

Information Network of Kansas Board Meeting Minutes

August 2025 Regular INK Board Meeting August 7, 2025

Opening

A meeting of the INK Board was called to order in the Department of Revenue Secretary's conference room on the fourth floor of the Mills Building in Topeka, Kansas, at 10:00 a.m. by INK Board Chair Tom Sloan. The following other members of the Board were present:

Kate Butler, representing the Kansas Bar Association (Joined via Zoom)
Bruce Chladny, representing the Kansas Association of Counties (Joined via Zoom)
Greta Funk, representing the Kansas Library Association (Joined via Zoom)
Jeff Maxon, representing the Office of Information Technology Services (Joined via Zoom)
Kyle Niemann, representing the Kansas Association of Realtors
Kayla Savage, representing the Kansas Department of Commerce
Ted Smith, representing the Kansas Department of Revenue

Others Present

Murray McGee, INK Executive Director; Dusti Cerca, INK Chief Administrative Officer; Susan Mauch, INK Board Counsel; Ryan Weber and James Adams, representing the Kansas Information Consortium.

Guests Perry Henry, Senior Consultant of Veracity Consulting and Paul Finster, Infrastructure Lead Consultant of Veracity Consulting.

Consent Agenda

The presented Consent Agenda included July 10, 2025, draft minutes from the INK Regular Board Meeting, the June 2025 INK Financial Statement, and the July 2025 Network Manager Report.

The contracts for approval included: City of Effingham; USD 422 - Kiowa District; USD 422 - Kiowa Junior High and High School; USD 422 - Kiowa Elementary; Bradford Memorial Library; Eureka Public Library; USD 271 - Stockton Grade School; and USD 271 - Stockton High School.

Action Taken: Chair Sloan opened the floor for questions. Niemann made a motion to approve the consent agenda. Smith seconded the motion. A unanimous vote approved the motion.

Regular Business

1. INK Executive Director Report

McGee reports that progress has been made with several organizations this week. The Kansas Racing and Gaming Commission has approved a new contract for website development.

A successful call with the Board of Healing Arts resolved a long-standing licensing issue.

The 911 Board is currently discussing a proposed scope of work for a new website and payment processing assistance.

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Additionally, memoranda of agreement for the new grants with the Secretary of State and the Department of Agriculture have been prepared by Mauch and are currently under review by the respective agencies.

Action Taken: Chair Sloan opened the floor for questions. Sloan inquired about the status of projects for the Department of Corrections and Blue Cross and Blue Shield. McGee reports that he has reached out to BCBS, but they have gone through a reorganization. Some of the staff that INK had been working with are no longer there. The project is back to its beginning stages.

McGee advised that the Department of Corrections is waiting for a response from OITS on their submission for the scheduling tool. Sloan requested that Maxon check on the status of their submission.

There were no other questions or actions by the board.

2. Network Manager Report

Weber reports that this month there were significant updates regarding operational and strategic aspects, with a 99.99% uptime maintained. Over 1,000 support tickets were submitted, with feedback indicating an 87.5% satisfaction rate. Approximately 82% of tickets were resolved in one interaction.

A major upgrade to the Mongo database was completed during a regularly scheduled maintenance window, affecting only a few agencies. Communication was sent in advance, and the migration proceeded without any issues or service disruptions.

KIC is moving forward with 8 significant contracts for the school districts in Kiowa and Stockton, as well as two libraries: Bradford Memorial and Eureka, and the city of Effingham.

KIC rebranded the Governmental Ethics Commission to its new face as the Kansas Public Disclosure Commission. KIC ensured that the new identity was represented online without any disruptions to their operations.

The first Amber Alert was executed through the modernized system linked to FEMA's Integrated Public Alert Warning System, resulting in the successful recovery of a child in another state.

In July, KIC had 11 active projects with approximately 326 hours of work alongside various agencies, including the Highway Patrol and the Kansas Department of Aging. Including efforts on projects to digitize VIN inspection forms and provide online accident reports for the public.

Weber's team participated in the Tyler Mesh event, an internal conference dedicated to professional development. They engaged in deep discussions on cloud integration, AI applications, and other essential topics.

KIC is collaborating with the Department of Administration on a campaign and payment processing system. They are interested in a team solution that avoids upfront costs. They are also exploring workflow and payment distribution tools to improve handling of payments and collections for cities and counties.

Weber reports that KIC is managing over 63 active opportunities with counties and cities and is currently negotiating with 15. There is high demand for counter services, and there is a need for discussion about the future of these devices.

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Action Taken: Chair Sloan opened the floor for questions. Niemann asked if there is a trend or spikes in helpdesk ticket types. Weber states that he has not seen any trends to date, but Zendesk was implemented a couple of months ago. Zendesk can easily access and review any negative complaints or comments. It can track and correlate trends over time.

There were no other questions or actions by the board.

3. KIC Request for Exemption

The subject was removed from the agenda.

4. Credit Card Payment Devices

Weber states that the master contract between KIC and INK mandates that KIC covers all hardware costs, but it does not specify which devices. Historically, KIC has supplied swipe devices for over-the-counter payment collection without a financial burden. Many of the devices have reached or have passed their end-of-life, and support for these devices is not available. The machines are encrypted, secure, and capable of processing payments, but the newer payment processing methods require devices with chip readers or touch-to-pay functionality.

There are approximately 1,200 devices in use across the state that must be replaced with modernized inventory. The previous cost for these devices has increased from \$130 to between \$700 and \$1,200. Some agencies order extra devices for backup purposes. Weber suggests implementing a structured policy for equipment distribution to maintain an accurate device inventory and to ensure timely returns after a specified period.

Devices are now sophisticated computers with advanced security and functionality. The device's lifespan will not match that of the older models, which may result in frequent replacements. Weber urges the board to create a clear policy regarding the distribution of devices and add it as a top item on next year's agenda.

Action Taken: Chair Sloan opened the floor for questions. Chladny inquired about the shorter life span for the new devices. Weber states that the device's service life is around five years, but some devices may last even longer.

Smith requested a layman's explanation of the business model for how KIC pays for the equipment and what the merchant account fee is, and whether it's uniform across all their different contracts. Weber responded that KIC handles the expenses for the device, software, and training. The service fees set by INK range from \$1.50 to \$2.00 per transaction. KIC incurs fluctuating merchant fees for credit card processing. It may take considerable time to recover the initial investment of a \$1,200 device in a low-volume area.

Sloan asked Weber if KIC had draft language to consider for the policy. Weber states that KIC is not making any decisions currently but is preparing for a significant priority in 2026. Weber plans to work with McGee to develop a formal presentation for the board.

There were no other questions or actions by the board.

5. Grant Status Report

McGee states that the latest updates on the grant projects show strong progress. The two new grant agreements are active, and all grantees have submitted their quarterly reports. The Kansas State Historical Society and the

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Kansas Department of Revenue have fully utilized their funds, and the Kansas Bureau of Investigation has a remaining balance of \$11,505, allowing INK to close out the three grants.

The Biological Survey has faced vendor-related delays but does not need additional funding and only requires more time for project completion in December. They will provide the board with a final report.

Wichita State University has yet to request reimbursements.

The Kansas Health Foundation is preparing to fundraise at least \$1 billion for phase two of its project while continuing phase one.

From 2002 to 2020, INK issued 49 grants totaling over \$6 million. From 2020 to 2025, INK issued ten grants for about \$4.2 million. Currently, 40% of INK's annual operating budget is earmarked for grants. All projects are on track and report quarterly as required.

Action Taken: Chair Sloan opened the floor for questions. Sloan inquired about the completion of the Dodge City project. McGee responded that they are wrapping up the project to have it completed before the World Cup soccer event in Kansas City.

Niemann moved to close out the three grants for the Kansas Department of Revenue, the Kansas State Historical Society, and the Kansas Bureau of Investigation. Savage seconded the motion. Smith suggested an amendment to the motion to close two of the three grants, KBI and KSHS. Niemann and Savage agreed to the amended motion. A unanimous vote approved the motion. There were no other questions or actions by the board.

6. Local Government Showcase

McGee reports that the INK Local Government Showcase will be held on September 10th at 10 am via Zoom. INK has a solid reputation with local government entities and wants to expand discussions about other beneficial products. The upcoming event will engage key decision-makers like city and county clerks and administrators by demonstrating products that can meet their needs.

Action Taken: Chair Sloan opened the floor for questions. There were no other questions or actions by the board.

7. Presentation by Veracity Consulting

Perry Henry, Senior Consultant of Veracity Consulting, and Paul Finster, Infrastructure Lead Consultant of Veracity Consulting, presented to the board during an executive session.

Niemann moved for the board to enter an executive session under KOMA Section 4 to discuss matters concerning data related to the financial affairs or trade secrets of corporations, partnerships, trusts, and individual proprietorships. And, under KOMA Section 12, to discuss matters relating to security measures to protect systems, facilities, or equipment used in communication services. Also, under Section 2 for attorney-client privilege, including INK attorney, INK staff, and Veracity Consulting, for 20 minutes. Savage seconded the motion. A unanimous vote approved the motion. The Board entered an executive session at 11:01 a.m. The Board came out of the executive session at 11:21 a.m. Niemann moved to extend the executive session for an additional 15 minutes. Savage seconded the motion. A unanimous vote approved the motion. The Board entered an executive session at 11:21 a.m. The Board came out of the executive session at 11:36 a.m.

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Action Taken: Chair Sloan opened the floor for questions. There were no other questions or actions by the board.

Committee Reports

- A. **Finance/Banking/Accounting Committee** – No Report.
- B. **Policy and Procedures Committee** – No Report.
- C. **Personnel Committee** – Butler reports that Syndeo has introduced a new HR portal to securely manage documents. The new portal replaces the previous method of sending PDFs via email. Additionally, financial information is being emailed to Mize, which raises security concerns. Butler moved to permit the accountants at Mize with very limited access to the Syndeo HR portal to obtain necessary information. Smith seconded the motion. A unanimous vote approved the motion.

Other Business

Chair Sloan asked if there was any other business to come before the Board. Smith addressed the board regarding Assessment Connect and the need for better promotion of the product. He proposed collaborating with Chladny and Weber to communicate the availability of real-time tools that track trends in each county. The goal is to shift the focus from negative news to providing valuable information through a public-facing document. Weber stated that he would be in contact with Smith for further discussion.

There were no other questions or actions by the board.

Adjournment

With no further action for the Board to consider, Chair Sloan adjourned the meeting at 11:36 a.m.

Submitted by:
Dusti Cerca
Chief Administrative Officer