

***Highlights***

~ Successful achievement of Cybertrust Certification

*~Responsive Design applied to KDWPT Hunter Ed Duplicate Cards*

*~TPE2.X Migration continues as scheduled*

*~Eight new products launched*

Information Network of Kansas

Board of Directors

Kansas Information Consortium

**General Manager’s Report**

# Month Ending March 31, 2013

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**Executive Summary**

Kansas.gov is staying very busy and productive as the month of March is wrapping up. Some of the high points for this month include:

~In March, Kansas.gov received a letter of successful achievement of Cybertrust Certification in 2012. This is a TREMENDOUS accomplishment and just one more added value that we provide to our partners and their constituents.

~For post project surveys delivered in 2013, Kansas.gov’s score is averaging 4.8 out of 5 across all of the areas. The highest score of all 5’s was received in March in response to the deployment of the KanPay Counter service in Sedgwick County.

~Kansas.gov Business Development Managers continue to be heavily focused on product development. In March, eight new products were successfully deployed for our partners.

~On March 1st, Kansas.gov payment processing services for 23 state partners were migrated from TPE 1.5 to TPE 2.X. Kansas.gov partners will benefit from a streamlined, more user-friendly interface, as well as enhanced reporting capabilities.

~The Creative Services team continued their efforts to modernize Kansas.gov applications to align with best practices for mobile device usage standards. In March, the front-end of KDWPT’s Hunter Education Duplicate Cards service was redesigned to include a responsive design that will adhere to the KIC Application Framework common look and feel and accommodate a variety of display mediums; mobile, tablet, modern desktop browsers. This redesign required no code changes and standardizes form markup styles, alerts, popovers and much more.

~Patrick Yancey, new Kansas.gov Director of Development, will join the organization on April 1. Patrick brings more than 25 years of leadership experience in engineering and building information technology systems.

Please contact me if you have any questions at 785.296.7171 or via email at [smyers@egov.com](mailto: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 March.

**Contracts for Approval**

**Kansas Real Estate Appraisers Board (KREAB)** Kansas Real Appraisers Board requests an amendment to the existing fee schedule of their Electronic Government Service Contract. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**Kansas State Board of Technical Professions (KSBTP) - Business License Renewal** Kansas State Board of Technical Professions requests a means for collecting payment for its chargeable services provided by to Partner. Customers will be able to pay for services by credit card or electronic check through an Automated Clearing House (ACH). Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**Kansas State Board of Technical Professions (KSBTP) - Online License Renewal** Kansas State Board of Technical Professions requests a means for collecting payment for its chargeable services provided by to Partner. Customers will be able to pay for services by credit card or electronic check through an Automated Clearing House (ACH). Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**Sumner County Planning, Zoning, Environmental Health (SUCOPZE) –** Sumer County 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.

**Harper County Health Department (HPCOHD) –** Harper County Health Department 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.

**Harvey County Administration Office (HARVEYADMIN**) - Harvey County Administration Office 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.

**USD 254 Barber County North (KPC) –** USD 254 Barber County North 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.

**USD 205 Bluestem Public Schools (KPC) –** USD 205 Bluestem Public School 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.

**USD 501 Hope Street Academy (USD\_501HSA) –** USD 501 Hope Street Academy 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.

**USD 501 Eisenhower Middle School (USD\_501EMS) –** USD 501 Eisenhower Middle School 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.

**USD 501 Highland Park High School (USD\_501HPHS) –** USD 501 Highland Park High School 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.

**USD 501 Topeka High School (USD\_501THS) –** USD 501 Topeka High School 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.

**USD 501 Robinson Middle School (USD\_501RMS) –** USD 501 Robinson Middle School 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.

**USD 501 French Middle School (USD\_501FMS) –** USD 501 French Middle School 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.

**USD 501 Landon Middle School (USD\_501LMS) –** USD 501 Landon Middle School 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.

**USD 501 Jardine Middle School (USD\_501JMS) –** USD 501 Jardine Middle School 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.

**USD 501 Topeka West High School (USD\_501TWHS) –** USD 501 Topeka West High School 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.

**USD 501 Hummer Sports Park (USD\_501HSP) –** USD 501 Hummer Sports Park 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 2013)**

**Applications Deployed**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Project Name** | **Deployment (Month)** |
| None at this time | | |

**Project Change Requests Deployed**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Project Name** | **Deployment (Month)** |
| KSAG | Amber Alert Add Social Media | Jan-13 |
| KSBTP | KSBTP Business License Renewal Modify Certificate Rules | Feb-13 |
| KSBHA | KSBHA License Renewal February 2013 Cycle | Feb-13 |
| KSBHA | KSBHA Subscriber License Verification Google Analytics Update | Feb-13 |
| KREAB | Appraiser License Renewal Appraiser License Renewal: 2013 Fee Change | Feb-13 |
| KSSBEO | KSSBEO Optometry License Portal Updated ARBO CE Codes | Mar-13 |

**Products Deployed**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Project Name** | **Deployment (Month)** |
| USD205 | KanPay Counter: Unified School District 205 | Jan-13 |
| MOCO | KanForm: Montgomery County Public Works | Jan-13 |
| SGCO | KanPay Counter: Sedgwick County Treasurer | Jan-13 |
| USD260 | KanPay Counter: Unified School District 260 | Jan-13 |
| USD260 | KanPay Counter: Unified School District 260 (Admin. Center) | Jan-13 |
| USD498 | KanPay Counter: Unified School District 498 (District Office) | Jan-13 |
| USD498 | KanPay Counter: Unified School District 498 (Waterville Elem.) | Jan-13 |
| USD498 | KanPay Counter: Unified School District 498 (Blue Rapids Elem.) | Jan-13 |
| USD498 | KanPay Counter: Unified School District 498 (Junior/Senior High) | Jan-13 |
| USD499 | KanPay Counter: Unified School District 499 | Jan-13 |
| CWCO | KanPay Counter: Cowley County Clerks | Jan-13 |
| LACO | KanPay Counter: Lane County Clerks | Jan-13 |
| KDOR | KanPay Counter: Parsons and Baxter Springs DL | Jan-13 |
| CON | KanPay Counter: City of Nortonville | Feb-13 |
| COS | KanPay Counter: City of Solomon | Feb-13 |
| KBOB | KanForm: KBOB Expired License Restoration | Feb-13 |
| KBOB | KanForm: KBOB License New and Renewals (Non-Expired) | Feb-13 |
| COS | KanForm: City of Solomon Online Payments | Mar-13 |
| SCRDW#4 | KanForm: RWD #4 Online Bill Pay | Mar-13 |
| USD254 | KanPay Counter: Medicine Lodge USD 254 | Mar-13 |
| KCJIS | KanForm: KCJIS Conference Registration Form 2013 | Mar-13 |
| KCJIS | KanForm: KCJIS Conference Vendor Registration Form 2013 | Mar-13 |
| SUCO | KanPay Counter: Sumner County Planning, Zoning, Envir. Health | Mar-13 |
| HVCO | KanPay Counter: Harvey County Administrative Office | Mar-13 |
| HPCO | KanPay Counter: Harper County Health Department | Mar-13 |

**In-Development Summary**

**Through End of Year 2013**

**Monthly Deployments (through end of year 2013)**

**Applications in Development**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Project Name** | **Scheduled Deploy (Month)** | **Schedule Variance Reason** |
| KHP | Online Accident Reporting | Apr-13 | High Priority App |

**Project Change Requests in Development**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Project Name** | **Scheduled Deploy (Month)** | **Schedule Variance Reason** |
| KSBN | Education Annual Report 2013 Updates | Apr-13 |  |
| KCC | Motor Carrier Authority Renewals Change Contact Phone | Apr-13 |  |
| KDADS | HOC Criminal History Record Check 2013 Contact Change | Apr-13 |  |
| KDOR | IFTA Quarterly Filing 2013 Updates | Apr-13 |  |
| KSAG | Amber Alert Responsive Design and Common Look and Feel | Apr-13 |  |
| KSSOS | Resident Agent/Office Amendments Modernization | Apr-13 |  |
| KSSOS | Dissolutions Modernization | Apr-13 |  |
| KSSOS | Corporate Name Change Modernization | Apr-13 |  |
| KSSOS | Kansas Business Center Modernization | Apr-13 |  |
| KSSOS | Business Entity Search Modernization | Apr-13 |  |
| KSSOS | Corporate Annual Report Modernization | Apr-13 |  |
| KSSOS | Dissolutions Future Effective Date | Apr-13 |  |
| KSSOS | Resident Agent/Office Amendments Future Effective Date | Apr-13 |  |
| KSSOS | Articles of Incorporation (AOI) Future Effective Date | Apr-13 |  |
| KSSOS | Business Entity Name Reservation Future Effective Date | Apr-13 |  |
| KSSOS | Corporate Name Change Future Effective Date | Apr-13 |  |
| KSSOS | Business Entity Name Availability Search Future Effective Date | Apr-13 |  |
| KDOR | Tax Payment Portal 2011 Update | May-13 | Awaiting Partner |
| BSRB | BSRB License Verification Add Addiction Counselor | May-13 |  |
| KSSBEO | Optometry License Portal Updated ARBO CE Codes | May-13 |  |
| KBI | Limited Criminal History Search Rewrite | May-13 | Improved Schedule |
| KSBHA | KSBHA License Renewal May 2013 Cycle | May-13 |  |
| KDOR | DLR Interactive DMV Modernization | Jun-13 |  |
| KDWP | Hunter Education Duplicate Cards 2013 Updates | Jun-13 |  |
| KDOR | Driver License Reinstatements 2011 Rewrite | Aug-13 |  |
| KCTA | Property Tax Rewrite | Nov-13 |  |
| KDOR | Business Tax Registration Refactor Code | Nov-13 |  |

**Projects On-Hold**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Project Name** | **On-Hold Date** | **On-Hold Reason** |
| KSSOS | BESS Modify Search for CAPTCHA | 5/24/2012 | Modernization project needs to be completed. |
| KDADS | HOC Criminal Record Check Change Backend Host | 1/23/2013 | Partner is working with third partner vendor to setup new hosting environment. |
| KDADS | HOC Criminal Record Check Convert Data Transfer Format for Subjects | 1/23/2013 | Partner is working with third partner vendor to setup new hosting environment. |
| KDADS | HOC License Renewal Change Backend Host | 1/23/2013 | Partner is working with third partner vendor to setup new hosting environment. |
| KREC | KREC License Renewal - KanPay only | 1/31/2013 | Partner is working with third partner vendor to setup new networking environment (Cox). |
| KSAG | Private Investigator License Verification Reinstate | 1/31/2013 | Partner is preparing test data and has not provided an estimated date of when the data will be ready. |
| KSBN | KANN Check 2009 Enhancements | 1/31/2013 | Partner intends to restart this project in July. |
| OJA | Court Case eFile | 1/31/2013 | Awaiting review of contract from partner, KIC & INK. |

**Products in Development**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Project Name** | **Scheduled Deploy (Month)** |
| USD453 | KanPay Counter: Leavenworth USD 453 | Apr-13 |
| USD501 | KanPay Counter: Highland Park | Apr-13 |
| USD501 | KanPay Counter: Topeka High | Apr-13 |
| USD501 | KanPay Counter: Topeka West | Apr-13 |
| USD501 | KanPay Counter: Capital City School | Apr-13 |
| USD501 | KanPay Counter: Hope Street Academy | Apr-13 |
| USD501 | KanPay Counter: Hummer Sports Park | Apr-13 |
| USD501 | KanPay Counter: Chase Middle School | Apr-13 |
| USD501 | KanPay Counter: Eisenhower Middle School | Apr-13 |
| USD501 | KanPay Counter: French Middle School | Apr-13 |
| USD501 | KanPay Counter: Jardine Middle School | Apr-13 |
| USD501 | KanPay Counter: Landon Middle School | Apr-13 |
| USD501 | KanPay Counter: Robinson Middle School | Apr-13 |
| USD458 | KanPay Counter: Basehor-Linwood Booster Club USD 458 | May-13 |
| USD431 | KanPay Counter: Hoisington | May-13 |
| USD418 | KanPay Counter: McPherson Public Schools | May-13 |
| USD450 | KanPay Counter: Shawnee Heights USD 450 | May-13 |
| KUCRL | KanForm: Virtual Conference Form | May-13 |
| USD501 | KanPay Counter: Avondale West Elementary School | Jun-13 |
| USD501 | KanPay Counter: Bishop Elementary School | Jun-13 |
| USD501 | KanPay Counter: Highland Park Central Elementary School | Jun-13 |
| USD501 | KanPay Counter: Lowman Hill Elementary School | Jun-13 |
| USD501 | KanPay Counter: McCarter Elementary School | Jun-13 |
| USD501 | KanPay Counter: McClure Elementary School | Jun-13 |
| USD501 | KanPay Counter: McEachron Elementary School | Jun-13 |
| USD501 | KanPay Counter: Meadows Elementary School | Jun-13 |
| USD501 | KanPay Counter: Quincy Elementary School | Jun-13 |
| USD501 | KanPay Counter: Randolph Elementary School | Jun-13 |
| USD501 | KanPay Counter: Ross Elementary School | Jun-13 |
| USD501 | KanPay Counter: Scott Computer Technology Magnet School | Jun-13 |
| USD501 | KanPay Counter: Shaner Elementary School | Jun-13 |
| USD501 | KanPay Counter: State Street Elementary School | Jun-13 |
| USD501 | KanPay Counter: Stout Elementary School | Jun-13 |
| USD501 | KanPay Counter: Whitson Elementary School | Jun-13 |
| USD501 | KanPay Counter: Williams Science and Fine Arts Magnet School | Jun-13 |
| CKCO | KanPay Counter: Cherokee County Health Department | Jul-13 |
| SEKHD | KanPay Counter: SEK-Multi County Health Department | Jul-13 |
| DCCO | KanPay Counter: Decatur County Health Department | Jul-13 |
| RWCO | KanPay Counter: Rawlins County Health Department | Jul-13 |
| RLCO | KanPay Counter: Riley County Permits | Jul-13 |
| RLCO | KanForm: Property Tax Payments | Jul-13 |
| SUCO | KanForm: Property Tax Payments | Jul-13 |
| JFCO | KanForm: Property Tax Payments | Jul-13 |
| CON | KanForm: City of Nortonville Online Form | Jul-13 |

**Support Statistics**

Summary of the number of Live Chats, E-mails and Cases Reported from February 23 – March 22.

|  |  |  |  |
| --- | --- | --- | --- |
| **Month** | **Live Chats** | **E-mails** | **Cases Reported** |
| Jan-13 | 79 | 787 | 175 |
| Feb-13 | 75 | 1,348 | 259 |
| Mar-13 | 159 | 1,038 | 149 |

**Site Promotions**

The following site promotions were launched on Kansas.gov from February 23 – March 22.

|  |  |  |
| --- | --- | --- |
| **Main Feature Position** | **Service Promoted** | **Visits** |
| #1 | KDA: Statewide Food Drive | \* |
| #2 | KBC: Business Center | \* |
| #2 | KDOR: WebFile: File your taxes | \* |
| #3 | KDOR: WebFile: Track your return | \* |
| #3 | KDF: Kansas Mission of Mercy Dental Project 2014 | \* |
| #4 | KDF: Kansas Mission of Mercy Dental Project 2014 | \* |
| #4 | Statewide Interest: KSU, KU and WSU in NCAA Tournament | \* |
| #5 | Flickr: “Deer in Snow, Quivira Wildlife Refuge” courtesy of Karole Erikson | \* |
| #5 | Flickr : “Kansas Capitol Dome” courtesy of Andrea Etzel | \* |

**\***Tracking information unavailable for this period, due to the implementation of the new Slide Deck tool.

The below table summarizes the top 5 visited pages on Kansas.gov from February 23 – March 22.

|  |  |  |
| --- | --- | --- |
| **Page** | **Page Views** | **Time on Page** |
| Government | 17,911 | 1:34 |
| Search | 18,106 | 2:04 |
| Services | 12,644 | 1:25 |
| Business Center | 10,337 | 2:57 |
| Community | 8,083 | 5:25 |

**Marketing**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Service** | **Type** | **Description** |
| KDOR | WebFile | Social Networking | Refund Status |
| KDOR | WebFile | Social Networking | File your Taxes |
| KDA | Statewide Food Drive Event | Social Networking | Statewide Food Drive |
| KDF | Kansas Mission of Mercy Event | Social Networking | 2014 Free Dental Project Event Details |
| State | NCAA Tourney | Social Networking | KU, KSU, WSU in NCAA Tourney 2013 |
| KIC | Kansas Business Center | Social Networking | Kansas Business Center |
| KIC | Flickr Featured Photo | Social Networking | Featured Photo |

**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 216 Louisburg – KanPay Counter** | 01-05 | 5 | 3 | 4 | 3 | 2 | 4 | 4 | 3 | **While there are some 3s listed here, I think that may be more of a function that our original developer went on maternity leave in the middle of the project. We also experienced a delay in getting the swiping instruments installed due to lack of product. It would be helpful to have a document that outlines all the steps required before the process begins. We got a bit bogged down in the creation of the bank sites and the penny tests. Had we known what information was necessary we could have been gathering that ahead of time. Todd and Jenna have been wonderful to work with and we look forward to using this process in our buildings.** |
| **OJA – DCRS Enhancement** | 01-07 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | **N/A** |
| **USD 205 Bluestem- KanPay Counter** | 02-06 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | **“Still waiting on credit card scanners.” (EDIT: Survey participant was not aware that their Macs are not compatible with the available scanners. The project stakeholder at USD 205 was available and was able to provide clarity to the survey participant)** |
| **Cowley County – KanPay Counter** | 02-06 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | **N/A** |
| **USD 499 Galena – KanPay Counter** | 02-06 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | **N/A** |
| **USD 260 Derby – KanPay Counter** | 02-06 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | **N/A** |
| **KSBTP – Business License Renewal Modifications** | 02-20 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | **N/A** |
| **Sedgwick County - KanPay Counter** | 03-25 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | **N/A** |
| **Total** |  | 40 | 37 | 39 | 36 | 35 | 39 | 37 | 36 |  |
| **Average** |  | 5.0 | 4.8 | 5.0 | 4.7 | 4.7 | 5.0 | 4.7 | 4.7 |