to do so. Sloan confirmed that this made sense to him and said that in his evaluation, he had made some pointed comments about how potentially Dodge City might partner with agencies. He also questioned how relevant their kiosk would be – are they targeted to tourists or to residents? So, he felt there were substantive things between his and Friend's comments, along with any that board members wanted to provide, that could be included in a letter.

Friend attempted to restate and summarize what he'd heard so far for conveying back to Dodge City. Sloan's point really seemed to him to speak to the breadth of and alignment with state initiatives so that there would be more government benefitting from it than just the city. Friend said he was glad to include

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anything specific the Board might have. Butler said that she just didn't know if when a grant application wasn't approved, whether or not Friend normally told them "here's our reasons why". Friend responded that it varies. Usually he has something, but in the last one he didn't include much, as the Board hadn't really opined much – they had a couple ideas. It's unusual for the Board to send a letter back that says something like "if you do some things, we might be willing to reconsider", but, he continued, that's well within the realm of how the Board has operated and they absolutely could do that. Cook offered that, based on some of the things she had heard being suggested, there might be some significant changes that would be needed and that may be beyond where they are anticipating going at this point. Sloan agreed, but noted that it would be their decision.

Yancey said that, as he was reading through the proposal, he kept thinking that it would be nice if they integrated this activity with what Sloan had suggested, in terms of the State Historical Society, and broaden the scope of the information that they were providing, and work with the Department of Commerce on tourism, and more regional tourism. He thought that then they could certainly tie that into the historical information about southwest Kansas and regional activities there and other tourist areas that were nearby. He thought in general, depending on where the kiosks were located, that the largest share of the audience were going to be people that did not live in Dodge City. Residents of a city don't typically go up to a kiosk to learn information about where they live and work, but tourists, people who are visiting Dodge City will. And, he thinks the opportunity to promote the regional economy and tourist and the history of the area, maybe even working with the community college in terms of the unique geography of the area – those types of things would broaden the scope and he thought make it more of an attractive alignment with INK's mission.

Sloan asked Friend if he felt he had enough input to write the letter and he responded that he did.

Action Taken: Yancey moved to reject the grant application, but have the Executive Director provide guidance back to Dodge City based on the discussion of what might be changed for the board to reconsider. Haugh seconded. There was no further discussion. The motion passed unanimously.

3) INK Q1 2021 Financial Statements

A copy of the first quarter financial statements were included in the Board packet distributed in advance of the meeting. Before he began a brief overview, Friend noted that the audit of the 2020 financial reports was in process. It started about mid-June and they indicate they are a little ahead of where they have been in the past. Friend indicated he had met by phone with Kate Butler, the Board Vice Chair, the position that had taken over the Treasurer duties, to go over these financials. He then continued, providing a high-level overview of the reports, discussing some of the grant status as well as several items that needed to be addressed in terms of closing out accounts or balances. At the completion of the overview, he stood for questions. Sloan asked Friend to address at least two cases where the accounts were moribund and if for the second quarter he could address those and move them back into what they call their general fund. He said that he would, but as they were already in July, it would appear in the following quarter. Sloan asked if there were any questions and, hearing none, moved to the next item on the agenda.

Action Taken: None.

4) INK Board Meeting Travel Policy

The Chair requested this item be deferred to the next meeting since there was no planned travel.

Action Taken: None.

5) Strategic Planning – Preliminary Discussion

Sloan began this item by stating that the board had discussed last month getting together at the August meeting for strategic planning and talking about where the organization needs to go, what it is doing right, what it's not. However, Friend had pointed out to him that there are several members of the board that really don't have a long history with the organization, unlike Yancey and Cook, for example. So, his question for the Board was whether it would be better to wait until September and, in the interim, have Friend maybe do more in-depth orientation sessions with the newer members. He didn't have a feeling either way, it's what will make the members collectively and individually feel more comfortable about helping to define where the organization should go. Friend added that when he had talked with Sloan about this, it wasn't a negative thing, just that some members had only been here a couple months or less, so if it were going to be based on questions about improvements or direction, they might need or want particular types of information that could help them in contributing. That's all it was.

Sloan added that Friend had previously sent out to all of the members the existing mission statement and business plan, along with the old strategic plan. Burghart expressed that he thought it would be a good idea to put off the strategic planning until September. He has been involved with INK for a little while and he's learning something new every meeting. It would be difficult to be a new member and to sit down next month and set long-term goals for this organization without having a good sense of what it's about. So, putting it off until September is a very good idea. Sloan asked if there were any other comments. Jones asked to be recognized. He said that one thing that might help with that process is that they could develop a - not a survey, necessarily - but sort of frame out some ideas for feedback from the Board members in terms of what they see as priorities prior to the meeting so there would be some sort of "pre-loaded" understanding about what members thought about different topics related to strategic planning, so it wasn't cold going into the meeting.

Sloan responded that Jones had voiced something that he was going to raise, that whether or not the Board members would like to see a series of either questions to guide discussion or to help define what INK's mission is and can be, so that there'd be a common starting point. He asked if that would be helpful, or Jones' suggestion? Cook responded that she felt the short answer was yes, she felt that would help keep them on track, too, as they get into that strategic planning. Sloan said that he would assume that was a consensus, then, for deferring to September. He continued that Friend could put together an outline of INK's programs, roles, mission, and such and then he, Friend, and Jones could put together maybe some type of a survey – that may not be the right word – but something to indicate here are some policy options and such for the members to think about that they would then talk about. Also, by saying that, in the meantime, if there were any specific things anyone wanted to discuss, please send them in to Duncan and cc him if they'd like. Sloan concluded by saying that he has done strategic planning facilitation in the past and a lot of times there is a lot of one-on-one, and that is a little more difficult nowadays.

Action Taken: None.

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6) INK / KIC Contractual Matters

Sloan asked in an Executive Session would be needed. Friend said he would refer to Shultz, who said he thought so – he felt 15 minutes would cover it.

Action Taken: At 10:55 a.m., Yancey moved to recess the board meeting of the Information Network of Kansas into executive session for 18 minutes. The subject of the executive session will be to discuss matters related to the master contract between the Information Network of Kansas and the Kansas Information Consortium, LLC, NIC, and Tyler Technologies and other matters of attorney-client privilege pursuant to K.S.A. §75-4319(b)(2) of the Kansas Open Meetings Act which authorizes consultation with attorneys on matters deemed privileged under the attorney-client privilege. The open meeting will be reconvened via the current Microsoft Teams video conference at 11:13 a.m. The attendees of the executive session shall be the board members or their proxy representatives, Board Counsel, and the Executive Director. Seconded by Ortiz. No further discussion. The motion passed unanimously.

The Board adjourned into Executive Session and returned to regular session at 11:18 a.m. Sloan said he would accept a motion if there were one.

Action Taken: Yancey moved that first, Board Counsel will work to create a memo to the INK Board outlining recommendations and options for continuing discussions regarding the INK/KIC contract and Tyler Technologies' acquisition of NIC, and that once that memo is distributed, the Executive Director will schedule a special meeting of the Board to be an executive session meeting for the sole purpose of conferring with Counsel regarding the recommendations and suggestions and next steps to be taken by the Board at its next public meeting. Seconded by Haugh. There was no further discussion. The motion passed unanimously.

Sloan requested that the Network Manager report item be moved up for discussion.

7) Network Manager Report

Jones informed the Board that the INK annual disaster recovery exercise occurred on June 19th. To remind the Board, KIC is contractually obligated to do a recovery exercise. They operate with two data centers – half the NIC states run out of Allen, Texas, the other half out of Herndon, Virginia. In this exercise, they normally run out of Herndon, so they move everything to run in Allen, Texas. This includes everything except payment processing, which runs on different infrastructure and it is flipped over constantly just based on demand and need. The exercise has gotten incredibly streamlined over the years. They don't simulate it, but they flip everything over to Allen and then back once complete. That event occurred, no significant issues were found, and they issued a report to the Executive Director. The other item he wanted to discuss is an event that was held by the Center for Digital Government. This is the second year for it, the Kansas Digital Government Summit. Secretary Burns-Wallace was a speaker, as was the Governor, and he presented on a panel about data and how to make it more accessible.

Sloan asked a question with regard to the disaster recovery exercise – whether or not they simulated ransomware attacks and things of that nature as part of it. Jones responded that in the sense that this test

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was for situations where systems became unavailable – for whatever reason – asteroids, fire, network drops down, or systems being unavailable due to nefarious entities. They do have several teams involved in making sure that all the data they administer for the government is secure, and they have audits to make sure they are complying with best practices.

Action Taken: None.

8) INK 30th Anniversary Initiative – Proposal Outline

Jones delivered a presentation (*a copy is attached*) to talk over an approach to celebrating INK's 30th anniversary next year. After the presentation had concluded, Sloan asked for discussion. Seeing none, he said that one thing he would like the board to consider is what some of the major successes have been. Whatever group he is in, he's always big on "Are we performing?" Jones responded that he thought that was a great idea because there are some big things being accomplished. They process, for example, hundreds of millions of dollars for agencies each year, and many accomplishments. Sloan added that particularly things that were initiated here that are now widely adopted. Yancey noted that while Jones had been talking about a theme, it was like you could almost do a "First in the Nation" timeline for all the unique accomplishments INK brought to digital government. Jones said he agreed and thinks the state should be proud of this. Friend added that through the grant program there have been a number of things accomplished as well that he thought were worth noting. He continued that he wanted it to also be used to help promote and educate and rekindle interest in INK. Yancey agreed and said one wouldn't want it to just be a history lesson – it would be first in the nation – and continuing to innovate, maybe featuring parts of the strategic plan.

Action Taken: None.

Friend confirmed there was no new business.

Adjournment: Cook moved to adjourn the meeting. The motion was approved unanimously and the meeting adjourned at 11:36 a.m.

July 2021

INK Business Plan Quarterly Preview



Statutory Goal: *Provide a gateway to Kansas public information*

What We Are Doing

Primary focus is on the final development of the new Kansas.gov website. This is scheduled to be completed on **July 15th**.

Upcoming in Q3

- G3 Expand contact information on Kansas.gov
- G4 Enhance INK Social Media Directory as part of Kansas.gov
- G10 Live Chat / Chatbots continuation as part of the Kansas.gov website

Completed

G2 Expand Help Desk System to More Customers. Expand JIRA ticketing system to at least five agencies



Statutory Goal:
*Expand the
amount, kind, and
utility of
information
available to the
public*

What We Are Doing

- E3 Assess Data from new Kansas Judicial System
 - Working to arrange a meeting internally at Tyler to discuss potential options.

Upcoming in Q3

N/A

Completed

N/A

Statutory Goal:
*Expand the base of
users of Kansas
government
information*

What We Are Doing

- EB3 Rebranding to Merge Public View of INK/KIC
 - Paused while we complete the Kansas.gov website
- EB 4Market services
 - Marketing for Webfile was undertaken. Primary focus was on social media and Google search using Google Adwords.

Upcoming in Q3

- EB5 Increase use of Web Analytics as part of Kansas.gov
- Further planning for 30th Anniversary of INK

Completed

- Marketing for Webfile has been completed.

Statutory Goal: *Improve Access Technologies*

What We Are Doing

- A1 Work with organizations representing disabled users to improve accessibility of INK services.

Upcoming in Q3

- A2 Encourage, support, and partner with state technology accessibility organizations
 - Engagement with groups representing the disabled community
 - Coordinate with leadership to help restart the Kansas Partnership for Accessible Technology (KPAT) of which INK has been a member

Completed

N/A

Statutory Goal: *Seek advice from the general public, network subscribers, and other parties in accomplishing its mission*

What We Are Doing

- Preparing surveys.

Upcoming in Q3

- Conduct surveys and take input from various individuals

Completed

N/A

Statutory Goal: *Advise the state (Secretary of Administration, OITS, and Agencies) on citizen and business access to data*

What We Are Doing

During Q1 and Q2 the following occurred:

- AD 1 Assist / advise the state in strategic planning and policy for Information Management
 - Met with State Chief Information Technology Architect to inquire about plans to update State Information Management (SIM) Plan and offer possible grant funding
 - On team to review and update ITEC Policy 8000 – State Data Administration – currently underway and developed draft policy framework
 - Met w/Chief Data Officer for State of Oregon to discuss new State Data Strategy and obtain materials

The ITEC Policy 8000 was approved and is now in the process of being implemented. The INK ED is a member of this group.

Upcoming in Q3

- To be determined

Completed

N/A

Further Activities

Remaining for Q2

- OS1 Ongoing INK Operational Reviews

Upcoming in Q3

- Financial Administration and Reporting
- Security and Information Management
- Business Development

Completed

- Customer Support and Service Desk
- Project approval processes

INK 30th Anniversary

Planning Overview



Objectives

- Educate the public about INK and the value it provides
- Educate agencies about the capabilities of INK
- Educate agencies about the INK Grant program
- Celebrate the history of INK and the foundation it established across the US
- Create positive news about Kansas

Targeted Groups



MEDIA



AGENCIES



PUBLIC

Media

Press Releases

- Feature story on how INK has changed the community
- How Kansas started e-government services

Proclamation by the Governor

Center for Digital Government

Publications

Possible Events

- INK Showcase
- Event at the State Capitol

Other



Mural to celebrate the history of
INK?



Time capsule?

Immediate Next Steps



Develop an Anniversary
Theme



Develop messaging



Detailed Planning

Proposed Plan

Gather feedback and additional ideas - July

Identify theme and specific messaging – August

Begin discussions with Governor's Office - August

Prepare a Media Plan for engagement – September

Begin discussions with Center for Digital Government - September

Establish budget – September

Start planning events – October

Work with various groups on articles (CDG, Trade Publications, local media) – November


Secure locations for events in 2022 – November

Finalize plans with Governor's Office – December

Begin anniversary activities – January

From September 27, 2002

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9-11 We Remember

One year after the tragic events, remember the victims and pay tribute to the heroes of 9-11 by visiting the [FirstGov Web site](#).




What's New

 Visit our [50th anniversary commemorative site](#), which includes photos and information honoring Kansas units that were called up during the Korean War.

 [Register now for the Kansas No-Call Act](#), a law enacted this year to prevent unwanted telemarketing solicitation. It's easy and free!

 [International Registration Plan \(IRP\) Filings](#). Submit your IRP filings while viewing account history and billing information. Visit [truckingKS.org](#) for more info.


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