Board of Directors Meeting

June 3rd, 2014

AGENDA
Information Network of Kansas Inc.
Board of Directors Meeting
700 SW Harrison Topeka, Kansas 66603
2nd Floor Conference Room
Tuesday June 3rd, 2014
10:00am - 1:00pm CST

Consent Agenda: *Please NOTE: Any Board member may request an item be removed from this consent agenda and moved to the regular agenda for discussion.*
   May 2014 INK Board Minutes
   May 2014 Executive Director Report
   May 2014 Network Manager Report

Service Requests

There are no service requests for May.

Contracts for Approval

The following entities are requesting an Over-the-Counter service which will allow using credit cards and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Mary Cotton Public Library (KPC)
Dodge City Public Library (KPC)
Pioneer Memorial Library (KPC)
City of Buffalo (KPC)
City of Benton (KPC)
Cheney Public Library (KPC)
Eudora Public Library (KPC)

Regular Agenda:
1. **KDWPT RFP Update**   **5 minutes**
2. **Executive Session: Consultation w/Counsel**   **60 minutes**
3. **Executive Session: Personnel Issues**   **60 minutes**
4. **Lunch**   **30 minutes**
5. **KDOR Applications**   **20 minutes**
6. **Kansas Business Center**   **30 minutes**
7. **New Business**
8. **Adjourn**

   Next Meeting July 1st, 2014

Information Network of Kansas Inc.
Board of Directors Meeting Minutes
June 2, 2014

The June 2, 2014 meeting was conducted in 700 SW Harrison, Topeka, Kansas, 66603, 2nd Floor Conference Room.

At 10:00 a.m. Joe Connor called the meeting to order.

Board members and proxies present: Jim Clark, Joe Connor, Kevin Cronister (Jordan), Scott Hill, Gary Landeck, Travis Rozean, Kathy Sachs (Kobach), and Donna Shelite (Schlinsog).

Others present: Jim Hollingsworth, INK Executive Director, Phil Elwood of Goodell Stratton Edmonds & Palmer (INK Counsel), Bryan Dreiling of OITS, Jim Minihan of iMerge Consulting, Eric Rucker of Secretary of State, Shane Myers, James Adams, Wayne Dirks (Kansas Information Consortium LLC), Scott Somerhalder of NIC, Inc. and Ashley Gordon.

Connor introduced the consent agenda for approval.
May 2014 INK Board Minutes
May 2014 Executive Director Report
May 2014 Network Manager Report

Contracts presented for approval:
Mary Cotton Public Library (KPC)
Dodge City Public Library (KPC)
Pioneer Memorial Library (KPC)
City of Buffalo (KPC)
City of Benton (KPC)
Cheney Public Library (KPC)
Eudora Public Library (KPC)

Cronister moved to approve the consent agenda, Clark seconded. Motion passed.

Connor introduced the Regular Agenda. Hollingsworth stated the KDWPT was still under evaluation by the agency. Myers stated that the RFP requested a contract be executed by July 1st.

At 10:05, Cronister moved that the meeting of the Information Network of Kansas be recessed for a closed, executive meeting pursuant to Joint Rule 5 of the Joint Rules of the Senate and House of Representatives and subsection (b)(13) of KSA 2000 Supp. 75-4319, as amended by Section 2 of Chapter 190 of the 2001 Session Laws of Kansas, for the purpose of confidential data relating to consultation with counsel and that the Information Network of Kansas resume the open meeting in this room at 11:05 a.m. and 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. Seconded by Hill. Motion passed.
At 11:05 a.m. Connor returned the board to regular session stating no binding action had been taken.

At 11:10 a.m. Hill moved that the meeting of the Information Network of Kansas be recessed for a closed, executive meeting pursuant to Joint Rule 5 of the Joint Rules of the Senate and House of Representatives and subsection (b)(13) of KSA 2000 Supp. 75-4319, as amended by Section 2 of Chapter 190 of the 2001 Session Laws of Kansas, for the purpose of confidential data relating to personnel issues and that the Information Network of Kansas resume the open meeting in this room at 11:40 a.m. and 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. Seconded by Landeck. Motion passed.

At 11:40 a.m. Connor returned the board to regular session stating no binding action had been taken.

At 11:45 a.m., Connor recessed the board for lunch. At 12:08, Connor returned the board to regular session.

Hollingsworth noted a reduction in budgeted net revenue due to the discontinuance of the KDOR motor carrier vehicle permitting application and the KARDS system. Hollingsworth stated that he received notification of the discontinuance of the KDOR motor vehicle permitting application, but did not receive any notification of the discontinuance of the KARDS system. Hollingsworth stated the discontinuance will have an approximate $41k reduction in net revenue.

Cronister contended they were not the lead agency on the project. Cronister said regarding the ACH fee, they are trying to get customers out of the DMV offices and move those transactions to an online environment. Hollingsworth said that Cronister had also spoke of the discontinuance of the Web Tag application payment processing and that the net revenue reduction would be in excess of $1.4 million in net revenue to the portal.

Myers noted that the contracts for Web Tags is with each individual county and reminded the board of the payment processing RFP that INK won and that the ACH fee was reduced to $1.25 for KanPay applications only. Cronister added the counties use the web tags application to collect the taxes and forward the monies to KDOR and KDOR then redistributes the monies back to the counties. Cronister contended that an increase in traffic could generate millions of dollars in fees at the county level by utilizing the online solutions and reducing the lines at the county level.

Myers reminded the board of the system automation initiative and that the initial phase of the project is on hold and from a budget perspective the hold status represents a net reduction of $370,000 to the portal and the portal won't see transactions until 2015 at the earliest. Cronister stated he would take the information he learned today and have conversations to determine if the reduced ACH fee would be acceptable.

Cronister reported that a meeting had been held with the Governor's office and the Secretary of State and that the meeting went very well. He stated there are three main goals: 1) a simplified login to do business with Kansas. Governor Brownback wants something to be delivered in September and we will need to develop a press release from INK, Sec of State and KDOR to go

with that. 2) it was agreed that a project manager needs to be hired and will be an employee of INK. 3) this person will be reporting to Secretary Jordan and Secretary Kobach for this project. A job description will be created. It will be an INK-funded project with oversight from KDOR and Secretary of State. Connor asked if "oversight" meant oversight of the project manager. Rozean stated a group of smart people are going to meet OITS, KIC, KDOR and Secretary of State next week to begin draft of initial phase; that Governor Brownback wants basic design by Sept. as was discussed. Cronister and Sachs added that since it is a priority of the Governor, it's a priority of KDOR as well and there will be no other charges to INK for the September rollout except for the project manager if they approve that moving forward. Drieling said we need to make sure we can execute quickly and if not in the five-year plan, we have to be able to let it go. To keep momentum, a completely agreed upon strategic plan is needed. Secretary Clark stated that a near-term goal is in the best interest of the five year plan. He followed with, when the press announcement is made it will say this is what we've done and the project manager will oversee that process.

Discussion ensued between Hollingsworth, Connor, Cronister and Sachs re INK's long-term development plan. Cronister cited it was decided to include labor. Connor doesn't think INK is empowered, and the entity's roles in the plan need to be formalized. Elwood stated INK is a separate corporation and not a department of the government. Secretary Clark noted that INK is being asked to assume a leadership role and therefore an understanding of expectations, timeframes, resources and money is needed. Hollingsworth inquired about authorization to use funds of $379,000 for the project manager and whether that position would be worthwhile. Cronister proposed the project manager report to INK and Secretary of State and Secretary Jordan. Sachs noted the KBC is of high importance and utilizing the existing applications is a priority. It was suggested that a motion be made to provide a manager on a six month trial basis to work with Hollingsworth. Landeck moved to hire a project manager for a six-month period. Connor seconded. Hollingsworth asked if there was consideration for utilizing a KIC project manager. Cronister replied it was decided it should be a new person with no interest in either agency. The motion carried.

Connor asked if there was any new business to be discussed. Hollingsworth noted that Mr. Rozean is leaving his position on the Board and that his appointment expires August 30. Hollingsworth expressed his gratitude for Mr. Rozean's guidance and leadership during his six years of service to INK and the state.

Hollingsworth requested a subcommittee of the board to select the three candidates for the Governor's consideration. Hollingsworth stated the open board position would be to represent a user association of state-wide character. Landeck volunteered to chair the selection committee. Sachs, and Hill agreed to also be a member of the selection subcommittee. Hollingsworth stated the original intent of this position in the membership was to have customer representation on this board and bring to the board development requests from their constituency. Having no further action, Connor adjourned the meeting at 1:10 pm.

Information Network of Kansas Inc.
Board of Directors Special Meeting Minutes
June 17, 2014

The June 17, 2014 INK board special meeting was conducted in 300 SW 8th Street, Topeka, Kansas, 66603, 3rd Floor Conference Room.

At 1:35 a.m. Joe Connor called the meeting to order.

Board members and proxies present: Joe Connor, Scott Hill, Jim Clark, Terry Holdren, Gary Landeck, Travis Rozean, Kathy Sachs (Kobach), and Anthony Schlinsog.

Others present: Jim Hollingsworth, INK Executive Director, Phil Elwood of Goodell Stratton Edmonds & Palmer (INK Counsel), Jim Minihan of iMerge Consulting.

At 1:36 a.m. Sachs moved that the meeting of the Information Network of Kansas be recessed for a closed, executive meeting pursuant to Joint Rule 5 of the Joint Rules of the Senate and House of Representatives and subsection (b)(13) of KSA 2000 Supp. 75-4319, as amended by Section 2 of Chapter 190 of the 2001 Session Laws of Kansas, for the purpose of confidential data relating to financial affairs or trade secrets of corporations, partnerships, trusts, and individual proprietorships; and that the Information Network of Kansas resume the open meeting in this room at 2:06 a.m. and 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. Seconded by Landeck. Motion passed.

At 2:00 p.m. Connor announced the board was back in regular session and that no business had been conducted while in executive session.

Clark moved to accept the draft amended network manager contract with the changes in sections 16.2 and section 4 and deliver the contract to KIC, Holdren seconded. Motion was unanimously passed.

Having no further action, Connor adjourned the meeting at 2:02 pm.

Executive Director Report

Submitted by Jim Hollingsworth
INK Executive Director

For Month Ending: **May 2014**

Board Calendar

Jan-14	Feb-14	Mar-14
Grant Committee Report	Financial/Contr Audit Review and Approval	Strategic Planning
Finance Committee Meeting	Strategic Planning	Finance Committee Meeting
Executive Committee Meeting	Executive Committee Meeting	Executive Committee Meeting
	Finance Committee Meeting	Finance Committee Report- 4th Quarter
Apr-14	**May-14**	**Jun-14**
Strategic Planning	Legislative Review Report	Grant Review Committee Meeting
Finance Committee Meeting	ED Contract Review	Quarterly Financials Review
Executive Committee Meeting	Finance Committee Report - 1st Quarter	Finance Committee Meeting
Quarterly Portal Security Audit Scan Results	Contractual Audit Statement of Work Review	Executive Committee Meeting
	Strategic Planning Draft Report	
	Executive Committee Meeting	
Jul-13	**Aug-13**	**Sep-13**
Grant Committee Report and Board Approvals	No Meeting	
Board Membership Review, if applicable		Strategic Business Planning Review
Executive Committee Meeting		Quarterly Financials Review
Finance Committee Meeting		Finance Committee Report 2nd Quarter
Strategic Planning: Draft Report		Executive Committee Meeting
Oct-13	**Nov-13**	**Dec-12**
Officer Nominating Committee	Board Officer Election Subcommittee	Board Officer Election
Quarterly Portal Security Audit Scan Results	Finance Committee Report - 3rd Quarter	KIC/INK Business Plan Review and Approval
Initiate Annual Business Planning	Executive Committee Meeting	INK Budget Review and Approval
Finance Committee Meeting		Grant Review Committee Meeting
Executive Committee Meeting		Finance Committee Meeting
		Executive Committee Meeting

2011 – 2014 Strategies

Strategy 1	Provide increased Access to multiple entities with Kansas state, county and local entities.
Strategy 2	Demonstrate Value of collaboration with state portal to state, county and local governments.
Strategy 3	Demonstrate expanded data Distribution mechanisms to agencies and associations, business community and citizens.
Strategy 4	Implement a recoverable, scalable Infrastructure environment.
Strategy 5	Maintain a highly Secure environment to attain compliance to applicable industry standards.
Strategy 6	Accomplish Benchmarks to measure the progress toward the completion of established metrics with associated timelines.

2014 Strategic Goals

- Access, Value: Coordinate access to information external to the state for seven services.
- Distribution: Implement ten mobile services.
- Distribution: Implement fifteen RSS feeds available from the portal.

2014 Business Plan Tracking ending April

Strategy	Tactics	Complete	In Progress	On Target %	Canceled	Delayed (This Year)	Postponed (Next Year)	New
Strategy 1	8	0	3	38%	0	0	0	0
Strategy 2	10	0	6	60%	0	0	0	0
Strategy 3	21	1	16	81%	0	0	0	0
Strategy 4	3	0	1	33%	0	0	0	0
Strategy 5	5	0	2	40%	0	0	0	0
Strategy 6	7	0	5	71%	0	0	0	0
Total	**54**	**1**	**33**	**63%**	**0**	**0**	**0**	**0**

State Entity Grants:

*changes are highlighted

Active Grants

KSHS Statehouse Visitor Center:

- **Interactive Kiosks for Capitol Visitor Center Lobby**
  Acquisition, installation, and configuration of the hardware and software to support three (3) touchscreen interactive kiosks for the Capitol Visitor Center lobby. $50,000

- **Building Directory Location Services Application**
  Development and implementation of a building directory and location services application to guide visitors to their desired location in and around the Capitol. The directory and location application will be delivered through the interactive

kiosks and, if feasible, on the web and via a mobile app. $10,000

The combined overall scoring from the committee was 2.10. A score of 2.0 or above meets the statutory and strategic objectives approved by the board for INK grants.

Actions Performed:
- Award letter provided to KSHS.
- Requested project plan for equipment purchase, application development and deployment

INK Initiatives:

KBC Restricted Fund

Amount Requested: $500,000
Total Expended: **$119,684.30**
Remaining Balance: $382,465.70

Nature of Request: Explore and implement training and regulatory applications and services from a centralized destination for starting, maintaining and closing a business in Kansas
- Discussions held with representatives from MIT and GovLab. Travel and accommodations paid: **$10,044.30**
- KBC report created by Dazza Greenwood: Amount Paid: **$35,000**
- Programming performed to integrate electronic transactions for Annual Reports application from leading CPA software. Reported as 40% of all Annual Report transactions that are currently not captured electronically.
  - Invoice(s) received and paid for cost of third party programming to develop CPA electronic integration. Amount Paid: **$75.000**

KDWPT RFP
- The contingency contract if the bid was successful has been executed. The contract asserts INK's financial support for the RFP. Revenue generation for INK is negotiated to return 60 – 80% of the potential revenue within the first three to five years.
- The RFP was submitted on time.
- As of the date of this report, no correspondence has been received from KDWPT.

Avamar Updates
- The Va. and Tx. facilities were upgraded to Avamar v7.
- KIC notified INK that the NIC server experienced extremely high CPU utilization and required restarting. Although not confirmed, it is believed the Avamar update and the Oracle database version may be causing the issue.
- Updates to the Avamar server have been postponed since 5/13/14 so as to not destabilize the portal and agency applications.
- Currently, the Texas facility is being used to test an upgrade the Oracle database and further test that the backup can be run successfully. NIC is working closely with Oracle and Avamar technicians. If the test is successful, the solution will be deployed in the Va. facility.
- Once the Avamar backups are reinitiated, the system will go back to the last update and begin replicating the changes to the INK Avamar server.
- Met with Mit Winter or Alexander Open Systems (AOS) and EMC representatives to discuss the upgrade of INK's Avamar server to increase capacity and uplift the operating system.
- The upgrade will require coordination with KIC/NIC technicians to ensure operating system compatibility.

- I have requested that AOS provide capacity reports on the existing INK Avamar server to determine the timeline for the requirement to increase the size of the memory.
- Preliminary bid for the upgrade is approximately $27k. This amount is essentially the same amount expended for the current server with the increase of memory from 2 terabytes to 8 terabytes.

Kansas Business Center/Code for America Conference Call
- Was invited by SOS to participate in a conference call with Luke Norris of Code for America to discuss the submitted application for 2015 Fellowship program.
- Mr. Norris articulated his board of director's resistance to participate in a state environment given their current experience with an existing project with Rhode Island, citing the difficulty of the data ownership and authority in a federated environment.
- SOS provided argument with Kansas' unique environment and relatively small number of entities involved in the KBC initiative.
- Mr. Norris committed to providing their comments to his directors.

Kansas Department of Labor
- Participated in a meeting with Todd Smith (KIC) and Mike Burgess (Labor CIO) to discuss the expanded usage of KanForm and KanPay for collecting Unemployment Insurance payments and conference registration.

State Participation

Information Technology Executive Council (ITEC): (Executive council comprised of private and public representatives charged with the adoption of IT policies for the state enterprise (All Branches) ITEC chairmanship is rotated every year between the three CITOs.)
- Did not meet in May

Information Technology Advisory Board (ITAB) (Agency CIOs and senior managers of state information technology ITAB is chaired by the Executive Branch CITO)
- Met May 20th.
- Received updates on various projects. Of note was the K Trips application. This application replaced the INK developed motor carrier permitting and KARDS applications. The budgeted net revenue decrease to the portal exceeds $40,000. The demonstration detailed how a trucking company can use the application to route across Kansas for oversize/overweight loads and permitting requirements without having to contact KDOR or KDOT, saving the trucking company time. After providing information about the load, the application provides a route across or within Kansas that will accommodate the size or weight of the load.
- INK was properly notified of the discontinuance of the Motor Carrier Permits but not notified of the discontinuance of the KARDS application.

Information Technology Security Council (State agency representatives who provide oversight and policy recommendation to ITEC regarding IT security issues for the state. The council is chaired by the Chief Information Security Officer (CISO))
- Subcommittee meets weekly to review and rewrite the ITEC policy 7230 and 7230a. This policy establishes a default security posture requirement for all state entities. Working with Regents institutions and Legislature representative for applicable coverage of the policy. Prior policy specifically exempted Regents institutions.

Kansas Partnership for Accessible Technology (KPAT) (The Kansas Partnership for Accessible Technology (KPAT) addresses web and information technology accessibility issues and provides related policy, standards, guidelines, and procedural recommendations. KPAT is chaired by the state Accessibility Coordinator, Cole Robinson)
- Did not meet in May

Information Technology Identity Management Group (ITIMG) (State agency, universities, external organizations and Secretary of State representatives who meet to develop policies and regulations to forward the usage and adoption of electronic identity management through the use of Public Key Infrastructure (PKI) The group is chaired by Ivan Weichert, Kansas Geographic Information Officer)

- Did not meet in May.

GIS Policy Board (The Kansas GIS Policy Board is responsible for the development of standards, strategies, and policies that emphasize cooperation and coordination among agencies, organizations, and government entities in order to maximize the cost effectiveness of GIS by creating public and private partnerships throughout Kansas.)

- Was unable to attend the May 12 meeting.

INK Executive Director Board FY 2013 Meeting Follow Up Items:

August Meeting
- Send Gary the template of the nomination letter: **COMPLETED**

- Move KBC discussion to September**: COMPLETED**

October Meeting
- Schedule strategic discussion at November meeting: **COMPLETED**

- Move KBC report to November meeting: **COMPLETED**

November Meeting
- Schedule Data Sharing discussion at December meeting. Invited Dr. Marilu Goodyear to discuss report results: **COMPLETED**

- Schedule an Executive Session in December to discuss KIC's contract: **COMPLETED**

December Meeting

- Add KBC report discussion to January meeting: **COMPLETED**

January Meeting

- Schedule February meeting agenda with 2 hours of strategic discussion: **COMPLETED**

February Meeting

- Send Governor's 25 IT Initiatives to the board: **COMPLETED**

March Meeting

- Speak with the Legislative CITO to clarify the items being scored: **COMPLETED**

May Meeting

- Incorporate revisions to Network Manager contract to accommodate board requests for June meeting: **COMPLETED**

INK Executive Director 2014 Goal Tracking:

- Finalize migration of state data to Avamar
  - Spent early part of November reducing the size of the backup on the Avamar server. Required cooperation between OITS personnel, NIC and INK consultants.
  - Recovery test began 12/3/13. Infrastructure put in place.
  - Discovered database size substantially larger than expected. Cordero server crashed. VMs built and ready.
  - Authorized 3Tb volume be added to Cordero infrastructure.
  - 12/5/13, VPN tunnel between Avamar and Cordero down.
  - 12/11/13, VPN tunnel re-established.
  - 12/12/13, network issue encountered with Cordero
  - 12/17/13, network issue resolved
  - 12/18/13, core dump discovered during recovery initiation, Operating System mismatch identified
  - 12/20/13, First restores begin
  - 12/26/13, Cordero identified backups do not match disk layout. Documentation provided to KIC/NIC
  - 12/28/13, Restores proceeding, expectation is to have backup completed by January 2nd.
  - 12/2/13, All app servers restored, seven utility servers in progress
  - 12/2/13, All servers are up except database. Will begin in morning of the 2nd. File servers identified as not part of the list of servers. Waiting on response from KIC/NIC. Have reached out to network manager for scheduling teleconference to resolve. The effort is frustrated with changes being made to the backup files and file structure without notification of the change.
  - Conference call held 1/6/14 with NIC/KIC/INK and INK contractor. Issues with backup methodology utilized by NIC/KIC identified and resolution described by INK contractor. NIC requested time to review the suggested changes with a follow up call scheduled on 1/9/14.
  - Conference call held 1/9/14 with NIC/KIC/INK and INK contractor. NIC has agreed with and implemented creation of proxy NFS server. Server has been integrated into the backup files on the INK Avamar. INK contractor to begin restoring NFS server and continuing with the development of recovery documentation.
  - Conference call held 1/28/14 with Brady and Minihan. Brady reported the size of the files contained on the Avamar have doubled and the throughput between the OITS and Cordero hosting environment will require greater than 6 days to recover. Options were discussed and we decided to move forward with the recovery in order to test the applications. Once recovery is completed, we will review the issues identified in this year's recovery and work with NIC, OITS and Cordero to develop resolutions.
  - Received notification from OITS stating AOS to perform a Dell Block Upgrade on the Topeka Avamar. It has been asserted the upgrade will have no effect on the update schedule to the data from NIC. The upgrade is scheduled for April 7, starting at 8:30 AM CDT.
  - Upgrade was performed with no issues.

- Within next few months will be working with consultants to schedule the timeline of this year's recovery of the Avamar in a Cordero environment.
- The Va. and Tx. facilities were upgraded to Avamar v7.
- KIC notified INK that the NIC server experienced extremely high CPU utilization and required restarting. Although not confirmed, it is believed the Avamar update and the Oracle database version may be causing the issue.
- Updates to the Avamar server have been postponed since 5/13/14 so as to not destabilize the portal and agency applications.
- Currently, the Texas facility is being used to test an upgrade the Oracle database and further test that the backup can be run successfully. NIC is working closely with Oracle and Avamar technicians. If the test is successful, the solution will be deployed in the Va. facility.
- Once the Avamar backups are reinitiated, the system will go back to the last update and begin replicating the changes to the INK Avamar server.

- Lead effort to obtain input for portal RFP/RFI
  - Strategic plan discussion will lead next steps
  - RFP determination will be discussed at the May 2014 meeting.
- Develop and present to Board a communication plan for legislative, judiciary and agency partners in the third quarter of evaluation
  - Have reached out to Terri Clark to schedule a meeting with Legislative CITO to discuss scheduling meetings with selected Legislators.
  - Will be working with board members for input.
- Develop and implement tool for monitoring customer satisfaction among major customers. Conduct annual survey to identify successes and improvement areas.
  - Have developed various customer satisfaction surveys. The four surveys are designed to address INK's different customer groups: Existing Agency customers, Prospective Agency customers, Existing public customers, Project Development Summary. **(the surveys are attached separately)**
- Monitor and report on INK's Strategic plan on a monthly basis.
  - Provided monthly in Executive Director report.
- Identify executive leadership development opportunities for the Executive Director.
  - Continue to seek out opportunities.
  - Was invited to speak at Mobile Marketing Strategies Summit in Feb.
    - Travel approved by Board Jan. 2014
    - Received email from Summit organizer stating attendance volumes were less than expected and they deleted the portion of the summit in which INK would have spoken. Basically, we got told thanks.
  - Have discussed with Anthony for additional appropriate opportunities
- Develop set of action items following each board meeting.
  - Included in monthly Executive Director Report.
- Continue to maintain open communication with the Network Manager.
  - Ongoing
- Develop orientation plan for new Board members
  - Developed board member packet for new members.
  - Have met with all new members to review.
  - Encourage any clarifying questions.
  - Continue to meet periodically with members
- Continue to construct a Board calendar for monthly re-occurring agenda items.

- o Included in monthly Executive Director Report.
- Develop customer surveys to better understand customer needs
  - o Provided in May 2014, four separate surveys designed to provide specific information from individual functions within the agency, i.e., business managers, technical contacts, and INK subscribers.

Information Network
of Kansas
Board of Directors

Kansas Information Consortium, LLC
General Manager's Report
Month Ending May 31, 2014

Inside

Executive Summary

Kansas.gov is staying very busy and productive as the month of May is wrapping up. Many of the highlights this month revolve around the Kansas.gov portal:

- The KIC team is proud to announce that a redesigned version of Kansas.gov that was launched on April 30. The updated site includes a mobile-focused development, a new look and feel, refined user navigation, and incorporation of a robust, public API.

- In concert with the launch, KIC, on behalf of INK, submitted the portal site for consideration in eRepublic's annual "Best of the Web" awards.

- In addition to submitting the portal for consideration in the "Best of the Web" awards, KIC, on behalf of INK, also submitted the Kansas Property Tax Payment application as a contender for the Digital Government Achievement Awards. As an entrant in the category of "citizen to government," KIC hopes to be recognized for the myriad improvements made to the Property Tax Payment application. These updates include turnkey functionality for participating county treasurers, mobile-focused UX for customers, roles-based credentialing, and a completely new administrative site.

- KIC Business Development Managers and Project Managers had a busy month! BDMs launched 8 products to both state and local government entities. PMs launched 4 PCRs to our state partners.

Please contact me if you have any questions at 785.296.7171 or via email at smyers@egov.com.

Respectfully submitted,

Shane Myers

Shane Myers, General Manager

New Service Requests & Contracts for Approval

Service Requests

No service requests during the month of May.

Contracts for Approval

Mary Cotton Public Library (KPC) – Mary Cotton Public Library requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Dodge City Public Library (KPC) – Dodge City Public Library requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Pioneer Memorial Library (KPC) – Pioneer Memorial Library requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

City of Buffalo (KPC) – City of Buffalo requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

City of Benton (KPC) – City of Benton requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.   (Pending)

Cheney Public Library (KPC) – Cheney Public Library requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Eudora Public Library (KPC) – Eudora Public Library requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.
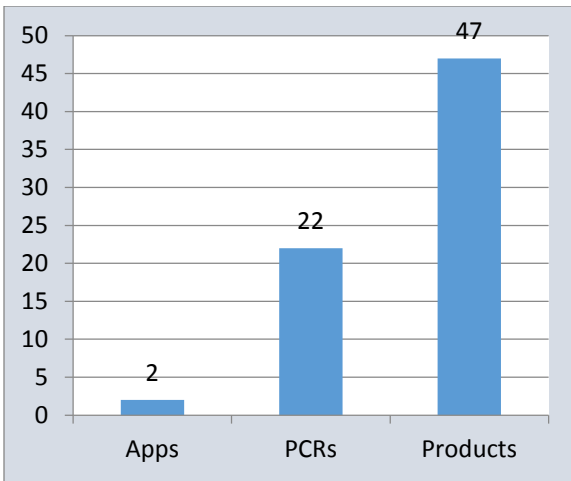
Deployment Summary

Year-to-Date

Monthly Deployments (since January 2014)

	Jan	Feb	Mar	Apr	May
Applications	1	0	1	0	0
Project Change Requests	4	2	7	5	4
Products	11	16	3	9	8
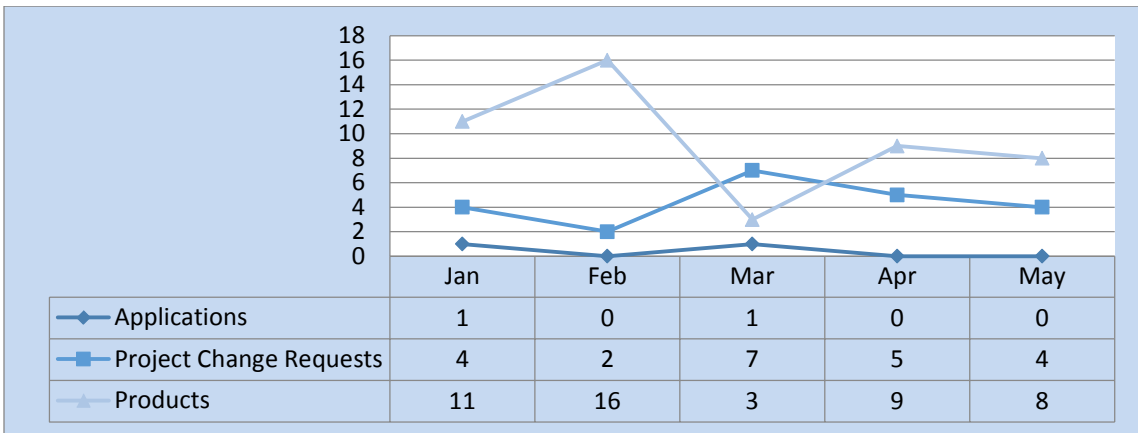
Applications Deployed

Agency	Project Name	Deployment (Month)
OJA	Court Case eFile	Jan-14
KSSOS	TPE Direct Payment Processing	Mar-14

Project Change Requests Deployed

Agency	Project Name	Deployment (Month)
KDOR	Title Lien and Registration Search (TLR) 2013 Updates	Jan-14
KDOR	WebFile Homestead Claim 2013 Tax Year Update	Jan-14
KDOR	WebFile Income Tax Return 2013 Tax Year Update	Jan-14
KDADS	HOC Criminal History Record Check Change Backend Host	Jan-14
KSSOS	Corporate Annual Report New AKP029 File	Feb-14
KDOR	IFTA Additional Decals Google Analytics and Survey Gizmo Update	Feb-14
KSSOS	Corporate Annual Report Remove Director Limits	Mar-14
KREAB	Appraiser License Renewal 2014 Updates	Mar-14
KSSBEO	Optometry License Portal 2014 Cycle Update	Mar-14
KSBHA	KSBHA Subscriber License Verification Date Format Update	Mar-14
KDA	Seed Business Registration 2014 Cycle Updates	Mar-14
KSSOS	Dissolutions Google Analytics Update	Mar-14
KSBHA	Disciplinary Actions 2014 Updates	Mar-14
KSSOS	Articles of Incorporation (AOI) Coop Name Rule	Apr-14
KSSOS	Corporate Name Change Coop Name Rule	Apr-14
KSSOS	Articles of Incorporation (AOI) Update URL and eMail	Apr-14
KSSBEO	Optometry License Portal Enhance Search Results	Apr-14
KDB	Dental License Verification Status Update	Apr-14
KBP	Pharmacy License Renewal Enhance Export Notification	May-14
KBP	Pharmacy License Renewal Remove Disciplinary Restriction	May-14
BSRB	BSRB License Renewals 2014 Enhancements	May-14
KSBN	Nurse License Verification Change License View	May-14

Products Deployed

Agency	Project Name	Deployment (Month)
CYHL	KanPay Counter: City of Highland Water and Sewer	Jan-14
CYHL	KanPay Counter: City of Highland Court	Jan-14
FNCO	KanPay Counter: Finney County Treasurer	Jan-14
FNCO	KanPay Counter: Finney County Motor Vehicle	Jan-14
RLCOGIS	KanPay Counter: Riley County GIS	Jan-14
WYCO	KanPay Counter: Wyandotte Planning	Jan-14
KBOB	KanForm: Expired License Restoration as of 2014	Jan-14
KBOB	KanForm: License New and Renewals (Non-Expired) as of 2014	Jan-14
KBOB	KanForm: Licensed Barber College - New and Renewal Licenses	Jan-14

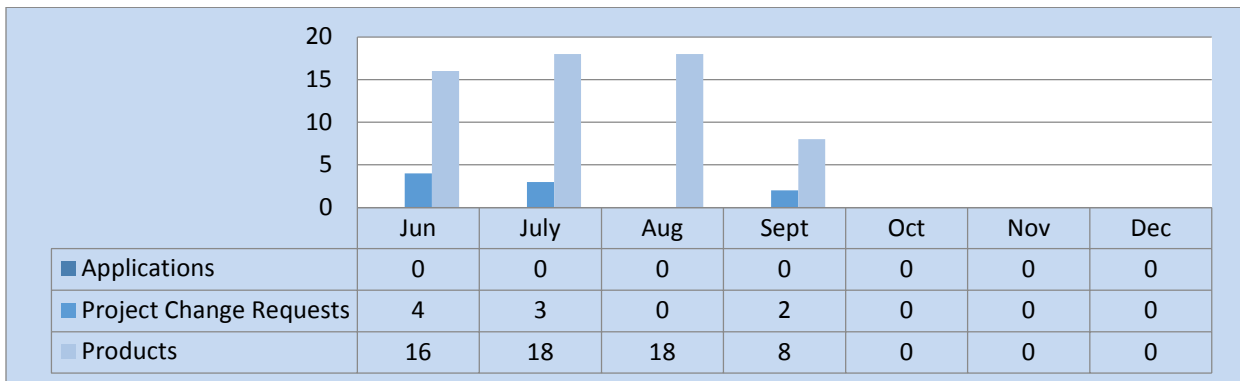|		
KDOC	KanForm: Rural Opportunities Conference Registration 2014	Jan-14
KUCR	KanForm: Aerospace Engineering: 70th Reunion	Jan-14
KDOC	KanForm: Rural Opportunities Conference Sponsorship	Feb-14
TRCO	KanPay Counter: Trego County Clerk	Feb-14
LGCO	KanPay Counter: Logan County Health Department	Feb-14
LGCO	KanPay Counter: Logan County Clerk	Feb-14
FNCO	KanPay Counter: Finney County Clerk	Feb-14
FNCO	KanPay Counter: Finney County Community	Feb-14
KSUEXT	KanPay Counter: Jackson County	Feb-14
KSUEXT	KanPay Counter: Nemaha County	Feb-14
KSUEXT	KanPay Counter: Pottawatomie County	Feb-14
USD446	KanPay Counter: Independence Senior High	Feb-14
USD446	KanPay Counter: Independence Middle School	Feb-14
USD446	KanPay Counter: Independence Jefferson Elementary	Feb-14
USD446	KanPay Counter: Independence Eisenhower Elementary	Feb-14
USD446	KanPay Counter: Independence Board of Education	Feb-14
USD254	KanPay Counter: Medicine Lodge USD 254	Feb-14
ATCHLIB	KanPay Counter: Atchison Public Library	Feb-14
KCJIS	KanForm: KCJIS Conference Registration 2014	Mar-14
KCJIS	KanForm: KCJIS Conference Vendor Registration 2014	Mar-14
RLCOPAD	KanPay Counter: Riley County Planning and Development	Mar-14
CLCOHD	KanPay Counter: Clay County Health Department	Apr-14
KSA	KanPay Counter: Kansas Sheriffs' Association	Apr-14
GTCO	KanPay Counter: Grant County Clerk's office	Apr-14
GTCO	KanPay Counter: Grant County Public Works	Apr-14
GTCO	KanPay Counter: Grant County Ambulance Service	Apr-14
GTCO	KanPay Counter: Grant County Sheriff's Office	Apr-14
KDOC	KanForm: Kansas Pride Day 2014	Apr-14
FLK	KanForm: From Land of Kansas Form	Apr-14
KUCR	KanForm: Kansas University Center for Research Form	Apr-14
FPL	KanPay Counter: Fredonia Public Library	May-14
RCL	KanPay Counter: Rossville Community Library	May-14
FICOHD	KanPay Counter: Finney County Health Department	May-14
USD359	KanPay Counter: Argonia High Schools	May-14
USD359	KanPay Counter: Argonia Elementary Schools	May-14
CYCS	KanPay Counter: City of Conway Springs	May-14
CYGEN	KanPay Counter: City of Geneseo	May-14
FLK	KanPay Counter: From Land of Kansas Form	May-14

In-Development Summary

Through End of Year 2014
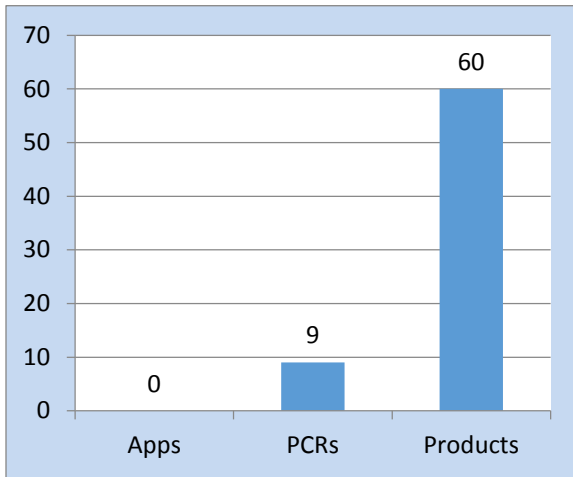
Monthly Deployments (through end of year 2014)

	Jun	July	Aug	Sept	Oct	Nov	Dec
Applications	0	0	0	0	0	0	0
Project Change Requests	4	3	0	2	0	0	0
Products	16	18	18	8	0	0	0

Applications in Development

Agency	Project Name	Scheduled Deploy (Month)	Schedule Variance Reason
	None at this time		

Project Change Requests in Development

Agency	Project Name	Scheduled Deploy (Month)	Schedule Variance Reason
OJA	District Court Record Search Migrate SNCO to Full Court	Jun-14	
KDADS	HOC License Renewal Change Backend Host	Jun-14	Awaiting Partner
KSSOS	Nightly Corporations Batch	Jun-14	
KDB	Dental License Verification 2013 Responsive Design	Jun-14	Project Scheduling
KDOR	Tax Payment Portal CCP Implementation	Jul-14	
KBI	Limited Criminal History Search Enhance Printing Feature	Jul-14	Project Scheduling
KSSBEO	Optometry License Portal Change CEU Display Rules	Jul-14	Project Scheduling
KSSOS	UCC Batch	Sep-14	Awaiting Partner
BSRB	BSRB License Renewals Rewrite	Sep-14	Project Scheduling

Projects On-Hold

Agency	Project Name	On-Hold Date	On-Hold Reason
KSBN	KANN Check 2009 Enhancements	Jan-13	Partner intends to restart this project in July.
KDADS	HOC Criminal History Record Check Convert Data Transfer Format for Subjects	Jan-13	Partner is working with third partner vendor to setup new hosting environment.
KREC	KREC License Renewal - KanPay only	Jan-13	Partner is working with third partner vendor to setup new networking environment (Cox).
KDOR	KanPay Payment Portal ABC Licensing Implementation	Feb-14	Partner is working with third partner vendor to setup new hosting environment.
KDA	KDA System Automation Implementation – KanPay only	Feb-14	Partner is working with third partner vendor to setup new hosting environment.
KDOR	DLR Interactive DMV Modernization	Apr-14	Partner is working

Agency	Project Name		Scheduled Deploy (Month)
			with third partner vendor to complete project.
KDOR	Driver License Reinstatements 2011 Rewrite	Apr-14	Partner is working with third partner vendor to complete project.

Products in Development

Agency	Project Name	Scheduled Deploy (Month)
KDHE	KanForm: KS Environmental Conference Complimentary Registration	14-Jun
KDHE	KanForm: KS Environmental Conference Registration	14-Jun
KDHE	KanForm: KS Environmental Conference Vendor Regis	14-Jun
VCL	KanPay Counter: Valley Center Library	14-Jun
BSPL	KanPay Counter: Bonner Springs Public Library	14-Jun
DCPL	KanPay Counter: Dodge City Public Library	14-Jun
FOCO	KanForm: Ford County Register of Deeds	14-Jun
FOCO	KanPay Counter: Ford County Expo Center	14-Jun
FOCO	KanPay Counter: Ford County Health Department	14-Jun
FOCO	KanPay Counter: Ford County Landfill	14-Jun
FOCO	KanPay Counter: Ford County Register of Deeds	14-Jun
GBPL	KanPay Counter: Great Bend Public Library	14-Jun
KCC	KanPay Counter: Kansas Corporation Commission	14-Jun
MCPL	KanPay Counter: Mary Cotton Public Library	14-Jun
PML	KanPay Counter: Pioneer Memorial Library	14-Jun
PPL	KanPay Counter: Pittsburg Public Library	14-Jun
ANCO	KanPay Counter: Anderson County Treasurer	14-Jul
CKCO	KanPay Counter: Cherokee County Health Department	14-Jul
CKCO	KanPay Counter: Cherokee County Treasurer	14-Jul
CYBENN	KanForm: City of Bennington	14-Jul
CYCOL	KanPay Counter: City of Columbus	14-Jul
CYCULY	KanPay Counter: City of Ulysses	14-Jul
CYHAR	KanPay Counter: City of Harveyville	14-Jul
CYMCL	KanPay Counter: City of McLouth	14-Jul
KDHE	KanForm: KS Environmental Conference Registration Late	14-Jul
KDOR	KanPay Counter: Driver Control Office	14-Jul
KDOR	KanPay Counter: Titles and Registrations	14-Jul

KSBN	KanPay Counter: KSBN	14-Jul
KUMHRI	KanPay Counter: Kansas University Mental Health Research	14-Jul
KUMHRI	KanPay Counter: Kansas University Oil Recovery Program	14-Jul
LNCO	KanPay Counter: Linn County Treasurer	14-Jul
MNCO	KanForm: Marion County	14-Jul
USD501	KanPay Counter: Chase Middle School	14-Jul
USD501	KanPay Counter: Ross Elementary School	14-Jul
CYBENTON	KanPay Counter: City of Benton	14-Aug
CYBUFFALO	KanForm: City of Buffalo	14-Aug
CYBUFFALO	KanPay Counter: City of Buffalo	14-Aug
ELCOEMS	KanPay Counter: Ellis County EMS	14-Aug
ELCOSW	KanPay Counter: Ellis County Solid Waste	14-Aug
EPL	KanPay Counter: Eudora Public Library	14-Aug
FICO	KanPay Counter: Sheriff's Office General Fees	14-Aug
FICO	KanPay Counter: Sheriff's Office MVR Fees	14-Aug
FICO	KanPay Counter: Sheriff's Office Property Tax	14-Aug
GRCOCC	KanPay Counter: Grant County Civic Center	14-Aug
IPL	KanPay Counter: Iola Public Library	14-Aug
KSA	KanForm: Kansas Sheriffs' Association Vendor Registration	14-Aug
CYCHERRY	KanForm: City of Cherryvale	14-Aug
CYCHERRY	KanPay Counter: City of Cherryvale	14-Aug
CYKINSLEY	KanForm: City of Kinsley Courts	14-Aug
CYKINSLEY	KanForm: City of Kinsley Water and Sewer	14-Aug
CYKINSLEY	KanPay Counter: City of Kinsley Courts	14-Aug
CYKINSLEY	KanPay Counter: City of Kinsley Water and Sewer	14-Aug
ANCORWD5	KanPay Counter: Anderson County RWD 5	14-Sep
BUCORWD7	KanPay Counter: Butler County RWD 7	14-Sep
CFCORWD3	KanPay Counter: Coffey County RWD 3	14-Sep
CRCORWD1	KanPay Counter: Crawford County RWD 1	14-Sep
EWCORWD1	KanPay Counter: Ellsworth County RWD 1	14-Sep
MOCORWD12	KanPay Counter: Montgomery County RWD 12	14-Sep
NMCORWD4	KanPay Counter: Nemaha County RWD 4	14-Sep
BUCORWD3	KanPay Counter: Butler County RWD 3	14-Sep

Support Statistics

Summary of the number of Live Chats, E-mails and Cases Reported from April 25 – May 22.

Month	Live Chats	E-mails	Cases Reported
Jan-14	109	787	188
Feb-14	227	884	213
Mar-14	360	825	163
Apr-14	441	909	170
May-14	560	806	167

Site Promotions

The following site promotions were launched on Kansas.gov from April 25 – May 22.

Main Feature Position	Service Promoted	Visits
1	KSSOS.org	359
2	Kansas State Treasurer	285
3	KSAG.org	223
4	KSIC: InsureKS.org	171
5	Lieutenant Governor Jeff Colyer	142
6	Business Center: Business Entity Search	72
7	Business Center: Business ID	55
8	Business Center: Business Types	47
9	Business Center: Dissolutions	44
10	Business Center: Home	41

Note* Since the implementation of dotCMS on May 1, 2014, the Kansas.gov design team is still in the process of including analytics on all four front page promotions and the four inner page sideshows used for categorized promotions.

The below table summarizes the top 5 visited pages on Kansas.gov from April 25 – May 22.

Page	Page Views	Time on Page
Government	33,268	1:42
Search	32,203	2:13
Employment	24,413	1:40
Business Center	24,016	2:49
Services	19,888	1:26

Marketing

Agency	Service	Type	Description
KSDE	Education Post Card	Social Networking	Statewide Interest

KDOL	Workers Comp. Benefit Levels	Social Networking	Statewide Interest
CY_LAWRENCE	Lawrence Farmer's Market	Social Networking	Statewide Interest
CY_SCOTTCITY	Explore Scott City	Social Networking	Statewide Interest
KDWPT	Scenic Byways	Social Networking	Statewide Interest
KDWPT	State Parks	Social Networking	Statewide Interest
KDOL	KLIC Monthly Labor Report	Social Networking	Official Site Promo
KDEM	KSU ReadyCampus Event	Social Networking	Statewide Interest
KAAAC	Michelle Obama to Speak	Social Networking	Statewide Interest
KDWPT	Scenic Byways	Social Networking	Statewide Interest
KDADS	Older worker Awards Ceremony	Social Networking	Statewide Interest
KDOT	LED Transportation Lights	Social Networking	Statewide Interest
KDWPT	Calendar of Events	Social Networking	Statewide Interest
NetWork KS	Youth Entrepreneurship Challenge	Social Networking	Statewide Interest
KDA	Earth Day	Social Networking	Statewide Interest
KFAC	Summer Courses Offered	Social Networking	Statewide Interest
KASB	Defend the American Dream	Social Networking	Statewide Interest
CY_KANSASCITY	KC Metro Net Gain	Social Networking	Statewide Interest
KDHE	Pet First Aid Month	Social Networking	Statewide Interest
McConnell AFB	USAF Tankers Based at MAFB	Social Networking	Statewide Interest

Post Project Surveys

	Date collected	Treated respectfully by Kansas.gov staff	Understood the process your project was to go through	As involved in the process as you wanted to be	Kept informed of projects progress	Kansas.gov met their commitments to the project timelines	Quality of the product (application or Web site)	Timely responses of Kansas.gov staff to requests/messages	Kansas.gov staff demonstrated expert knowledge in web design and development	Comments
USD 223 – KanPay Counter	Jan 9	5	5	4	4	4	4	4	4	N/A
KDOR – TLR Features	Jan 9	5	5	5	5	3	5	5	5	The original agreed upon implementation date was 9/16/13 and the actual implementation date was 1/2/14.
KSBTP – 2013Updates	Jan 14	1	1	1	1	1	1	1	1	On August 15, 2013 we requested that 2 words be added to one page of our on-line renewal process. Requesst [sic] was sent to jenna [sic] Coates. On Sept. 25 we received a request for information from Jenna. On Sept. 30 we received a message from Jenna stating that the change would be made before the renewal period opened on Nov. 1st. We assumed that everything was done

									and opened our renewal cycle as scheduled. On Dec. 3 we received a PCR from Barbie Flick stating a completion date of Dec. 31st. The process was fianlly [sic] completed on December 23rd. The renewal period ended on December 31st. Those who renewed from Nov. 12 to Dec. 23 did not respond to a complete disciplinary question. In 2013 we had to dismiss two counts from a disciplinary matter because we did not know that the wording in the online question was not the same as the wording in our paper documents. That is what prompted the change request. We were extremely disappointed that we were never informed that this wording was not changed before the renewal period opened. The service we receive from Kansas.gov is not reliable. It takes entirely too long to make a very simple change. Sometimes we don't have the six to twelve months that it takes to make a change in our process.
KDOC – 2 Forms for Rural Opportunities Conference	Feb 22	5	5	5	5	5	3	5	4	Todd Smith is very pleasant to work with.
Total		16	16	15	15	13	13	15	14	
Average		4.00	4.00	3.75	3.75	3.25	3.25	3.75	3.50	