

# Information Network of Kansas Board Meeting Minutes

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## February 2022 Regular INK Board Meeting February 3, 2022

### Opening

A meeting of the INK Board was called to order via online videoconference in Zoom at 10:00 a.m. by INK Board Chair Tom Sloan with the following members present:

Lori Blake, representing the Kansas Association of School Boards

Mark Burghart, Secretary of Revenue

Kate Butler, representing the Kansas Bar Association

Jennifer Cook, representing the Secretary of State (*joined meeting during the Executive Session at 10:37a.m.*)

Jim Haugh, representing the Secretary of Commerce

Vicky Ortiz, representing the Kansas Library Association

Kristy Wilson, representing the Kansas Association of Insurance Agents

Glen Yancey, representing the Executive Branch Chief Executive Technology Officer

### Others Present

Molly Saunders, Shockey Consulting; Susan Mauch, INK Board Counsel; Duncan Friend, Information Network of Kansas; Nolan Jones, James Adams, and Ashley Gordon, Kansas Information Consortium, LLC.

### Consent Agenda

The Consent Agenda for the meeting included the draft meeting minutes for the regular meetings of the Board on October 6, 2021, November 4, 2021, and January 6, 2022, along with the January 2022 Network Manager Report and a KanPay payment processing contract for Lyon County Planning and Zoning.

Friend noted before the Consent Agenda was approved that while the October 6, 2021 minutes had been distributed to the Board and were ready for approval, the November 4, 2021 and January 6, 2022 meeting minutes were not yet complete, and should be removed.

**Action Taken:** Burghart moved to approve the Consent Agenda, without the November 4 and January 6 meeting minutes, seconded by Haugh. There was no discussion. The motion was approved unanimously.

### Regular Agenda

#### *Regular Business*

#### 1) **Strategic Planning: Update on Project Status / Timeline**

The meeting opened with a brief presentation by Molly Saunders, Organizational Performance Practice Leader with Shockey Consulting, LLC discussing next steps on the INK Board Strategic Planning initiative. *<A copy of the presentation is attached.>* Sloan asked if there were any questions on the presentation. Burghart asked if Friend would send out Saunders' slides and he confirmed that he would. Sloan had on his calendar that there was a meeting scheduled for March 4 for 1-3pm and asked if that was cancelled and Saunders confirmed what it was. Friend confirmed that because the schedule had changed, some would stay – the February meetings – but the others will be moved. There were no other questions.

**Action Taken:** None.

*<Saunders left the meeting>*

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### 2) Executive Session: Attorney Consultation on Personnel and Financial Matters

Sloan asked Friend how long would be needed for the Executive Session and Friend confirmed it would be about 20 minutes. Friend then briefly discussed the general content planned for the Executive Session and Sloan asked for a motion.

**Action Taken:** Haugh moved that the meeting of the Information Network of Kansas Board of Directors be recessed for a closed executive meeting for twenty minutes beginning at 10:18 a.m. for three purposes - pursuant to K.S.A. § 75-4319(b)(2) for consultation with an attorney for the public body which would be deemed privileged in the attorney-client relationship involving 1) personnel matters of non-elected personnel including the Executive Director and a potential new position at INK, 2) for consultation involving the Information Network of Kansas Network Manager Contract renewal, and 3) legal matters as it relates to the INK grant program, with the Information Network of Kansas Board of Directors to resume the open meeting at the current location at 10:38 a.m. and that this motion, if adopted, be recorded in the minutes of the Information Network of Kansas and be maintained as a part of the permanent records of the Board and that the board members in attendance, their proxy representatives, Friend, and Mauch attend. Seconded by Yancey. There was no discussion. The motion was approved unanimously.

The Board returned to open session at 10:38 a.m. The Chair then asked for a motion to return to Executive Session for the same purposes as stated in the original motion above - to continue the discussion - for 15 minutes to begin at 10:40 a.m. and return at 10:55 a.m.

**Action Taken:** Yancey moved that the meeting of the Information Network of Kansas Board of Directors be recessed for a closed executive meeting for twenty minutes beginning at 10:40 a.m. for three purposes - pursuant to K.S.A. § 75-4319(b)(2) for consultation with an attorney for the public body which would be deemed privileged in the attorney-client relationship involving 1) personnel matters of non-elected personnel including the Executive Director and a potential new position at INK, 2) for consultation involving the Information Network of Kansas Network Manager Contract renewal, and 3) legal matters as it relates to the INK grant program, with the Information Network of Kansas Board of Directors to resume the open meeting at the current location at 10:55 a.m. and that this motion, if adopted, be recorded in the minutes of the Information Network of Kansas and be maintained as a part of the permanent records of the Board and that the board members in attendance, their proxy representatives, Friend, and Mauch attend. Seconded by Butler. There was no discussion. The motion was approved unanimously.

The Board returned to open session at 10:55 a.m.

**Action Taken:** Yancey moved to direct the Executive Director to reach out and establish contact with the Department of Administration, State Employee Health Benefit Plan, and KPERS for the purpose of defining the process for INK to create positions, to hire those positions, to pay salary and benefits to those positions. Also, for the Executive Director to work with INK Legal Counsel to extend the Shockey Consulting contract through the end of planned deliverables dates. And, to work with Shockey Consulting to get their review of

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and guidance on the Executive Director and assistant director's position descriptions early in the strategic planning process. Blake seconded. The motion was approved unanimously.

### 3) 2021 Business Plan Outcomes Review

Jones presented a brief overview of the status of each of the initiatives (28) included in the previous INK Business Plan for calendar year 2021. *<A copy of the presentation is attached.>* Friend closed by noting that the business plan at present only addressed new initiatives, not work or performance related to ongoing operations. There was no discussion.

**Action Taken:** None.

### 4) 2022 Business Plan

Jones presented and discussed along with Friend the proposed 2022 INK Business Plan that had been sent out in December 2019 and discussed at the last (January 2022) meeting. Friend drew the members' attention to the modification that had been requested regarding agency outreach *<A copy of the presentation is attached.>*

**Action Taken:** Yancey moved to approve the 2022 INK Business Plan as presented, with the caveat that the Board set a hard touch point to reexamine the business plan in light of the outcomes of the strategic planning exercise at the August board meeting. Seconded by Secretary Burghart. The motion was approved unanimously.

### 5) Public Information needs of Agencies and User Associations represented on the Board

Sloan discussed his representation on the board of the Kansas Rural Water Association and their annual conference as an example of himself as a private sector representative and the role of members in connecting INK to their associations – as well as public sector members to their agencies. Friend added that the statute asked that members promote the use of INK by their association. He noted that what he ended up doing for KRWA was related to getting their data out, but the concept for INK was really trying to identify information that these association users wanted from the state – what do they need from which agencies? Blake hoped that the strategic planning process would help define a process where association representatives could learn about what INK did for their communities already and prepare them to go back and have those conversations. There was no further discussion.

**Action Taken:** None.

### 6) INK Financial Administration

Friend explained that INK's accountants, MizeCPAs, submitted a fee increase for the new year. The budget that was approved by the Board accommodates this, and the letter is in the materials distributed for the meeting. It is around 6%. He was requesting a motion to agree to the price increase and have the Executive Director sign and return the letter.

**Action Taken:** Blake moved to continue the contract with MizeCPAs at the new price as reflected in the letter. Haugh seconded. There was no discussion. The motion passed unanimously.

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Friend briefly discussed the history of INK filing a tax return in order to be able to remove the Executive Director from the state payroll system – a move that had later been cancelled by the Board and had unwound things after he left, like withholding set up at Department of Revenue. Friend had been contacted in the last few months by the accountants noting that the 2017 return had not been filed, but it had been mailed to the wrong address for INK. At the time of the filing, INK had no Executive Director, he was the Kansas Business Center Project Manager and there had been discussion with the board about making it the final filing. When the accountants had contacted him, he wasn't sure he did have the authority to sign it, so he wanted to confirm that with the board and gain their approval to file it. He directed the members to the filing included in the packet and page 1 of the Federal Supplemental Information that explains that it would be the final filing and why. He understood from the accountants that because it was \$0 there would be no impact, other than possibly the IRS contacting them because they had ceased filings. He had not been contacted by them to-date (since 2016). Sloan asked if there were any questions. There were none.

**Action Taken:** Yancey moved to approve filing the return. Butler seconded the motion. There was no further discussion. The motion was approved unanimously, with Secretary Burghart recusing himself.

### 7) Legislative Update

Friend indicated he had been tracking legislation, along with Jones. Jones recapped several topics being tracked, including bills on medical marijuana (NIC provides software related to licensing this), sports wagering, some legislation outside the state involving privacy – Friend noted how this kind of legislation could potentially impact INK's business in Kansas. Jones also finds it valuable to see what legislation agencies are presenting on that may present opportunities for INK.

**Action Taken:** None.

### 8) Network Manager Report

Jones provided a general update on activity during the month, discussing the status of the special agency outreach efforts. He then discussed the work they were starting to update the Homestead Tax application and integrate it with WebFile. Jones also talked about the status of INK's Telegov product rollout at Department of Revenue. Finally, he addressed work INK had done with online forms to help the Board of Nursing implement a Governor's announcement allowing nurses to come into the state to work during COVID-19 that don't have multi-state licenses. Sloan asked if there were any questions. There were none. Friend added that he did receive an email related to the status of the state home page update, a topic that would normally have been in Jones' report. A person in the Department of Administration that they had been working with confirmed that he had reached out to the cabinet agency public information officers and was waiting on feedback. Friend also added that, in listening to Jones, he wanted to emphasize that a number of the changes KIC worked on were recurring annual updates based on legislation for licensing agencies, as fees change, along with requirements, and these are always on a timeline for the agencies.

**Action Taken:** None.

### *New Business*

There was no new business for discussion.

**Adjournment:** Secretary Burghart moved to adjourn the meeting at 11:58 a.m. Seconded by Yancey. The motion was approved unanimously.

# INK Strategic Plan

Board Meeting  
February 3, 2022

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## Agenda

- Introduction
- Strategic Planning Process & Timeline
- Key Dates for INK Board
- Questions

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## About Molly

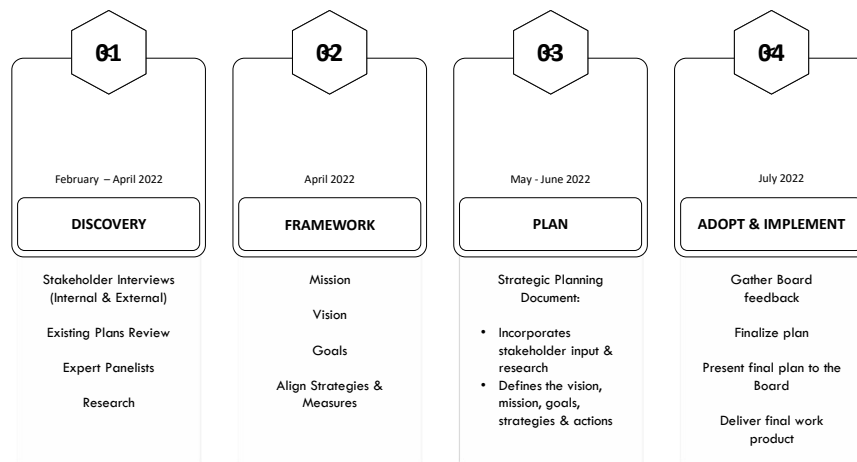
Shockey Consulting  
 Organizational Performance Practice Leader

- Former government manager
- Integrate process, policy and people!
- Work with organizations, communities, and individuals to boost performance
- Undergraduate degree in Political Science
- Master’s degrees in Public Administration & Counseling Psychology
- K-State, KU, & UMKC



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## Process & Timeline



Six Progress Reports throughout the process

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## INK Board Key Dates

02.03.2022	<b>Board regular meeting:</b> Project kick-off with Shockey Consulting
02.11.2022	<b>Board special meeting:</b> Expert Panel ( <i>Stefaan Verhulst, GovLab; Chris Neff (NIC); Ed Kelly, Texas Chief Data Officer</i> ) - <i>Facilitated by Molly Saunders</i>
02.15.2022	<b>Board special meeting:</b> Expert Ed Kearns, Chief Data Officer, First Street Foundation (former NOAA) Debrief on expert panel (takeaways/inspirations) INK Overview / SWOT Presentation
04.07.2022	<b>Board regular meeting:</b> Stakeholder Interviews Summary Baseline Summary Document Phase I Findings Presentation
TBD (Mid-April)	<b>Board visioning session:</b> Conduct SWOT Develop Mission and Vision
TBD (Late April)	<b>Board visioning session:</b> Refine Vision and Mission Identify Goals
TBD (Early May)	<b>Board visioning session:</b> Present Draft Strategic Visioning Document & Phase II Recommendations Refine Strategic Framework (Vision, Mission, Goals) Review and Prioritize Action Plan (Strategies, Measures, Responsibilities)
06.02.2022	<b>Board regular meeting:</b> Present draft strategic plan document for Board review and comment
07.07.2022	<b>Board regular meeting:</b> Executive Director & Shockey Consulting present final strategic plan to Board

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## Questions?

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# 2021 INK Business Plan Status Update

February 3, 2022

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General Overview

28 Initiatives

Updates on these Initiatives

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## 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.


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## 2021 Updates

- G1 – Implement Mobile Services – On hold
- G2 – Expand Help Desk System – Completed
- G3 - Expand Contact Info – Awaiting launch of new Kansas.gov site.
- G4 - Enhance INK Social Media Directory – Completed.
- G5 – INK Social Media Review – Paused while KIC hires new employee.
- G6 – Social Media Pilot – Not undertaken in 2021.
- G7 – API Directory – Not undertaken in 2021. [Included in the proposed 2022 INK Business Plan]


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 <p style="text-align: center;">2021 Updates Continued</p>	<ul style="list-style-type: none"> <li>• G8 – Investigate New Payment Solutions – Investigated but no significant changes made.</li> <li>• G9 – Improve Usability of Kansas.gov – Due to expedited development of the new Kansas.gov site this was not undertaken.</li> <li>• G10 – Live Chat / Chatbots – Ongoing. Currently working with KDOR to implement both live chat and chatbots. [Included in the proposed 2022 INK Business Plan]</li> <li>• E1 – Perform Collaborative Data Assessment – Elements incorporated into the INK Outreach program</li> <li>• E2 – Identify / Evaluate COVID-19 Data for Public Reuse – Not undertaken</li> </ul>
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 <p style="text-align: center;">2021 Updates Continued</p>	<ul style="list-style-type: none"> <li>• E3 – Assess Data from new Kansas Judicial System. Discussions with OJA are ongoing regarding alternative approaches for providing court record data. [Included in the proposed 2022 INK Business Plan]</li> <li>• E4 – Department of Corrections Data – Ongoing discussions with the Dept. of Corrections. Project currently on hold at request of DOC.</li> <li>• EB1 – Implement Mobile Platform – Paused</li> <li>• EB2 – Identify / Adopt Mobile Best Practices – Paused</li> <li>• EB3 – Rebranding to Merge Public View of INK/KIC – Ongoing</li> </ul>
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 <p style="text-align: center;">2021 Updates Continued</p>	<ul style="list-style-type: none"> <li>• EB4 – Market Services – Primary focus was marketing WebFile.</li> <li>• EB5 – Increase Use of Web Analytics – Completed. Implemented expanded use of Google Analytics. Regular evaluation of analytics is ongoing.</li> <li>• EB6 – Gather / Develop Materials in Support of 30<sup>th</sup> Anniversary. Ongoing</li> <li>• A1 – Work with Organizations Representing Disabled Users to improve accessibility of INK Services – Not undertaken yet. [Included in the proposed 2022 INK Business Plan]</li> <li>• A2 – Encourage, support, and partner with state technology accessibility organizations – Not undertaken yet.</li> </ul>
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 <p style="text-align: center;">2021 Updates Continued</p>	<ul style="list-style-type: none"> <li>• A3 – Identify and implement two opportunities to provide online services – Completed. These included: Butler County Community Corrections, Dept of Commerce: Innovations in Rural Development, and Dept. of Commerce - Minority and Business Awards Women’s Luncheon</li> <li>• S1 – Conduct at least three online focus groups – Not undertaken</li> <li>• S2 – Survey the public – Not undertaken</li> <li>• AD 1 – Assist / advise the state in strategic planning and policy for Information Management –</li> <li>• OS 1 - Perform Reviews of Key Areas of INK operations - Ongoing</li> </ul>
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## Year End Review

Many agencies are still significantly impacted by the ongoing Pandemic. We have been sensitive to these challenges both in working with agencies on new projects and pausing other projects.

The INK Strategic Planning project has the potential to create new business plan objectives for 2022.

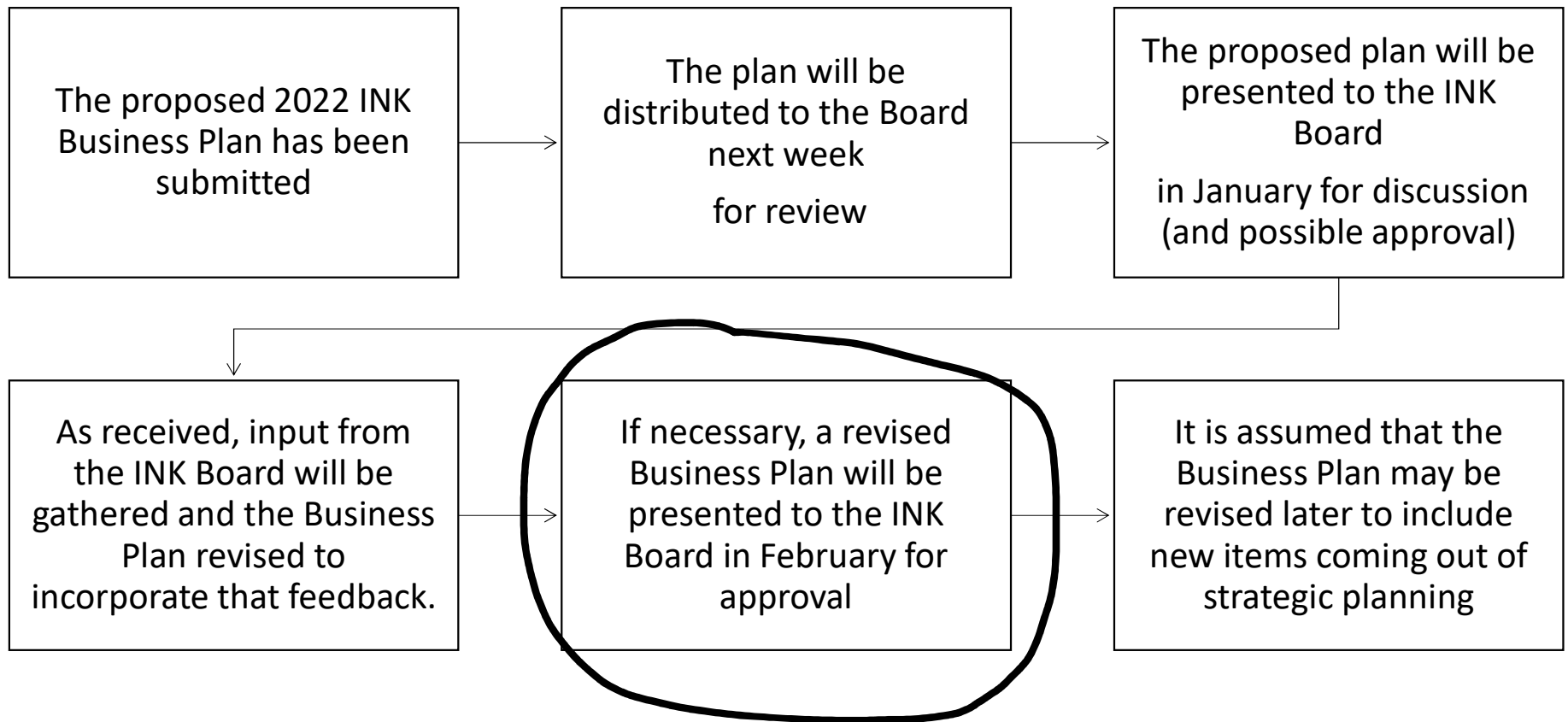
One of the primary benefits of INK is its ability to quickly adapt to the changing needs of agencies. This allows us to pivot on projects quickly. For example, the KBI/AG have needed enhancements to the Scrap Metal system after learning about the needs of its users.

# Proposed 2022 INK Business Plan Update – February 2022

INK Board Presentation

February 3, 2022

# Process



# 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

# 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.



# Q1 Priorities

Launch of Kansas.gov website

Live chat / chatbots

Judicial Branch – Court Records

Engage with the Center for Digital Government

TeleGov

INK Subscriber Survey

# Next Steps

Action by the INK Board

If approved, Duncan and Nolan to jointly discuss implementation plans and tracking for each of the initiatives

Status of the INK Business Plan objectives to be presented to the INK Board each quarter

Proposed changes to the INK Business Plan based upon the INK Strategic Plan and or the Agency Outreach Program will be presented to the INK Board for consideration and approval.