

## September 2018 Board Meeting September 4, 2018

### Opening

A meeting of the INK Board was called to order at 10:05 a.m. Tuesday, September 4, 2018 at 700 SW Harrison, 2nd Floor Conference Room, Topeka, Kansas by Kathy Sachs, representing the Secretary of State, with the following members present:

Matt Billingsley, representing the Secretary of Revenue  
Sam Williams, Secretary of Revenue  
Lana Gordon, Secretary of Labor  
Gregg Wamsley, representing the Kansas Library Association  
Doug Gaumer, representing the Kansas Bankers Association (*by phone*)  
Aaron Kite, representing the Kansas Bar Association

### Others Present

Duncan Friend of the Information Network of Kansas, Inc.; Nolan Jones, Ashley Gordon, and James Adams, Kansas Information Consortium; Karen Linn, Managing Director, Berberich Trahan & Co., P.A.; Adrian Guerrero, CPM, Director of Operations and Kolton Colhouer, Kansas State Board of Nursing.

### Consent Agenda

The consent agenda for the meeting included the August 2018 INK Board minutes, August 2018 Network Manager Report, and the following contracts for approval: Dodge City Public Library (AppEngine), Wichita County Health Department (KanPay Counter), and Ford County: Santa Fe Community Corrections (KanPay Counter).

**Action Taken:** Motion made to approve the Consent Agenda in its entirety by Billingsley, seconded by Secretary Gordon. Motion passes unanimously.

### Action Agenda

#### 1. 2017 INK Financial Audit

Friend directed the members to the relevant draft documents contained in the packet. Karen Linn explained the audit by going through the process and assumptions shown in the Report to the Board of Directors. She confirmed they were able to offer an opinion that the 2017 financial statements were free of material misstatement. She continued, stating that this is the type of opinion the Board should be looking for. She then noted that there were no adjustments needed to the trial balance that was provided to them when the audit began, which was a good indication that the financials were being maintained and those that are being provided to the board on a meeting-to-meeting basis are being appropriately recorded.

Linn then drew the members' attention to a draft management letter. She stated that audit deficiencies fell into three different categories (in increasing order of severity): Control Deficiency, Significant Deficiency, and Material Weakness. The one that has been identified here is a control deficiency. (Banks in Kansas are required to pledge securities for balances of public funds they hold in excess of

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FDIC coverage) It states that some of the deposits held at Kaw Valley Bank became unsecured during the year they were auditing in the amount of \$375,301. Her understanding was that this had been resolved since this was identified. It wasn't an issue with the documents in place with the bank, but that they were not complying with them. She deferred to Friend to explain further.

Friend stated that INK does have a signed agreement with Fidelity Bank, they do have securitization in place, but it did not rise as the balances grew and failed to cover them. The gap continued to grow until discovered in the audit. INK asked for the management letter (discussed at the last meeting) – they are not normally issued for control deficiencies, and he implemented the control suggested in the letter, requesting all three banks INK does business with to submit a monthly report of securitization. Kaw Valley immediately purchased securities to cover the gap once they were notified. Linn then went over the rest of the materials provided, including the result of the agreed-upon-procedures engagement where they reviewed INK contract payments by KIC and everything was found to be in order. She offered to answer questions.

Sachs asked the presenter a question not about this year's audit, but about whether the small refund amounts INK was processing seemed appropriate for review and Friend explained the history of how the current process came to be. Linn responded that there could definitely be a threshold where there is no Board approval required – it would be reasonable to set a threshold at something much higher. Friend added that he seldom saw a large refund.

**Action Taken:** Wamsley made a motion to accept the 2017 INK Financial Audit, seconded by Secretary Gordon. Motion passes unanimously.

### 2. Kansas State Board of Nursing: Alexa Application

Adrian Guerrero, CPM, Director of Operations, Kansas State Board of Nursing along with James Adams and Nolan Jones of KIC did a presentation and demo on an Amazon Alexa application for lookup of status of nursing licenses (*A copy of the handout from the meeting is attached*).

Board members asked several questions during the discussion. The demonstration was limited in its functionality due to some issues with Amazon and an upgrade to the nursing license application that had gone in over the weekend. Kite asked if they get metrics on how many people were using Alexa. Guerrero answered that Amazon provides a dashboard with analytics. Kite also asked if there were any other states doing the same type of thing. Guerrero stated he wasn't aware of anyone else doing nursing. He then asked about the security of information submitted through the website. Adams stated that this is information that is already available on the web. Billingsley asked if the Board of Nursing had moved to the cloud. Guerrero discussed the history - essentially they ended up building their own cloud.

**Action Taken:** None.

### 3. Kansas Digital Analytics

Jones and Adams demonstrated a new public open source web analytics website for State of Kansas - <https://analytics.kansas.gov/> that they implemented by reusing the same open source code and approach at the federal level website at: <https://analytics.usa.gov/>. They discussed its operation – they have not yet begun to roll out or publicize for use by state agencies so the content in the state version is limited.

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There are also filters to remove traffic from state employees that could distort usage figures. They asked the state board members to consider making use of the application. The Board discussed including questions about availability of the information to the public. Sachs suggested that they advise agencies that these kinds of metrics could be helpful to them if they sought a grant to prove up the value of an investment.

**NOTE:** 11:09am - Doug Gaumer apologized and left the call for another meeting at 11:30.

**Action Taken:** None.

#### 4. Network Manager Report - (Jones)

Jones began with an update on the *Prompt Pay* application. It is going well - they had a first meeting with KDOR's Analytics and Records area. They have some smaller payments, vs. high volume and it may be helpful to them. He answered some questions from the Board about its operation and who this would be available to. This is a no charge to agencies as the customer pays the fee and it seems easy to get up and going on. The *Agent Kay* chatbot continues to grow in use – over 250 questions with well over 1000 variations - and they continue to add questions to the system. They also had another discussion with DMV about adding the code for their pages so that it can be displayed and incorporated into them. For KDOR's *KS WebFile*, the core functionality is pretty much done and they are working on some enhancements. He hopes to do a presentation to the Board on this next month.

**2018 Business Plan Metrics.** Jones went over how things were progressing on the 2018 Business Plan Metrics. Friend noted that this information was not contained in the board packet. Working on a new service for *WebFile*, there are 13 new services so far – they are not all done. For redeveloping legacy services, they are on track with 16. Ashley Gordon noted that Department of Commerce actually has 15 on their own, so the overall number is more like 31 in progress or completed. They are still working through the “one large project”, but they are hoping that they can make that a kiosk project. For Marketing, they have had several newsletters out and posted an opening for a marketing coordinator who will have this as one of their tasks. They are starting the process for the comprehensive marketing program for *WebFile* and talked with the people at KDOR tax last week. They are planning on a Technology Showcase for November of this year. They have conducted three marketing campaigns – one for Alexa with the Board of Nursing; another with the Office of Judicial Administrator to promote online court record retrievals; and another to be determined. There was then discussion and a question from Secretary Gordon about what the next goal “Develop a training program for educating the agencies on the services that INK / KIC provides” would look like. Jones indicated it was marketing, as well as how to use the services. As for Innovation, *Agent Kay* is the chatbot solution and the objective for the analytics solution was demonstrated today. Finally, the advanced technology / media room is in place and they already have interest from an agency. In their new location, they may divide the two functions.

**Oracle Data Migration.** Jones noted he's talked a lot about this. Without boasting, he noted that they are not sending out a lot of notices about downtimes. They are getting to the point of have little down time if any because they have multiple systems running at the same time.

**Action Taken:** None.

### 5. **INK 2019 Business Plan** - (*Jones*)

Jones said that one of the great ideas that came out of prior board meetings was the idea of getting started earlier in talking about the annual business plan. He then went over the draft document with the Board (*See attached draft of 2019 Business Plan*). The metrics and dates are not included, but he plans to address them at the next board meeting.

Sachs asked for the other members opinions, but she wanted to encourage the Board to approve the Business Plan in a timely manner this year. She discussed the changes that had occurred in the contract to allow the vendor more flexibility and how those provisions being tied to contract extension in the past had complicated approval. Kite stated that, while he was still developing institutional understanding, he felt like things had gotten better since he was on the Board. Secretary Gordon stated that there had been some problems when she first came to Labor about six years ago, but that things had improved. She felt like it needed to be a partnership and was thankful for Jones' new and exciting ideas. Jones expressed his thanks for the openness of the Board to try new things

**Note:** Matt Billingsley left the meeting at 11:47am.

**Action Taken:** None.

### 6. **2<sup>nd</sup> Quarter INK Financial Reports** (*Wamsley/Friend*)

As they were close to losing a quorum, Friend suggested that the reports be approved before Secretary Williams had to leave the meeting. Sachs asked to make sure there was nothing remarkable / notable for the Board as they could be postponed to the next meeting - and Friend confirmed that was the case.

**Action Taken:** Secretary Gordon motioned to approval the 2<sup>nd</sup> Quarter INK Financial Report, seconded by Wamsley. Motion passes unanimously (including Secretary Williams voting with the absence of Billingsley).

**Note:** Secretary Williams left the meeting at 11:50am.

### 7. **New Business**

Sachs suggested that a couple things had come to her while everyone was talking – not to micromanage but as suggestions for consideration. First, **Legislative changes** – For instance, confusion about their name. Should it be the Kansas.gov board? Is this the right make up of people who should be on the board? From KIC's perspective, the legislation is very old, so they might want to look at that to see what kind of things could be helpful. Settling on one name could be helpful. Jones noted there were still parts of the statute that dealt with modems. She noted that Friend may have some insight on this topic. Another thing she was interested in was **Surveys**. She would like to give KIC some freedom to hear some "bad things." She recounted her experience on another board with members not wanting to hear "bad news". At INK, previously, bad things had been happening, but the reports kept coming back glowing. She would be OK with bad news. Finally, she referred to an experience she had at the last minute when they were trying to figure out how to get an alternate path for election results. But, it came

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up that if they wanted to have INK help, they had to have board approval. She thinks that's what the contract says – she is not sure if they want to change the contract, but if they could find some general language – she was not sure what the parameters are – that if KIC sees an opportunity and it makes sense, they could take advantage of it...her boss would let her do that in her own job. She then asked if there was anything anyone else on the board would like to see them explore. There were no additions. Jones suggested that members could email him if they had ideas.

**Hiring Our Heroes.** Secretary Gordon was invited to speak to a group called Hiring Our Heroes. This is a program where they partner with business to mentor a veteran. The Army continues to pay their salary while they are being mentored. She explained more about the operation and benefits of the program and noted that it was a partnership between the US Chamber of Commerce Foundation and the Army and they are trying to expand this more into Kansas.

**Public Key Infrastructure Audit funding.** Sachs discussed the need for a PKI audit for the state (an invoice had been included in the board packet) and that money had been collected by INK previously under the PKI program to fund this sort of activity. While the Board members agreed, there was no longer a quorum in attendance at the meeting to approve it. Friend will set up a special conference call to approve the PKI audit funding as Sachs stated it needs to be completed by the end of September. The audit is \$13,000 – it is on behalf of OITS as it is their program. Friend confirmed that there was a balance in PKI-related funds adequate to cover this (over \$100,000) in the bank.

### **Adjournment**

Meeting adjourned at 12:08 a.m. The next INK board meeting will be held at 10:00 a.m. on October 2, 2018, at 700 SW Harrison, 2<sup>nd</sup> Floor Executive Conference Room, Topeka, Kansas.

Minutes submitted by: Nikki Reed/Duncan Friend