

## 2019 KIC Business Plan – Metrics

### 21 Primary Objectives in 2019

The initiatives identified below are the primary objectives identified in the INK/KIC Business Plan. This does not include the contractual requirements identified in the Master Contract or the core KIC activities such as security and payment processing.

Enhancing Operations	New Technologies	Building Relationships	Marketing	Website
Two Senior Staff will be ITIL trained and certified. [Q4]	Expand Agent Kay into at least four state agencies [Q3]	Conduct a third annual Technology Showcase [Q4]	Undertake rebranding of the Portal [Q4]	Modernize the Kansas.gov website and update for the new Governor [Q2]
Implement a dedicated Research and Development room at the new office. [Q4]	Develop one new electronic home assistant government solution [Q3]	Roll out a comprehensive agency training program to select elected and appointed officials. [Q2]	Submit for the “Government Experience Award” Formerly the “Best of the Web” CDG. [Q2]	Perform a comprehensive review of the Kansas.gov website for accessibility. Potentially partner with the School for the Blind. [Q3]
Implement a dedicated media room for use by agencies in the new office. [Q4]	Develop and implement a drone related project [Q4]	Hold a social media training seminar for agency staff [Q4]	Produce two marketing campaigns. [Q4]	Implement analytics on all websites maintained by KIC [Q1]
Minimum of one staff will obtain an AWS cloud certification [Q3]	Develop and implement a business intelligence data visualization project [Q4]	Prepare and provide a survey to key service users to identify areas for improvement. [Q3]	Produce a minimum of two promotional videos to promote selected services. [Q4]	
	Develop at least one proof of concept project using a private cloud [Q2]	Building relationships and implement analytics for all Executive Branch Agencies. [Q4]		