

***Highlights***

~ KS WebFile Help Center Assistance Provided

*~*17 Products deployed to Partners

*~*Portal content reviewed and revised

*~*”Best of the Web” and “Digital Government Achievement Awards” submissions completed

Information Network of Kansas

Board of Directors

Kansas Information Consortium

**General Manager’s Report**

# Month Ending April 30, 2013

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**Executive Summary**

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

~In April, Kansas.gov Help Center worked with Kansas Department of Revenue Tax Payer Assistance to provide tax filing support for KSWebFile. Weekend coverage, as well as evening coverage, was provided to ensure that Kansas constituents were able to have their questions addressed prior to the filing deadline. From April 11 through April 15, the Kansas.gov Help Center fielded over 195 chats, returned approximately 492 voicemails, and responded to 380 emails.

~Kansas.gov Business Development Managers continue to be heavily focused on product development. In April, 17 new products were successfully deployed for our partners.

~The Kansas.gov Creative Services Team took the opportunity to review and revise the content on the Kansas.gov portal. Portal links, plugins, and the WordPress core were all updated to provide a more enjoyable user experience.

~The Kansas.gov Marketing Team, in cooperation with the Kansas.gov Creative Services Team, submitted applications for the Centers for Digital Government “Best of the Web” and “Digital Government Achievement Awards.” The focus of the awards submissions highlight the Kansas.gov Portal, as well as recent enhancements made to the District Court Records Search application.

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 April.

**Contracts for Approval**

**USD 362 Prairie View High (KPC) –** USD 362 Prairie View High 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 362 Prairie View Middle School (KPC) –** USD 362 Prairie View 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 362 LaCygne Elementary (KPC) –** USD 362 LaCygne Elementary 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 362 Parker Elementary (KPC) –** USD 362 Parker Elementary 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 362 Fontana Elementary (KPC) –** USD 362 Fontana Elementary 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.

**Riley County Public Works (KPC) –** Riley County Public Works 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.

**Riley County Public Works (KanForm) –** Riley County Public Works requests an Form Building service is specifically designed for state and municipal governments and offers you the ability to build simple forms to collect data and online payments for permits. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**Riley County Public Works (KanForm) –** Riley County Public Works requests an Form Building service is specifically designed for state and municipal governments and offers you the ability to build simple forms to collect data and online payments for permits. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**Riley County Clerk (KPC) –** Riley County Clerk 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 |
| KSBN | Education Annual Report 2013 Updates | Mar-13 |
| KCC | Motor Carrier Authority Renewals Change Contact Info | Apr-13 |
| KDADS | HOC Criminal History Record Check 2013 Contact Change | Apr-13 |
| KDWP | Hunter Education Duplicate Cards 2013 Updates | Apr-13 |
| KDOR | Property Valuation Database (Surveyor): Google Analytics and Survey Gizmo Update | Apr-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 |
| 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: Highland Park | 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 |
| KUCRL | | KanForm: Transportation Research | Apr-13 |
| KUCRL | | KanForm: Achievement and Assessment Institute | Apr-13 |
| RLCO | | KanPay Counter: Riley County Public Works | Apr-13 |
| RLCO | | KanForm: Property Tax Payments | Apr-13 |
| RLCO | | KanForm: Riley County Public Works | Apr-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 | May-13 |  |

**Project Change Requests in Development**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Project Name** | **Scheduled Deploy (Month)** | **Schedule Variance Reason** |
| KDOR | IFTA Quarterly Filing 2013 Updates | May-13 |  |
| KREC | KREC License Renewal 2013 Updates | May-13 |  |
| KSSOS | Corporate Name Change Future Effective Date | May-13 |  |
| KBI | Limited Criminal History Search Rewrite | May-13 |  |
| BSRB | BSRB License Renewals Add Addiction Counselor | May-13 |  |
| KSBHA | KSBHA License Renewal May 2013 Cycle | May-13 |  |
| KDOR | Tax Payment Portal 2011 Update | May-13 |  |
| KDOR | DLR Interactive DMV Modernization | Jun-13 |  |
| KSAG | Amber Alert Responsive Design and Common Look and Feel | Jun-13 |  |
| KSSOS | Resident Agent/Office Amendments Modernization | Jun-13 |  |
| KSSOS | Dissolutions Modernization | Jun-13 |  |
| KSSOS | Corporate Name Change Modernization | Jun-13 |  |
| KSSOS | Kansas Business Center Modernization | Jun-13 |  |
| KSSOS | Business Entity Search Modernization | Jun-13 |  |
| KSSOS | Corporate Annual Report Modernization | Jun-13 |  |
| KSSOS | Dissolutions Future Effective Date | Jun-13 |  |
| KSSOS | Resident Agent/Office Amendments Future Effective Date | Jun-13 |  |
| KSSOS | Articles of Incorporation (AOI) Future Effective Date | Jun-13 |  |
| KSSOS | Business Entity Name Reservation Future Effective Date | Jun-13 |  |
| KSSOS | Business Entity Name Availability Search Future Effective Date | 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** |
| 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). |
| OJA | Court Case eFile | Jan-13 | Awaiting review of contract from partner. |
| KSAG | Private Investigator License Verification Reinstate | Jan-13 | Partner is preparing test data and has not provided an estimated date of when the data will be ready. |
| KDADS | HOC Criminal History Record Check Change Backend Host | Jan-13 | Partner is working with third partner vendor to setup new hosting environment. |
| KDADS | HOC License Renewal Change Backend Host | Jan-13 | Partner is working with third partner vendor to setup new hosting environment. |

**Products in Development**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Project Name** | **Scheduled Deploy (Month)** |
| USD453 | KanPay Counter: Leavenworth USD 453 | May-13 |
| USD501 | KanPay Counter: Chase Middle School | May-13 |
| RLCO | KanPay Counter: Riley County Clerk | May-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 |
| 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 April 1 – April 30.

|  |  |  |  |
| --- | --- | --- | --- |
| **Month** | **Live Chats** | **E-mails** | **Cases Reported** |
| Jan-13 | 79 | 787 | 175 |
| Feb-13 | 75 | 1,348 | 259 |
| Mar-13 | 159 | 1,038 | 149 |
| Apr-13 | 595 | 1,119 | 213 |

**Site Promotions**

The following site promotions were launched on Kansas.gov from April 1 – April 30.

|  |  |  |
| --- | --- | --- |
| **Main Feature Position** | **Service Promoted** | **Visits** |
| #1 | DCF: April is Child Abuse Prevention Month | \* |
| #1 | KDOC: Crime Victims’ Rights Week | \* |
| #1 | KDOR: WebFile: April 15th Filing Deadline | \* |
| #2 | KDOC: Inmate Art Walk | \* |
| #2 | KSSOS: Corporate Annual Report: April 15th Filing Deadline | \* |
| #3 | KDOR: WebTags | \* |
| #3 | KDOR: Track your tax return | \* |
| #4 | LEG: 2013 Legislature in session | \* |
| #4 | KSDE: Promoting K-12 opportunities abroad | \* |

**\***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 April 1 – April 27.

|  |  |  |
| --- | --- | --- |
| **Page** | **Page Views** | **Time on Page** |
| Search | 36,842 | 2:13 |
| Government | 31,158 | 1:22 |
| Services | 24,865 | 1:17 |
| Business Center | 21,237 | 2:42 |
| Community | 18,706 | 4:50 |

**Marketing**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Service** | **Type** | **Description** |
| State | NCAA Tourney | Social Networking | WSU final four berth NCAA tournament |
| KDOR | WebFile | Social Networking | Income Tax Filing April 15th Deadline |
| KSSOS | Corporate Annual Reports | Social Networking | Annual Report filing April 15th deadline |
| KSDE | K-12 Opportunities | Social Networking | Promoting K-12 opportunities |
| KDOC | Inmate Art Walk | Social Networking | Inmate Art Walk |
| DCF | Child Abuse Prevention | Social Networking | April is Child Abuse Prevention Month |
| KIC | Twitter | Social Networking | Cross Promoting Social Media Accounts |
| 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** |
| 1. **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.** |
| 1. **OJA – DCRS Enhancement** | 01-07 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | **N/A** |
| 1. **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)** |
| 1. **Cowley County – KanPay Counter** | 02-06 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | **N/A** |
| 1. **USD 499 Galena – KanPay Counter** | 02-06 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | **N/A** |
| 1. **USD 260 Derby – KanPay Counter** | 02-06 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | **N/A** |
| 1. **KSBTP – Business License Renewal Modifications** | 02-20 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | **N/A** |
| 1. **Sedgwick County - KanPay Counter** | 03-25 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | **N/A** |
| 1. **KSSBEO – ARBO Codes** | 04-10 | 4 | 1 | 3 | 1 | 3 | 3 | 2 | 3 | The application that is provided by Kansas.gov for my agency is only used March - May. This update seemed to take longer to get implemented than what I thought it should. I had the information for the update a couple of weeks prior to March 1 which should have been plenty of time to get it implemented. Instead it took a month and I was only updated on the progress when I initiated the email. Even then I was only told it was 'on time' to be implemented March 20th if not before. I was finally told on March 19th that it would be implemented on March 20th by 1:30 pm. It was closer to 3:00pm. I do no see why it could not have been implemented by 8:00am since it was apparently completed the day before. |
| 1. **Harvey County – KanPay Counter (West Park Location)** | 04-10 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | **N/A** |
| 1. **Sumner County – KanPay Counter** | 04-11 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | **N/A** |
| **Total** |  | 54 | 48 | 51 | 46 | 47 | 51 | 48 | 48 |  |
| **Average** |  | 4.9 | 4.3 | 4.6 | 4.1 | 4.2 | 4.6 | 4.3 | 4.2 |