
Information Network of Kansas Board Meeting Minutes

January 2020 INK Board Meeting January 9, 2020

Opening

A meeting of the Information Network of Kansas Board of Directors was called to order at 10:08 am. on Thursday, January 9, 2020 at 700 SW Harrison, 2nd Floor Conference Room, Topeka, Kansas by Chair Aaron Kite, representing the Kansas Bar Association, with the following members present:

Mark Burghart, Secretary of Revenue

Patty Clark, representing the Department of Commerce

Jennifer Cook, representing the Kansas Secretary of State

Lucas Goff, representing the Kansas Association of Counties (Secretary)

Gregg Wamsley, representing the Kansas Library Association

Glen Yancey, representing the Executive Branch Chief Executive Technology Officer

Others Present

Kirk Thompson, Director, Kansas Bureau of Investigation (KBI); Leslie Moore, Director, Information Services Division, KBI; Joe Mandala, Chief Information Officer, KBI; Duncan Friend, Information Network of Kansas; John Yeary, Board Counsel and Chief Counsel, Department of Administration; Nolan Jones, Ashley Gordon, James Adams, Elisa Forbes - Kansas Information Consortium, LLC. Suzie Schmitz, PayIt.

Kite started the meeting by asking the assembled members and guests to introduce themselves. Once introductions were completed, he moved on to the Consent Agenda.

Consent Agenda

The consent agenda for the meeting included the draft December 2019 INK Board meeting minutes, the December 2019 Network Manager report; and contracts for the City of Whiting, Dickinson County Register of Deeds, Lincoln County – Ambulance Service Payments, and Lyon County Register of Deeds for KanPay Counter (a fee service).

As part of the introduction of this agenda item, Friend noted that Gordon had a late-breaking addition to the consent agenda related to the Board of Veterinary Examiners. Gordon was recognized and began by briefly explaining how “late breaking” contracts occasionally came to the Board meeting with little advance notice when a partner sends in a contract between the time the monthly network manager report is submitted and the board meeting. She explained the purpose of the item was to reduce the fee for online license renewals (3 types) that INK currently performs for them. The fee is \$4 per transaction, but the Board of Veterinary Examiners expressed they felt overall use and revenue could be increased if the fee was lowered. So, the request was to lower the fee for renewals to 2.5% for credit card (which is the mode they use) and \$1.50 ACH (in case they might decide to adopt that later) in line with other online services offered by the portal.

Action Taken: Wamsley moved to approve the items currently on the Consent Agenda and to add and approve a request to reduce the fees charged for licenses for the Board of Veterinary Examiners to 2.5% credit card and \$1.50 ACH. Cook seconded.

Discussion: Kite asked Friend if, when it comes to the pricing in the contracts and of the services that INK provides, if there was a procedure that the Board had historically use to determine if it was an appropriate number or not. Friend deferred to Jones to discuss the approach they used. Jones responded

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that it was always up to the agency, they best understood their customers and other aspects. KIC can't make any decision on their own, and, of course, the INK Board had to agree to it as well. Kite asked if this pricing modification was being made at the request of the agency and Jones confirmed that it was.

Kite asked if there were further discussion. Seeing none, he asked for a vote. The motion was unanimously approved.

Regular Agenda

Regular Business

1) KBI Scrap Metal Repository Project

Kite turned the item over to Friend and Jones. Friend said that Jones had worked with Mandala from the KBI on the presentation. He had not yet seen it, but understood it was to cover the overall project and then the idea would be for open discussion, with Yancey and Friend offering their feedback on the documents that had been provided to them.

Jones began by stating he would make a presentation with the intent that there would be a vote taken to approve the contract and move forward or not. The presentation provided a general overview of the scope of the project, the efforts made so far, and the estimated cost *<A copy of the presentation made to the Board is attached>*.

Note: The presentation and ensuing discussion began at about 10:15 a.m. with the Board going into Executive Session from 11:07 a.m. to 11:17 a.m. to confer with Board Counsel and then a motion eventually made and unanimously approved at about 11:35 a.m. These motions are reflected below, along with a summary of highlights of the discussion.

Upon completion of the overview, Jones stated that the project could be completed by June 30. He continued that he wouldn't be presenting the project if he didn't think they could get it done. Yancey asked "What happens if it doesn't launch?", noting that it was a statutorily-mandated project. Jones deferred to Director Thompson who addressed the Board. He indicated they agreed with Jones – that it could be done – and that they hoped that was the position they found themselves in. He added that, in his experience, he has never had to report to the Legislature that they have failed in one of the mandates that they had been given. It was his understanding that, prior to the responsibility for this being transferred to the KBI, there was another agency that had this responsibility and they weren't able to bring this project to fruition and needed to report to the Legislature on multiple occasions that they weren't able to accomplish that in the timeframe (given). The Legislature, in that circumstance, granted an extension in recognition that the project was not going to be completed on time. He continued that, eventually, that is why they are here today, as the project was moved to their operation where it was believed they had additional resources and that they were able to utilize the services of KIC and INK to push that on, and he believed they would "cross the goal line".

Yancey had further questions about the statute, whether it called out the electronic system or the process. Thompson responded that there is a great deal of information that a scrap metal dealer is required to capture, and that information will reside with the scrap dealer – only a small set is required by the statute for the scrap dealer to submit to this electronic repository. There was some further discussion of how the system was intended to be used. He noted that, while he wouldn't use the word contentious, this process was the

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one where there was a large amount of information presented by various interested parties to the Legislature during the hearings. There are were small scrap metal dealers that felt complying would be hard on their business interests, law enforcement parties that wanted to see specific information for it to be effective. Thompson concluded by saying that the amount of data being collected through this and he thought that the wire diagrams being presented would suffice.

Yancey continued his questions, asking how discovery of needed changes that were not known at the time would be handled once the Legislative session had concluded but the project was still in process. Given that there was lot of testing occurring toward the end of the project and there could be discovery that testing weren't going well, he asked what vehicle exists to delay the implementation of a statute after the Legislature has adjourned? Thompson answered that he's never been in that situation so he cannot speak from experience – he could not state a particular process or protocol. He felt that they were likely to know well enough in advance if things were not going well that they could communicate, at least to the committee chairs, that are overseeing the project.

Clark noted that what was described was generally the process – to give them a heads up that the deadline wouldn't be met before they adjourned. She asked if it was fair to assume they should have pretty good indications by that time? Jones said that assuming they got the approval to move forward, they will move with all haste and the further they moved forward, the more they would know about the issues.

Friend asked Jones to return to the mockups of screens that would be used. He asked to confirm that the main users of those screens were the scrapyards, but while there was a proxy that kept in touch with them, they had not participated in their design nor seen them. Jones agreed and agreed that the scrapyards had not seen them nor been involved in their development. Friend then asked to confirm that rules and regs were required to gain approval of the fields to be collected and that had not yet occurred, so these fields anticipated what would be in the eventual regulations. Thompson agreed. Friend then asked about the risks and where there was a slide or some discussion of that – Yancey had pointed out one of them, for example.

Friend mentioned the potential risk around the application programming interface with the scrapyards, and that while one couldn't know, he understood that the large portion (“80/20”) of the scrap went through the larger yards that would want to interface directly from their systems. It would be very challenging with that kind of volume, for example, to file individual transactions by phone. So, he wanted to clarify two decision that he understood had been made by the KBI. First, that scrap metal dealers won't start registering formally until July 1. And, second, the actual rollout of that interface won't be until after July 1. Thompson indicated that this was true – the registration was with the Attorney General, then they would share the information with the KBI. Because the legislation had been written for reporting to start at the same time as registration, there is an area there that they are just going to have to see how fast they can get the registration up and start collecting the information.

Clark said that she had a couple questions. One, there had been a significant amount of time elapsed since the concept of the contract was outlined and now. Was there any material difference between how it was initially described and how it has now been determined in its full-fledged form? The second question was that this is a closed loop system, not a publicly accessed system. Does that increase the need for security and, if so, does it put any INK system at more risk, or the KBI at risk, or the scrap metal dealers at risk and is there anything else the Board needs to pay attention to in terms of cost because of that security level?

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Jones address the scope question by saying that it was a new system, so there was a lot of work done on requirements-gathering. There was nothing substantial, such as “we didn’t know we’d need to do that”. There was a question about who is getting access to it – just KBI or all law enforcement. They initially thought it was just KBI, but figured it out that it was all of them. Just further details and a lot of requirements. He introduced Elisa Forbes, the project manager, who had been working on requirements.

With regard to the data and security, there are some unique elements due to security on the KBI side. The database will reside in their infrastructure – INK will design it and then they will set it up in their infrastructure. There is “SAML” level of security and they have been working with KBI on that. They take security seriously on all their projects. He doesn’t see anything that would put it outside anything else they do, whether it be taxes or all the other PII (Personally Identifiable Information) they deal with.

Yancey inquired as to some of the technical configuration of the system. Mandala clarified that public access to the system will be submission-only. Access will be controlled for scrap metal dealers by INK. Law enforcement will be through the KCJIS system, using already existing systems in the KBI using their federated identity. There was then discussion about the multiple parties involved in registration (AG, then KBI) and how the information got into the INK/KIC system and then was communicated to the scrap metal dealers so that they would know they could log in. Gordon indicated that this was similar to how subscribers were notified now and that they had not yet decided upon a process. Yancey asked how many scrap metal dealers would be registered in the system. Thompson responded that they did not know for sure. Yancey then walked through what the level of effort and process would be to participate, using an example of an absentee scrapyard owner and his agents. Mandala said 100 scrap yards had registered previously.

Friend noted that they varied widely in size, were dispersed in location, and also varied in connectivity. He asked about what approach was planned for training. Moore responded that it would be a little bit of everything. They would have some online training that could be provided, and a person that would go out and do training, there will be actual classes in different locations with group training.

Jones then addressed the resources being used by the project. He continued that their time and materials rate was \$100/hr. – Friend noted that it had been previously stated to the Board that it was \$125/hr., and Jones indicated he had thought that previously. There had been 467 hours spent on requirements gathering so far, and the estimated cost overall was 1854 hours and \$232,100.

Kite asked Friend what was needed from the Board. Friend responded there were several pieces.

- **First, address cap in original motion.** First, there was a cap put on the project when it was originally approved in July. So, whether they approve the project or not is its own question, but the Board can’t leave without addressing the cap. As a practical matter, if the vendor is capped (KIC), then they will need to report hours to Friend so he can monitor whether they exceed it. He gave an example, then read the July motion that included the cap stating the cost of development was not to exceed \$60,000.
- **Second, there is a contract before the board that has been negotiated and reviewed by counsel.** So, a decision needs to be made on approval of that.

Friend continued that if the Board chooses to follow the “happy path”, they would modify the original motion to change the cap, approve the contract, and then, if the Board had additional requirements they

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wanted to add in terms of KIC reporting on the ongoing project to them or Friend, they could add those as well.

At a high-level, Friend said that he felt like their options were:

- 1) Do the project as described and change the motion to include the money
- 2) Do it with conditions – not changing the contract, but say “we need you to do these two things”, for example.
- 3) Say that “We will do it, but not in this timeframe and/or not without certain conditions met, which, because the deadline is upon them, has implications.
- 4) Decide not to do the project.

Friend concluded saying he was glad, and he was sure Yancey would be, to discuss any additional risks they saw. He asked Jones again if he had a risk slide. Jones said that he did not, but that he could. Friend noted that he knew they had been discussed, but the answer to this fed more into the “do it” or “do it with conditions” options.

Jones asked Forbes to call up the materials in their planning that included a “Risk Registry” for the project and walked through the list of risks. Yancey asked if he was reading the material right – it appeared to him that it said there was a greater than 80% chance there would be missed deadlines. Forbes explained that when it was originally created, there were very tight timelines related to planning. But, if they were to move forward, they didn’t believe there would be as much as a chance of risk. She clarified to Yancey it should have said the start of the execution deadline instead of the launch deadline. Friend pointed out to Yancey that the next cell to the right had the same issue with regard to its 80% likelihood of missing the 7/1/20 deadline.

Risk Registry

Impact Probability	Negligible	Low	Medium	High	Severe
>80%		Hosting the application will require us to update the security certificate regularly as ongoing support.	Missed deadlines due to an extended amount of time spent in the planning phase due to delay in gathering requirements.	Deadline of 7.1.20 cannot be met based a very tight deadline and project delays.	Application can be removed after a few years of trial time based on Scrap Metal Dealer’s feedback.
60%-80%			Short timeline will not allow for unit testing which could result in bugs. Buy-in is not received from Scrap Metal Dealers.	Scrap Metal Dealer’s might not have access to technology or enough knowledge to connect to the API or use the Website.	Lost work due to a lack of clear requirements set during the planning phase. Partner delays testing and execution based on having higher priority projects.
40%-60%	Team could experience delays due to ETS priorities.			Lost work due to requirements changing after entering execution phase.	Inability to reach an agreement on the contract.
20%-40%		Internal and external team members taking time off which includes vacation, holiday and sick time.			
<20%					

Friend noted that it appeared that this may have been correct at a point in time, but an earlier point in time. Jones said there were no change in the risks, but the percentage of probability would need to be adjusted and they can do that. Yancey asked Jones what he thought the percentage probability was as he stood here today. Jones responded that he wouldn’t be standing here if he didn’t feel comfortable that they could do it.

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Yancey said that he hadn't asked that question but what the possibility of missing the deadline was today. Jones said he wouldn't present this unless he thought the risks were less than 10% probability – for all the risks labeled high and severe. But, he didn't want to downplay the significance of the risks.

Friend noted that he was in the Executive Director position and that he'd discussed this at the last meeting. Ultimately, the way the model works is that the Board provides oversight, not project management - which was made clear in the last meeting. Normally, they rely on the vendor to go and make these estimates and many times they do not come back to the Board and they are executed – there are development projects going on right now. If the Board wants him to drill all the way into this and figure out what he thinks related to the project manager related to it – those details don't always come up in these meetings. The Board already heard Yancey asking questions about the “chain” of how vendors get signed up, Friend is asking about training and things like that. So, the issue Friend has is that they could immerse or lose the Board in those details as well. But there are a couple things that relate to their own vendor.

Yancey responded that he didn't want to manage the project, but to understand the risks and how well they've thought out downstream activity, how closely it aligns to INK's mission and whether or not the board itself incurs political or social risk related to failing to meet a deadline or rolling out something that is not considered to be high quality.

Clark continued that she felt there were two things in play, listening to the totality of the conversation. One is internal processes between the INK Board and KIC as far as how we do project management today versus how we do project management going forward. That is a central question that the board needs to take on at some point in time.

As far as this particular project, she said that there were a few burning questions: One is that INK had quoted \$60,000 worth of work and they are at a little over \$47,000 at this point in time. So they need to either raise that cap and go forward or not. But, she senses that Jones is feeling a little more comfortable with the deadlines despite all the added work. The real timeline challenges will come from the scrap metal dealers and their acceptance or reluctance to participate, to be trained and stay trained – and then the security risks. So, not ignoring the concerns, but setting them aside for a larger conversation later and decide what to do with the contract is where things seem to be at.

Kite told Friend that as he understood it there were two things that needed to be done today. The first was to modify the original motion and then the other has to do with the presented contract (with KBI). Kite noted that he had raised some concerns at the previous meeting about that. To start off with, he asked if there had been any modification to the contract they had looked at last time. Friend confirmed that it was. Friend had a conversation with Yeary about how the contract differed from their standard boilerplate – it had been brought up at the last meeting as well. The other thing Friend felt was critical was that during this period KIC and KBI had been working to refine the scope of the project, but Jones would warrant that the scope in the contract – what INK will and won't do in the project – has not changed. Kite asked why this contract was not INK's standard contract - there is a lot of indemnity and other features. Friend said that was a question for the KBI and he thought Mandala could speak to it. As a brief premise, Friend added that he could understand how a normal state agency would ask for a number of these things in its contract with a vendor in the course of business, like IBM. But, what they did is to lift that up and take the same approach to INK/KIC. He then deferred to Mandala.

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Mandala said he could not speak for counsel. Friend said he understood that, but asked if Mandala would agree that it was at KBI's request to frame the contract directly with INK. Mandala did not assent to that, only saying that the KBI counsel worked with INK counsel and there were changes negotiated and that is the copy on the table. Friend then said that the reason he agreed to that is that it appeared to be the only way that they were willing to contract. But, also, everyone contracts with INK – so it is not unusual for the contract to be directly with INK. The question is these additional indemnification provisions. So, Friend did not want to speak for INK Board Counsel who was here, but he believed it resulted in building out indemnification and other liability provisions by either limiting them to KBI's investment of \$60,000, or essentially "stripping them out" of the INK contract with KIC and laying claim to them directly with INK. Yeary added that, in negotiating that back and forth, KBI wanted some indemnification, INK wasn't going to agree to unlimited indemnification, so he thought limiting to the amount paid under the contract for that, and as far as data breach, the coverage of the insurance policy that KIC has. Kite said "assuming that we have that insurance coverage" and Friend said that they did.

Kite asked if there were further discussion. Jones apologized for not emphasizing the risks more, but if there were any further questions on that, he was happy to address them. They are very aware of them and he listed some of them again.

Kite asked if any of the Board members wanted to go into Executive Session to discuss this further with Yeary as Board Counsel. Friend deferred to Yeary saying that the KOMA allowed them to go into executive session for any discussion with him that would be considered attorney-client privilege. Friend explained briefly to the attendees the process that they were going to use through the Kansas Open Meetings Act when they went into Executive Session.

Action Taken: At 11:07 a.m., Kite moved that open meeting of the Information Network of Kansas be recessed for a closed executive meeting pursuant to K.S.A. § 75-4319 (a) for consultation with the board attorney to discuss matters relating to legal liability under the justification listed in K.S.A. § 75-4319 (b)(2) because discussion of the matters in an open meeting would waive attorney-client privilege. The Information Network of Kansas will resume the open meeting at 11:17 a.m. and that this motion, if adopted, be recorded in the minutes and be maintained as part of the permanent records of the Information Network of Kansas. Clark seconded the motion. Kite asked if there was any discussion.

Discussion: Friend noted to Kite that he was required to name who stayed for the executive session. Kite stated it was the members of the Board as well as Duncan Friend and John Yeary.

The motion was passed unanimously and the Board went into Executive Session.

The Board reconvened from Executive Session at 11:17 a.m. and the other attendees who had been in the regular board meeting rejoined the meeting. Kite said that the Board was now out of Executive Session and into regular session.

Kite said that it looked like there were two motions that they needed to debate. The first was amending the motion from the July 7, 2019 meeting that had authorized KIC to perform work for the KBI on the scrap metal project. The other would be approving the contract as drafted with the KBI.

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He had a follow up question about how the \$60,000 that was to be paid for maintenance was going to work. Friend deferred to Jones. Jones indicated he thought it was money that would be going to the INK Board, not to KIC. Friend disagreed. KIC had contracted for maintenance – it originally had been considered something that could help “comp out” the initial expense. But, they are paying for maintenance. So, the situation is that they pay the INK board, it gets 15% and then 85% goes to KIC. It is in the contract, however, that for two years, INK is going to owe the KBI maintenance and support. He didn’t know that it was particularly well-detailed exactly what that was in the contract, but it did provide for maintenance.

Yancey asked how changes and enhancements would be handled – is that a separate Board request? Friend said he understood it would have to be within the \$30,000 – if it went over, you’d be back to the Board. Friend looked through a draft or asked if Mandala could provide some explanation of his understanding on. Mandala pointed to Section 11 on page 8. Maintenance and support was described in Section 12. So, if there is a change order, then KIC prices it, and the Board has to approve it. Friend read the relevant sections aloud.

Kite asked Friend to read the July 7 motion. Friend responded as follows:

Gaumer moved that the board direct INK’s business partner KIC to modify the 2019 INK Business Plan accommodate their development of the Scrap Metal application project as proposed by the KBI, with the cost of the development not to exceed \$60,000, and to develop a contract with the KBI for the Board that would include a maintenance fee of \$30,000 per year to support the application. Kite seconded. There was no further discussion. The motion was unanimously approved.

Friend stated that what he understood was needed was to change the cap and have them add it to the 2020 Business Plan, and then have KIC report some imputed cost so the expenditures could be monitored against the cap. And, let Friend know what they wanted him to do if they got close to the limit in terms of notifying the Board. Kite asked if they would just modify the motion and Friend said yes. Kite asked the members if there was any discussion – the proposal would be the \$232,000. Friend said that if that dollar amount was hit on March 22, he wanted to know what action step they wanted him to take. If they get there, it’s a contractual obligation, so he felt like he would have to tell them to stop work.

Cook said that she would have the concern that they hit that number sooner than anticipated and they were on a tight deadline and don’t want work to halt simply because they hit the number sooner than anticipated. So, she thought having some flexibility there to recognize this is an unusual situation and a tight timeline that would not put them in the position of potentially slowing down the project. Clark concurred. Kite asked if this meant that they would allow greater monetary discretion in the motion?

There was some discussion about how long of “coverage” was needed to allow KIC the ability to work between board meetings in case there was an overage that needed approval. The amount arrived at, based on the project duration, was \$43,000 that would give them one-month coverage between board meetings. Clark noted that more hours would probably be spent now than later from a contingency approach. Rather than divide it into equal increments, maybe they should use eight-week increments vs. four to not have to come back in an emergency (maybe \$60,000 or \$70,000 for the next four week period). Yancey responded that he was saying they should raise the cap to \$275,000 in total, but add the codicil that KIC needs to notify the Board when they exceed the original \$232,000 amount, so that will give them a month of operating capital

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at the normal burn rate for the Board to decide what to do. Kite asked if that was a motion and Yancey said that he would do so.

Action Taken: Yancey moved that the July 7 motion be amended to raise the expenditure cap to \$275,000, but that KIC must report to the Executive Director at the moment they exceed the threshold of \$232,100 and to modify the 2020 Business Plan to include this work. Wamsley seconded. Kite asked if there was discussion. Seeing none, he called for a vote. The motion was unanimously approved.

Kite asked about the next motion to approve the contract. Friend expressed his understanding that the cap related to KIC, but the amount to be paid by the KBI remained the same, he didn't see any change was necessary and deferred to Yeary's opinion as Board Counsel. He did not have any changes.

Action Taken: Clark moved to approve the contract with the KBI for the Scrap Metal Repository project. Cook seconded. Kite asked if there was any discussion. There was no discussion. The motion was approved unanimously.

Director Thompson thanked the Board members for working through this with the KBI and voiced support for their work together with KIC.

2) 2020 Business Plan Overview

Friend began by reviewing the purpose of the Business Plan and the contractual requirements around it and the Board's approval. He noted that today's presentation would need to be abbreviated because the KBI discussion had run over and there was also New Business that had to be addressed today. He said that the plan was essentially the same that had been distributed to the Board for feedback in December and he expected that they would return in the February meeting to finalize any feedback and seek approval.

The principal portion of the discussion consisted of an overview, presented by Jones, of the initiatives laid out in the draft 2020 Business Plan. *<A copy of that presentation is attached.>*

Toward the end of the presentation, Friend noted again the importance of the state's Information Management Plan for tying INK's vision and goals to the overall vision of the state's direction for information and technology management. This is a plan that INK has funded before and he intended to continue to approach OITS and a new CITA when hired about the possibility of helping jumpstart this process. They also discussed the "Operational Review" concept for reviewing INK operations by functional area during the year and reporting out to the Board about findings or needed changes.

Yancey asked how that would come to the Board – was he planning on doing a report as he cycled through these, with recommendations? Friend responded that they would be sitting down for every area and determining the scope, as it won't be the same for each, then see what he thinks the contractual requirements are for it, what reporting is needed, then there may be recommendations for changes or improvements. The issue is, when it is all said and done, you have "Duncan" giving his assessment, rather than a third party. So, he and Jones would get agreement together about any reporting changes or process changes that they think are OK, then they would also do a short brief for the Board on "Here's what goes on in this area" and "Here are potential changes / issues." He confirmed to Yancey that he had aligned the deadlines with the Board meeting dates. That would be the date they would present back.

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In discussing the Marketing section later, Clark referred to Burghart for confirmation, but she proposed that face-to-face meetings with agency secretaries, public information officers, and IT leads is some of the best marketing. There is a whole new set of secretaries – some understand and know a little bit more than others, and have a little more experience with INK / KIC than others. But, in her mind, nothing can replace that face-to-face conversation to not only say what our services are, but take them back to why it was founded, what our mission is, the things that we do that were just on display with the KBI project. The Board is frontloading that statutory obligation for that agency at little or no cost. And, she thinks that has to be emphasized when we meet with the agencies. Jones strongly agreed. Yancey noted that, while they did have daily contact, they haven't organized an outreach "tour" where they set up meeting and go make a presentation. Friend and Jones agreed. Friend noted that Kite had been on him about that since Day One, so he certainly sees the value. Yancey suggested they put together a presentation that facilitates dialog that says "What is INK? Why are we here? Why were we created? What services do we offer today? And why that's important and how what they do as an agency might dovetail with what INK does."

Friend then referenced a person from KIC attending the Water Technology Expo today that came about as a result of a meeting he had with the head of the Kansas Water Office who is also head of the state GIS Policy Board to walk through what INK does and their grant program. Clark confirmed there were a lot of possibilities there.

Friend and Jones closed by asking for feedback on the draft of the 2020 Business Plan in their packet and to pass that on via email, phone, along with questions. They will send out a copy that has the dates. Friend confirmed to Kite that it would be an item for action at the next meeting.

Kite asked if there were any formal process to approach information services to get their feedback on the plan. Obviously, Yancey was on the Board. Kite asked if Friend had ever received anything formal from OITS like a letter indicating what they were looking for from the Board. Friend says there hasn't been. In the past, the CITO was on the Board, and they'd view it as an extension of how they accomplish things. He is not saying that the current one doesn't, but they have had 9 in the past 11 years. The statute talks about cooperating, but it also talks about INK advising and helping to set strategic direction. They, of course, have feedback from Yancey, Friend is going to try to meet with Stacy Mill who is the Deputy CITO, and they are scheduled to meet with the CITO, Secretary Burns-Wallace. The SIM plan is been the way they've done that. Yancey agreed that traditionally it is through the SIM plan that ITEC brings forward.

Kite also asked if the Board had ever retained a consultant – as the Board is specifically authorized to enter into professional consulting engagements and that type of thing – to give the Board any kind of independent third-party advice on direction. Friend responded that this has occurred some, either via a retreat or there was a consultant that also used to work with Secretary of State that also worked with the Board. It is contemplated – there is opportunity there to do it and Friend stated that he thinks it is a good use of the Board's money in certain areas, especially in helping the Board develop user-focused strategy, helping them develop a stronger approach to the public. The state has 100 doors, and INK is supposed to help knit that together. He pointed out the diagram Jones had included in the business plan about the user. So, Friend thought consulting could help them in two ways. The first is in the operational reviews. They can also help the Board be in a better position to address the public. Yancey summarized what he understood Friend to be saying – that it would be good to bring in consultants as point expertise to help the evaluation in these areas to make recommendations on how the INK Board might align its strategy to achieve certain things. Friend agreed. Kite asked if Friend had any recommendations or if he would like to come up with them. Friend

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said yes, he would, and he would like to use state contracts if he could for ease of procurement, even though the Board is exempt from state procurement rules. Friend closed by noting that the Operational Review was mostly about administrative processes. Others can address helping INK in fulfilling other roles like to advise the state and help agencies – like the SIM plan.

Action Taken: None.

3) Network Manager Report

Jones provided a brief summary of highlights of work they'd done in the last period. In light of the short time left in the meeting, Jones wanted to re-emphasize they launched Phase 2 of the Kansas Business One-Stop (KBOS) and it went extremely well. They are working on Phase 3 – a toolkit – and he can't say enough about the great participation they have had. They are now working on the marketing.

Clark wanted to add that they had now been hearing from some of their economic development practitioners in the cities and the counties – and they like it and are pushing it out. They are still offering suggestion for improvement, but that is one of the first lines in terms of business creation. Yancey noted there may be an opportunity to begin to incorporate local input as their may be local regulations that apply. Jones closed saying they were continuing to emphasize cybersecurity during some of the recent international events.

Action Taken: None.

New Business

1) Revisions to INK Expense Approval Process

Friend reminded the Board that there are only three officers named in statute. This does not include a Treasurer. When Yeary and he had been reviewing the statute for the investment policy in the summer of last year, they had noticed this and Yeary had advised that the board eliminate the Treasurer position. So, when the Board had voted the new slate of officers for January, they did not include a Treasurer.

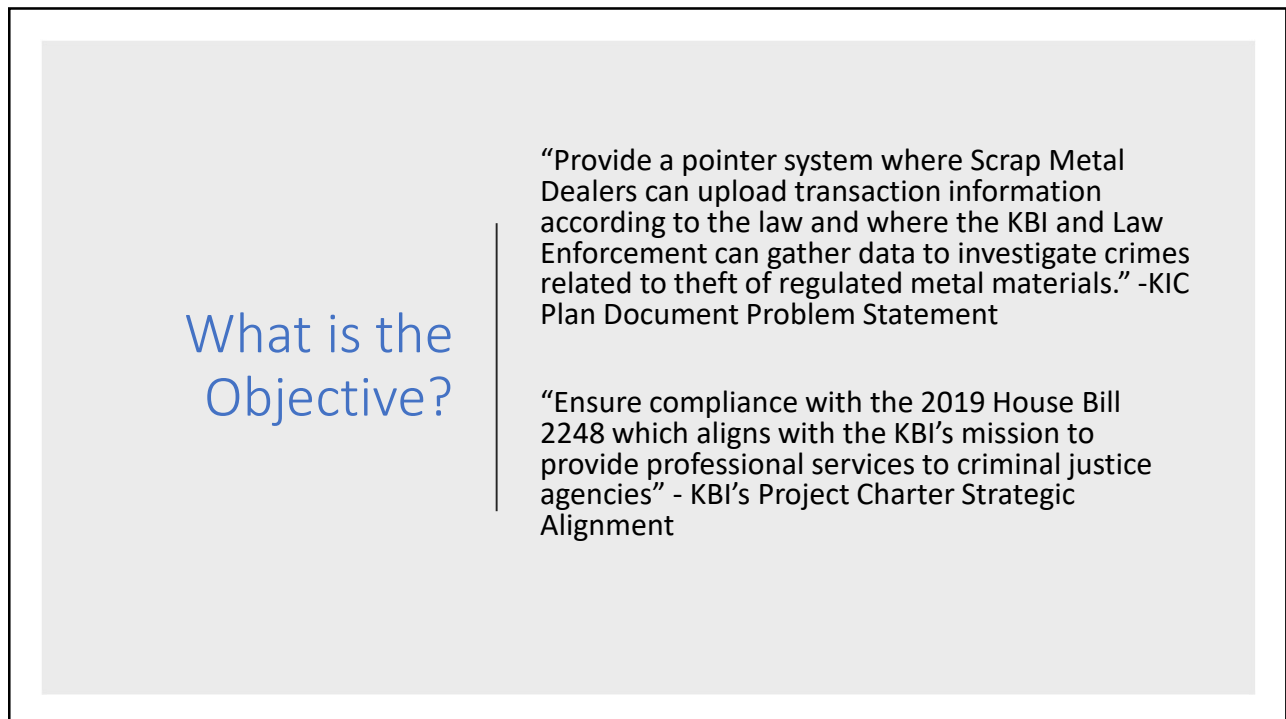
Friend had done some research with the accountants and auditors and handed out some material he had prepared about what the Treasurer did, process-wise, and he was looking for guidance as to whether they wanted to distribute the duties, which officer's – or his own – signature should go on the checks, who would sign for the Treasurer when banking documents required it and similar questions. After some discussion, the consensus of the members was that these duties should now be performed by the Vice-chair. They agreed to grant Wamsley the authority to continue in the role of approving expenditures in the interim until a revised set of by-laws could be provide and the new processes put in place. Wamsley said it wasn't enough to split up. Clark asked why they wouldn't just use an officer. Friend said that was fine, he just wanted to get some input before he wrote it up.

Action Taken: Clark moved that the by-laws be modified for the Vice-chair to perform the financial duties previously executed by the Treasurer. Seconded by Wamsley. Discussion: Friend asked if Wamsley could be authorized to handle approval of routine expenditures in the meantime. This was incorporated in the motion and approved unanimously.

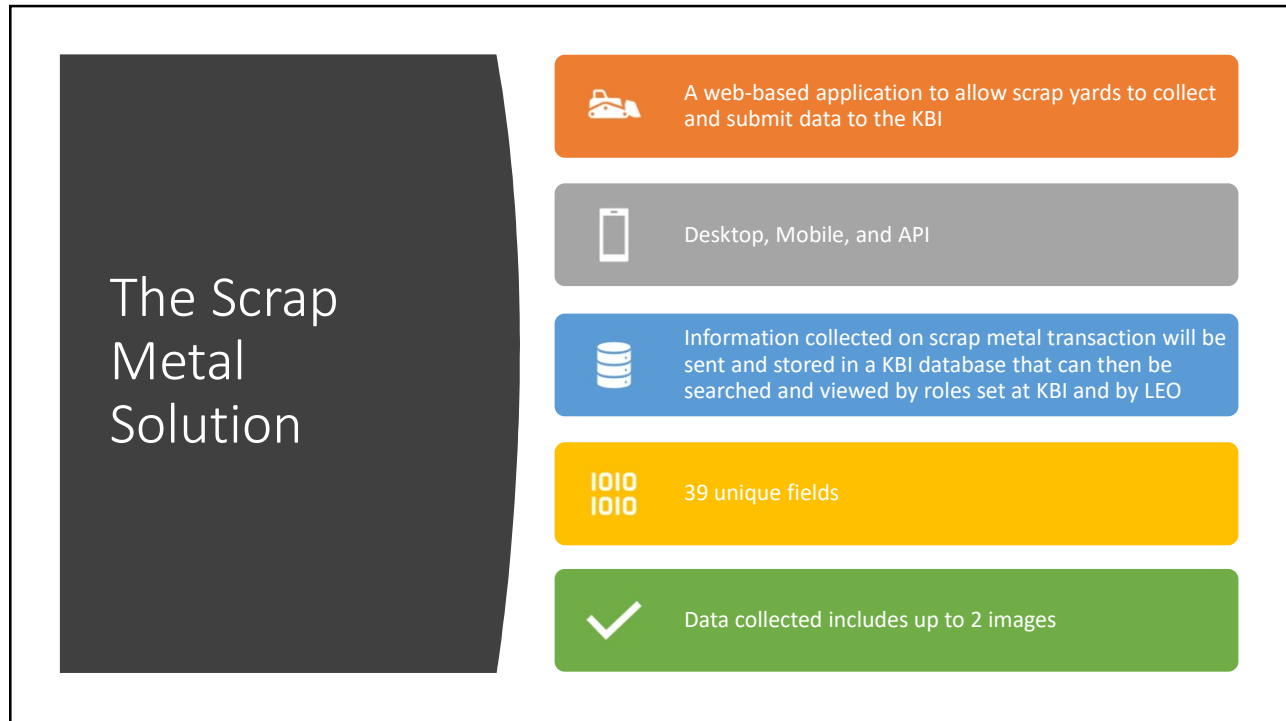
Adjournment: The Board adjourned at approximately 12:15 p.m.



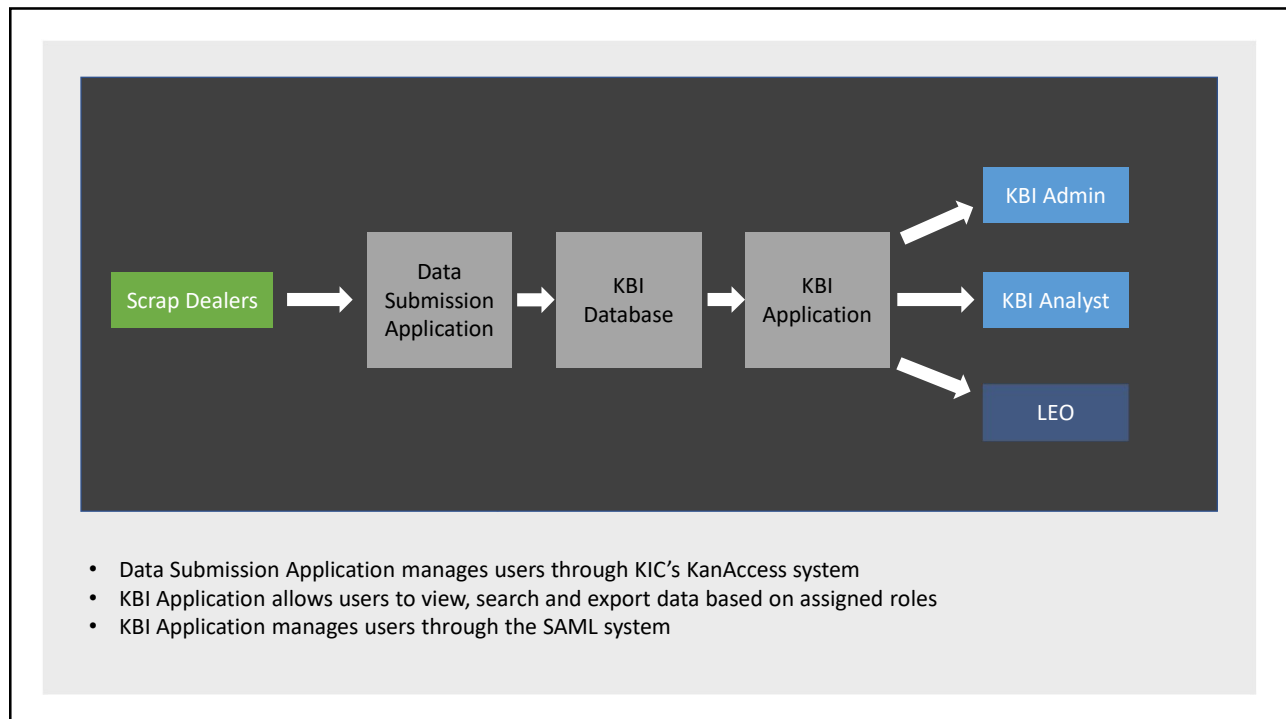
1



2



3



4

Add Transaction

Purchaser's Information

First Name Last Name

Seller's Information

First Name Middle Name Last Name

Gender Date of Birth

Address 1

Address 2

City State Zip Code Zip +4

Type of ID Location of ID ID Number

Seller did not have a vehicle

Vehicle License Number

Vehicle Make Vehicle Model Vehicle Color

5

Transaction Information

Date of Transaction Dealer ID

Ticket Number Place of Transaction

Photograph of Vehicle the scrap was carried in
 No file selected.


Photograph of complete load
 No file selected.


Load Information

Type	Description	Action
Vehicle	Ford Taurus	Edit Delete
Scrap	Copper pipe	Edit Delete

6

When?

 Solution will be launched
6.30.20

 Work will continue after launch
which includes the launch of
API service

7

Resources

Network Manager has completed 467 hours in the planning phase

Network Manager estimates a total of 1,854 hours during the execution phase

INK will incur a resource cost of \$232,100

8



1

FOCUSING ON THE CORE STATUTORY OBJECTIVES OF INK IN 2020

- Provide a gateway to Kansas public information
- Expand the amount, kind, and utility of information available
- Expand the base of users of Kansas government information
- Improve access technologies
- Seek advice from the general public, network subscribers, and other parties in accomplishing its mission
- Advise the state (Secretary of Administration, OITS, and Agencies) on citizen and business access to data
- Provide oversight of the Network Manager

2

WE ARE WORKING TO REFINE THE OBJECTIVES IDENTIFIED IN THE BUSINESS PLAN



These proposed objectives are being discussed, evaluated, and planned



We want objectives that are meaningful, that will improve the value that INK provides to the State, and that are achievable



Provided dates are tentative and may be adjusted once the details of each objective are finalized

3

PROVIDE A GATEWAY TO KANSAS PUBLIC INFORMATION

- Implement at least two services on a mobile platform that allow a user to perform an action with an agency such as renewing a professional license. July 1st
- Implement at least three information services on a mobile platform. For example, information about voting. July 1st
- Create a comprehensive public-facing directory of official state social media accounts to help users connect with government and publicize it across the gateways we provide. April 1st
- Conduct an outreach to state agencies to identify what API's are currently available to the public. Using this data, create a webpage identifying these API's for use by other entities. July 1st
- Perform in-person user testing with 5-7 users of different occupations / roles of the Kansas.gov website. Solicit feedback from at least two groups of eight private sector individuals regarding the current Kansas.gov website that includes INK subscribers and one group of state agency staff that includes web accessibility expertise. Using the feedback gathered from these groups to improve the usability of the Kansas.gov gateway and make changes as needed to improve the usability of the website. June 1st with changes implemented by November 1st.
- In 2019, we had several objectives dependent upon moving to a new office. That move has been delayed. However, we still anticipate accomplishing these objectives but now in 2020. These include:
 - Implement a dedicated media room for use by agencies in the new office.
 - Implement a dedicated research and development room in the new office.

4

EXPAND THE AMOUNT, KIND, AND UTILITY OF INFORMATION AVAILABLE

- Develop a pilot program to:
 - Identify data being collected by a government organization and assist in understanding its security classification and the access policies that apply to it.
 - Identify which data sets are currently being made available to outside users and, to the degree possible, how those groups are using it.
 - Identify additional external users who could benefit from access to the data sets that are currently being made available, as well as those that are not.
 - INK and the pilot organization would examine any potential, costs, risks and benefits of providing the datasets and potentially work with the organization and customers to make one or more data sets available. Pilot completed by August 1st and Review completed by October 1st.
- Further enhance the Kansas Business One Stop (KBOS) by identifying opportunities to collect and share data between agencies. Throughout 2020.
- Implement at least one online service through a social media platform. This will be approached as a proof of concept to evaluate the demand for such a gateway as well as identify potential challenges such as security, privacy, and usability. September 1st

5

EXPAND THE BASE OF USERS OF KANSAS GOVERNMENT INFORMATION

- Develop an online survey regarding current online government services and users' thoughts on those services including whether the individual was aware of the service. September 1st
- Survey current online service subscribers on their satisfaction with the services they are receiving and what enhancements they would like. August 1st
- Expand the metrics collected by INK including users of data and types of data being accessed. This will be done in conjunction with the Executive Director. For example, data regarding driver history monitoring. August 1st
- Begin using these metrics to measure and report on efforts to improve the base of users. October 1st

6

IMPROVE ACCESS TECHNOLOGIES

- Meet with the Kansas Commission for the Deaf and Hard of Hearing. Explore ways that INK can better serve the deaf and hard of hearing community. This may include providing more information regarding services available to this community, enhancing technologies that are being used such as the Amazon Echo or chatbots, or provide new online services. March 1st
- Meet with the Kansas Association for the Blind and Visually Impaired. Explore ways that INK can better serve the blind and visually impaired community. This may include providing more information regarding services available to this community, enhancing technologies that are being used such as the Amazon Echo, audio readers, or provide new online services. March 1st
- Work with government agencies to identify public-facing paper-based processes for which there is significant benefit to both government and the customer of moving them online. From this list of opportunities, identify and initiate two projects to provide and/or improve electronic access. This will be accomplished in concert with the review of opportunities for expanding data access above. This will be conducted throughout 2020
- Expand involvement with the Kansas Partnership for Accessible Technology, including solicitation of opportunities to contribute and use expertise from the state's accessible technology community. June 1st

7

ADVISE THE STATE (SECRETARY OF ADMINISTRATION, OITS, AGENCIES) ON CITIZEN/BUSINESS DATA ACCESS

- Assist the State with the development of the Strategic Information (SIM) Plan, including possible funding through INK as has occurred in previous iterations, to ensure effective integration with overarching strategic planning for information management at the State. September 1st
- Prepare a document for consideration by the State on potential approaches for identifying, cataloging, and using data collected by state agencies based on the experience / outcomes from the pilot initiative for data inventorying in Section 2.2. December 1st

8

SEEK ADVICE FROM THE GENERAL PUBLIC, SUBSCRIBERS, PROFESSIONAL ASSOCIATIONS, ACADEMIC GROUPS, INSTITUTIONS AND INDIVIDUALS WITH KNOWLEDGE OF AND INTEREST IN AREAS OF PUBLIC INFORMATION ACCESS, GATEWAY SERVICES, ADD-ON SERVICES & ELECTRONIC FILING

- Conduct at least three focus group events to solicit input on existing or potential new services that are provided by INK. August 1st
- Conduct at least one survey of users of a specific service to identify opportunities for new or enhanced services. Including:
 - No charge services
 - Fee services.
 August 1st

9

OVERSIGHT OF THE NETWORK MANAGER

- **Business Development** – By March 5, 2020
- **Financial Processes and Reporting** - By April 2, 2020
- **Payment Processing** – By April 2, 2020
- **Communication Processes** (*including Press Releases and Social Media*) – By July 2, 2020
- **Marketing/Branding** – By July 2, 2020
- **System Development Lifecycle** – By October 1, 2020
- **Project Management** – By October 1, 2020
- **Technical Architecture** (*incl. Tech. Planning and Decision-making*) – By December 3, 2020

10

MARKETING PLAN



EVENTS



SOCIAL MEDIA



MARKETING MATERIALS

11

MARKETING PLAN OBJECTIVES

- Conduct two events that create agency interaction with INK - Second Quarter and Fourth Quarter
- Conduct a Fourth Annual INK Technology Showcase with participation by agencies - Fourth Quarter
- Rebrand as INK - July 1st
 - New booth
 - New marketing materials
- Conduct at least three service marketing campaigns. Specific campaigns to be determined by working with agencies served by INK. Throughout 2020
- Identify three online services currently provided by INK on behalf of government organizations that have less than full participation of the targeted communities (such as licensing applications) and develop and execute plans with those organizations to increase service adoption. Second and Third Quarters

12

EVENTS [WE HAVE A BOOTH AT ALL THESE EVENTS]

- Kansas Assoc. of Counties – Oct. 13-15, 2020
- City Clerks and Municipal Finance Officers Assoc. (CCMFOA) – March 11, 2020
- Kansas County Treasurers Assoc. Spring Conference – June 10-12, 2020
- Kansas County Treasurers Assoc. Fall Conference- Sept. 9-11, 2020
- Kansas Assoc. of District Court Clerks and Admins. (KADCCA) – October 2020
- Kansas Assoc. of School Boards (KASB) – December 2020
- Kansas Assoc. of School Board Officials (KASBO) – April 22-24, 2020
- Kansas Paralegals Assoc. (KPA) – June 19, 2020
- League of Kansas Municipalities (LKM) - October 2020
- Kansas Register of Deeds – June 2020



13

FEEDBACK
THOUGHTS
IDEAS

14

PROPOSED BUDGET

	2020 Portal Budget
Portal Gross Receipts	\$432,439,716
Agency Fee Submissions	\$424,411,447
Portal Costs	\$2,194,853
Portal Net Revenue	\$5,833,416
Network Manager	\$4,958,404
Retained Earnings (INK)	\$875,012
INK Expenses	<TBD>
Portal Net Income Before Grants	<TBD>
Existing Grant & Restricted Fund Balances	<TBD>
Net change in Cash Position	<TBD>

15

NEXT STEPS



Incorporate feedback from Board



Update plan to include changes or corrections



Transmit to Board for final review



Agenda for approval in February 2020 meeting



Begin monthly reporting (in Network Manager report)

16