

Information Network of Kansas Board Meeting Minutes

October 2022 Regular INK Board Meeting October 5, 2022

Opening

A meeting of the INK Board was called to order in the Department of Revenue Secretary's conference room on the third floor of the Mills Building in Topeka, Kansas at 10:02 a.m. by INK Board Chair Tom Sloan. The following other members were present:

Lori Blake, representing the Kansas Association of School Boards

Mark Burghart, Secretary of Revenue

Jim Haugh, representing the Secretary of Commerce

Andrea Krauss, representing the Kansas Independent Oil & Gas Association

Glen Yancey, representing the Executive Branch Chief Executive Technology Officer (*via Zoom*)

Others Present

Duncan Friend, Executive Director, Information Network of Kansas; Susan Mauch, INK Board Counsel; Nolan Jones (*via Zoom*), James Adams and Ashley Gordon, Kansas Information Consortium, LLC.

Consent Agenda

The consent agenda included the draft minutes for the September 1, 2022 regular Board meeting, the September 2022 Network Manager report, and KanPay Counter payment processing services for the Crawford County Health Department, Franklin County RWD 4, Jefferson County Auxiliary Services, Riley County Planning & Development, and the Wilson County Landfill. In addition, a KanForm/AppEngine service for the Attorney General's office was included that would collect data and allow government constituents to pay for government agency services using credit cards.

Action Taken: Blake moved to approve the items on the published Consent Agenda. Seconded by Secretary Burghart. No discussion. The motion was unanimously approved.

Regular Agenda

Regular Business

1) Revised INK By-laws – INK Policy and Procedure Committee

Blake discussed the By-Laws and noted that Sloan had some comments / questions. Sloan discussed the Notice / Waiver of Notice and the length of the period (3 days) included in the draft. Discussion ensued.

Action Taken: Sloan moved to change the draft of the By-laws Article 2, Section 7 change the meeting notice required from 3 days to 5 days. Seconded by Haugh. No discussion. The motion was approved unanimously.

Sloan then discussed Article 3, Section 8 involving the duties of the Secretary / Treasurer and the language concerning "actions to be taken through such persons as may be designated by the Executive Director with the concurrence of the Board" and the role of Board approval there. Mauch explained her thinking on the rationale behind the wording. No changes were made. Sloan's next question involved the Certificate of Secretary that was on the last page at the conclusion of the By-laws and why this did not read "Secretary / Treasurer". Blake noted that this was because it did not take effect until January 1. No further discussion.

Action Taken: Burghart moved to approve the By-laws as presented, incorporating the previous approved motion to change the meeting notice from three (3) to five (5) days. Seconded by Krauss. The motion passed unanimously.

Blake then read a previously prepared resolution into the record regarding when certain provisions of the revised By-Laws would be implemented <See attached copy of INK Board Resolution 2022-01>.

Information Network of Kansas Board Meeting Minutes

Action Taken: Krauss moved to adopt the resolution as read into the minutes by Blake. Seconded by Haugh. No discussion. The motion passed unanimously.

2) INK Office Space – Alternative Locations

Friend summarized the actions and decisions made to-date related to new INK Office space. As requested by the Chair after the previous meeting, Friend had engaged Secretary Burghart about office space available on the 3rd floor of the Mills Building and he had met with the Secretary to look at the space, although it was inside an office area that had not yet been fully configured. He said that he had not developed a ‘pro/con’ list and did not have a floor plan for the new space or any formal comparison to what had been approved previously by the Board. He then referred to Secretary Burghart to provide his assessment of the situation.

Secretary Burghart said that Department of Revenue had signed a long-term lease on the building and had vacant space on the floor below. Part of it would be used by their Driver Solutions section, but there are some vacant offices. But, before they put much effort into it, they wanted to bring it to the Board as there are some issues that would need to be considered. It is a secure building but would not be public-facing offices – not that this would be necessary. And, just the whole relationship with the Department of Revenue, the fact that they have contractual relationships with INK and whether that bears on selecting office location.

Sloan asked if the members had questions. Krauss asked the Secretary if he personally had any concerns with their being an air of impropriety associated with that contractual relationship and then INK leasing space. Secretary Burghart responded not really. Sloan asked if it mattered that INK is no longer a quasi-state agency. Mauch asked if Sloan was asking if the Secretary had legal authority to sublet to a quasi-corporation. Secretary Burghart confirmed that he had the authority to do it – it was just the appearance. He asked Mauch to comment. While she indicated she felt there was some of that appearance, to her it was more a question of what they saw INK as going forward. Krauss asked if Friend had been working from home – how many days a week was he in the office. He said that he was not and noted that Yancey had questioned him about that at a prior meeting. She then continued that led her to the next question – whether a public facing or easily accessible office space is needed if INK is not having meetings in the office.

Friend explained that the way he saw it, there were two things going on. There is INK itself. His philosophy since he has been associated with INK and as Executive Director, and even before, is that INK’s differentiator is that INK has a state contract and is also like an agency. INK is a utility or facility of the state. He continued that this doesn’t mean INK is a state entity, but he doesn’t think that the goal or the way that INK wants to approach things philosophically with agencies is that INK is just another vendor. INK is “special”, money comes back to the Board, to the state, it’s a franchise to make public information available. INK is not PayIt, not Accenture – it is a special institution. So, the more state-like INK can seem – he is not getting into the quasi-public discussion – being around, being involved in committees he belongs to – he’s a member of the Information Technology Executive Council, for example – no other vendor is. It is not an argument about quasi-public, but the way people see INK and the way they work with it, vs. just having to bid. He continued that he thought this was critical. His philosophy was originally “Let’s get in a state building”, which is where he moved originally. Part 2 is that if there isn’t room in a state building to do that, then what options are there. He continued to discuss the options, noting that INK had always been in a place that shared resources with other organizations, and the KDOR approach would require the least commitment and be the most flexible until other options became available. He would be a “guest”, however, which was similar to the 3 years he spent at the Secretary of State.

Sloan summarized that INK did need an office. He asked the Board about what they were thinking about this versus the space in the Tower. Krauss asked about the cost differential. Secretary Burghart said he thought it would be significant cost savings, but they haven’t looked at the numbers. Mauch noted that it would be fine as long as there was a sublease. Secretary Burghart said that it could be done in such a way that if in a short period of time there was a better deal, INK could take advantage of it. Blake said that the key for her was the relationships that are talked about in the strategic plan, that they wanted to make sure that they were better known with the state departments. Friend responded that, for him, some of that is pressing the flesh, like many

Information Network of Kansas Board Meeting Minutes

vendors do. If one is in IT, they are hearing from them frequently. And, some of it is an institutional relationship with the Secretary and through members of the Board to gain sponsorship as far as INK's role in the overall state. The latter part can't be addressed by where his office is, but the pressing the flesh part would likely involve him going to agencies.

Action Taken: Krauss moved that INK pursues a lease for office space with the Department of Revenue. Seconded by Yancey. No discussion. The motion passed unanimously, with Secretary Burghart abstaining.

3) **Status update: INK transition from State HR/Payroll to Independent services and agreements**

Friend briefly discussed the status of various items related to moving out of the State HR/Payroll system and entering KPERs and State GHI as INK. He summarized the situation with Syndeo, directing the members to their proposal in the meeting packet. **KPERs:** They have acknowledged in writing but not a letter, that INK can participate separately in KPERs. Next will be a board resolution and some other activities to get that set up. Normally, they bring people in at the beginning of the year, but apparently can work with INK on timing. He has been in dialog with their Chief Counsel, Chief Benefits officer and the people who run the program. **Group Health Insurance:** They have confirmed INK can be part of this as a separate entity. They normally want 90 days' notice, but indicate they can be flexible. They will want a letter from the Board that attests that INK will keep a 70% participation rate. Friend noted that if, for example, he were to leave state health insurance today, they would have 0% in the plan so they couldn't offer it. Overall, there's the issue here – the 70% is in the statute, and while there are a few months given to address it, it is their policy to remove organizations that can't meet that. Blake added that she thought the Board's offerings as a benefits package could influence that participation. Friend then went over various miscellaneous elements of the cutover, Unemployment Insurance; whether or not the FEIN for INK is open to use in light of the audit; then Workers Compensation. Krauss said that Workers Comp, Directors and Officers Insurance, and property insurance should be put out to bid and get a bid that would cover them all. Mauch said she had been trying to get a D&O quote and the one company interested wants to write general liability as well. She agrees with Krauss that it would be a package. Krauss said she could get them more names of insurers, if needed. Friend concluded saying that he would work with Mauch on Workers Comp.

The discussion continued on Syndeo. Friend said he had been providing them information they had requested as late as last week, but did not yet have a contract to review. To him, it looked like there was going to need to be a virtual board meeting sometime once he received that and it was reviewed, the KPERs letter, and so on. He finished by noting that this move would have an impact on the financial reports and an extract to the accountants. Mauch noted that her main thing was that Syndeo needed to understand what INK is. Sloan asked if there was a consensus that Friend and Mauch should continue to work with Syndeo and the members agreed there was.

4) **Executive Session: Consultation with Board Counsel on matters of attorney client privilege and discussion of personnel-related matters**

Action Taken: Blake moved that the meeting of the Information Network of Kansas Board of Directors be recessed for a closed executive meeting for fifteen minutes beginning at 10:55 a.m. and returning at 11:10 a.m. pursuant to K.S.A. §75-4319(b)(1) for consultation with an attorney for the public body to discuss personnel matters of non-elected personnel and that the board members, their proxy representatives, Friend, and Mauch attend. Krauss seconded. There was no discussion. The motion was approved unanimously.

The board returned to open session at 11:10 a.m. There was no action taken.

5) **Ks. Biological Survey – NHF Grant Modification Request**

The materials for this item had not been provided to Friend in time to distribute so this agenda item was skipped.

6) **Department of Administration Service Center Contract**

Friend indicated he felt this agreement was different enough that it should not be on the Consent Agenda. He summarized its purpose as contracting with the Department of Administration accounting staff to perform some

Information Network of Kansas Board Meeting Minutes

functions needed related to the state accounting system, including generating and accepting payment for invoices for INK and for KIC acting as INK, including processing bills, uploading receipts, and payments into the state system by KIC for network connectivity and phones. It's boilerplate, but he changed Agency to Organization. Blake also noted that the agreement had a reference to the Department of Administration's controls and processes. This might be something good to obtain to reference in developing INK policies and procedures.

Action Taken: Haugh moved to approve the contract with the Department of Administration Service Center. Seconded by Krauss. No discussion. The motion was approved unanimously.

7) Committee Reports

Policy and Procedures Committee. Blake indicated the committee had pursued obtaining consulting assistance in developing policies and received bids from both Shockey Consulting and the Kansas Nonprofit Chamber. After review, they recommend going with just the Board Policy part (\$1,500) and holding off on the accounting policies as the scope of what INK does may be outside the Chamber's expertise. Krause said it made more sense to do the Policy Handbook first, then, as a follow on, see if it goes well and they have a quality product, then they can come back later and engage them to do the accounting policies if necessary. Sloan asked if there were any questions. Seeing none, he asked why the review of the by-laws was included – Blake and Krauss explained that she had to review them as context for the policies. He would like to know what the draft handbook was going to look like. There was some discussion. The members agreed they would like to see an outline or a table of contents to understand what would be delivered. Friend would contact them to request it.

Hiring Logistics and Position Description Review. Yancey said that the committee had met with Molly from Shockey Consulting, she'd had some comments, but that there were no revisions coming out of it. There had been some challenges getting time to meet with Cook and Butler, so he felt he and Friend could finish up and get copies to them to review and comment, and then bring that back to the board for approval at the next meeting.

8) Strategic Planning Update

Friend described that his priorities had been on the personnel/payroll items, but his work with Shockey had consisted mostly of truing up the contract and revising the payment schedule and calendar / timeline to be able to process an amendment. Sloan asked about approval and Friend indicated the board had delegated that to him.

9) Network Manager Report

Jones opened his report by noting that there is a developing situation where a number of government websites across the country are being diminished, or attacked. There were in conversation with the state security officer, INK sites were up, but they are watching and monitoring closely. They did see some impact earlier today. He then provided an update on the state home page revisions and then delivered a report (*See attached slide deck*) on the Status of 2022 INK Business Plan initiatives.

New Business

1) Board approval of NIC / Tyler bid on Kansas project

Friend and Jones briefly explained a provision of the Network Manager contract that required the INK Board to sign off on any bids that KIC's parent NIC wanted to pursue, but for some reason KIC/INK did not. In this case, there was an RFP from KDADS for a study of "Targeted Case Management" services in the state that closes October 17. NIC indicated to Jones that they wanted to pursue it. Friend and Jones agreed that it was not an effort that either one of them felt was within the scope or abilities of INK to pursue. Friend felt that it was a good practice to come through the Board to let it make the determination per the contract. The Board, Board Counsel, Friend, and Jones then discussed the matter.

Action Taken: Yancey moved to allow NIC to pursue the KDADS RFP that had been discussed as INK and KIC have no interest in it. Seconded by Blake. No discussion. The motion was approved unanimously.

Adjournment: Blake moved to adjourn the meeting at 11:45 a.m. Approved unanimously.

**THE INFORMATION NETWORK OF KANSAS, INC.
DULY ADOPTED BOARD RESOLUTION**

No. 2022-01

ADOPTION OF AMENDED BYLAWS

WHEREAS, pursuant to K.S.A. § 74-9303, the Information Network of Kansas, Inc. (“INK”), a body politic and corporate, constituted as a public instrumentality, is governed by this board (“INK Board”); and

WHEREAS, the INK Board has deemed it prudent and advisable to adopt bylaws for the purpose of maintaining efficient, sufficient and consistent governance; and

WHEREAS, the INK Board consistent with the provisions of those bylaws has deemed it prudent and desirable to adopt certain amendments to the bylaws (“Amended Bylaws”) to be effective January 1, 2023; and

WHEREAS, the INK Board has deemed it necessary to hold a special election at its January 2023 Board Meeting for the purpose of electing the officers of INK; and

WHEREAS, the INK Board has deemed it necessary for those officers duly elected at the January 2023 Board Meeting to serve a limited nine-month term or until a successor shall be elected and qualified.

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of INK that INK 1) adopts the Amended Bylaws, attached hereto, to be effective January 1, 2023; and 2) shall hold a special election at its January 2023 Board Meeting for the purpose of electing officers for a limited nine-month term or until a successor is elected and qualified.

Adopted at this duly called Board Meeting, this the 5th day of October 2022.

Attested to by

Name (print): _____

Title: Secretary

Signature: _____

CERTIFICATION

STATE OF KANSAS)
) ss:
COUNTY OF SHAWNEE)

I, _____ , do hereby affirm that I am the duly elected Secretary of the organization known as the Information Network of Kansas, Inc., and I further affirm that the above Resolution is a true and correct copy of the Resolution adopted by such organization, and that said Resolution was adopted by an affirmative vote of five or more members of the governing body of the organization.

, Secretary

2022 INK Business Plan Objectives Q3 Update – October 2022

INK Board Presentation

October 5, 2022

1

Key Elements of the Plan

- Strategic Planning Initiative
- Provide a Gateway to Public Information
- Expand the amount, kind, and utility of information available
- Expand the base of users of Kansas government information
- Improve Access Technologies
- Seek advice from the general public, subscribers, professional associations, academic groups, institutions and individuals with knowledge of and interest in areas of public information access, gateway services, add-on services & electronic filing
- Advise the State (Secretary of Administration, OITS, Agencies) on Citizen/Business Data Access
- Marketing Plan
- Customer Service Plan
- Technology Plan
- Staffing Plan
- Financial Plan

2

Updates

G1 Kansas.gov

Further expand Kansas.gov as a central hub for agency contact information and aggregated source for social media and other outreach efforts by agencies and elected officials. Specific initiatives for expanding the website will be identified as part of strategic planning efforts in spring 2022. Examples could include a searchable directory of online services, more information about educational resources in the state, and improved access to agency news and press releases.

Update – This objective has been paused while we continue to focus on getting the new Kansas.gov site approved and launched. Currently the proposed site is being reviewed by the Attorney General's Office. We have received approval from the Department of Insurance and the Kansas Secretary of State. We received a response back from the State Treasurer on October 4th. We are reviewing that response but don't believe that response will be problematic. Once we have the final two approvals, the draft site will be submitted back to the Department of Administration.

G3 Live Chat / Chatbots / Home Assistants

Work with state and local partners to identify opportunities to further expand the use of Live Chat and Chatbots to assist individuals and businesses in interacting with government. This is a continuing project from 2021.

Update – We have put almost all our efforts into the KDOR implementation of these systems. The KDOR project for live chat and chatbots for Tax is going very well. We provided subject matter expertise for the implementation of a live chat system. Concurrently, assisting with the planning for an agency-wide chatbot solution. Depending on what is learned during this program will help determine how to support agencies with understanding the value of chatbots and live chat. We do not anticipate offering this as a separate solution for individual agencies but rather will potentially provide subject matter expertise for this type of technology.

3

Updates Cont.

E2 Judicial

INK continues to pursue a non-disclosure agreement with the Office of Judicial Administration and their vendor providing their system to determine if there is data that can be used or combined to provide added value to the private sector. These efforts will include market research and contacting / convening INK subscribers from communities currently using this data - and prospective ones - to understand their needs and potential opportunities as well as evaluating products that could provide greater and more customized access and alerts to users of this data like attorneys. This is a continuing project from 2021.

Update – We are being careful to avoid interfering with the current large-scale rollout of the new system yet still explore potential opportunities for alternative services that could be provided to offset the loss of revenue from the new system. However, the INK ED has been in discussions with the OJA CIO regarding a potential opportunity to provide payment processing.

A3 TeleGov

As part of Agency Outreach efforts, continue to promote and expand the use of the TeleGov meeting scheduling product to facilitate interaction between Kansas government agencies and their customers / users of their services. Target the implementation of at least four (4) new instances of TeleGov in calendar year 2022. Plan opportunities, identify and initiate two projects to provide and/or improve electronic access. This will be accomplished in concert with the review of opportunities for expanding data access in Objective E1.

Update – TeleGov solutions have been successfully implemented for KDOR DMV and KDOR Taxpayer Assistance Center (TAC). Both implementations are going very well. We are not currently pursuing any additional implementations of TeleGov but we are ready to offer this to additional agencies that may be interested.

4

Updates Cont.

S1 Center for Digital Government

Contact the Center for Digital Government, a national advisory and research institute, to discuss best practices and trends in digital government at the state and local level. Invite presentation to the Board to present overview and discuss this information as it relates to INK.

Update – Completed. Cathilea Robinett with the Center for Digital Government presented to the INK Board. KIC also participated in the Center for Digital Government Conference held in Topeka.

S3 Subscriber Survey

Conduct a survey of INK subscribers to identify additional needs or interests, along with level of satisfaction with existing services. Present results to INK Board summarizing any resulting ideas for new or expanded services that are offered and evaluating their feasibility.

Update – Survey was sent to the subscribers on October 3rd. We will be reviewing the responses as those are received. Once all responses are received, we will prepare a report for INK.

5

Objectives Update

G5 Social Media

Analyze INK's current use of Social Media channels (Our Twitter following is one of the largest in Kansas government) and develop a written strategy for their ongoing use and maintenance in support of INK and state initiatives that includes goals for promotion and use by key audiences for state information.

Update – KIC has recently filled the position that administers our social media. This person has been busy learning our systems and has started posting to our social media accounts. Once she has more experience with this, we will focus on developing a robust strategy for the INK use of our social media accounts.

E3 Commercial Data

Develop plan, then investigate government data sales to commercial parties through data aggregation, integration, manipulation, packaging, or other methods. Identify five (5) new candidates in 2022. Includes analysis of current INK subscriber base. The data, market research and contacting / convening INK subscribers from communities currently using this data - and prospective ones - to understand their needs and potential opportunities.

Update – Discussions with a NIC Corporate resource about this has occurred. We will be using that information to further identify additional opportunities.

6

Objectives Cont.

E4 Professional Associations

Identify and work with at least five (5) professional associations, including those currently represented on the INK Board, to solicit needs and ideas for expanding the amount, type, or utility (usefulness) of Kansas government information available to them at the state or local level.

Update – Discussions have been undertaken with several associations primarily focused on agriculture. Kansas Wheat Growers Association and Kansas Grain and Feed.

EB2 Local Government

Subscribe to a Request for Proposal notification service and, by discussions with other NIC states and work with the Kansas Association of Counties and League of Kansas Municipalities, identify and market existing or new services to local government. Subscribe to a Request for Proposal notification service and, by discussions with other NIC states and work with the Kansas Association of Counties and League of Kansas Municipalities, identify and market existing or new services to local government. Identify state agencies with local partners in these areas and seek their insight with the idea of expanding the base of users to include users of local information and services.

Update – This has not been undertaken yet as we continue to work through current projects.

7

Objectives Cont.

A1 GIS

Partner with state geographic systems governance group (GIS Policy Board), state Geospatial Information Officer and state agencies to help agencies increase use of GIS in their work and both publish and facilitate the delivery of resulting public information.

Update – This has not been undertaken yet as we continue to work through current projects. DASC is a participating member of the group working on the Assessment Connect project for KDOR.

A2 Accessibility

Encourage, support, and partner with state technology accessibility organizations. Expand involvement with the Kansas Partnership for Accessible Technology, including solicitation of opportunities to contribute and use expertise from the state's accessible technology community.

Update – We are having regular conversations with Cole Robison, Director of IT Accessibility.

8

Q4 Objectives

The following are the Q4 objectives. These will be carefully considered as part of the INK Strategic Planning Process. If one or more of these align with that plan, they will be incorporated into the plan with a detailed strategy.

E1 Data Inventory

S2 Open Data Opportunities

AD1 Advising the State on citizen / business access to government data

9

Other Objectives Updates

G2 Data Feeds (and APIs and data sets)

Currently paused while we focus on other activities.

G4 Search

Current focus is discussing various approaches taken for search with other NIC states.

EB1 Expand User Base

Currently paused while we focus on other activities.

S2 Open Data Opportunities

Subject matter experts presented to the INK Board: Stefaan Verhulst – NYUGovLab; Ed Kelly Texas CDO, Ed Kearns, First Street Foundation (February 2022)

AD1 Advising the State

Part of the INK Strategic Planning Process

10

Strategic Planning Initiative

This is one of the primary elements of the 2022 INK Business Plan. This will help add, shape, and refine many of the objectives in the INK Business Plan.