

# Information Network of Kansas Board Meeting Minutes

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## May 2017 INK Board Meeting May 2, 2017

### Opening

A meeting of the INK Board was called to order at 10:34 a.m. Tuesday, May 2, 2017 at 700 SW Harrison, 2<sup>nd</sup> Floor Executive Conference Room, Topeka, Kansas by Chairman Eric Rucker, representing the Secretary of State, which the following members present:

Matt Billingsley, representing the Secretary of Department of Revenue  
Scott Hill, representing the Kansas Bar Association  
Chuck Knapp, representing Jobs for America's Graduates – Kansas (*by telephone*)  
Lana Gordon, representing the Secretary of Labor  
Gregg Wamsley, representing Kansas Library Association  
Tom Tunnell, representing the Kansas Grain and Feed Association

### Others Present

Secretary Sam Williams, Department of Revenue; Duncan Friend of Information Network of Kansas, Inc.; Kathy Sachs of Kansas Secretary of State; Nolan Jones, James Adams, and Ashley Gordon, Kansas Information Consortium, LLC. Guests included: John Thomson and Mike Plunkett, PayIt, LLC

The Chair recognized Billingsley who introduced Secretary Sam Williams. Rucker thanked Secretary Williams for coming to the INK Board meeting and asked those in attendance to introduce themselves.

### Consent Agenda

The consent agenda for the meeting included the April 2017 INK Board minutes and April 2017 Network Manager Report, along with contracts for approval for the cities of HaviLand, Blue Mound, Hoyt, the City of Meade municipal court, and the Kansas Corporation Commission, and the list of INK Board expenses for approval.

**Action Taken:** Tunnell moved to accept consent agenda, seconded by Secretary Gordon. Motion carried unanimously.

**Discussion:** At this point, Friend noted to the chair that he had been notified by Gordon of KIC right before the meeting began that there was another contract as a last-minute addition to the agenda, but that he had forgotten to mention it. Gordon spoke to the contract. It is time and materials contract for the development of a content management system for the Kansas State Board of Nursing. Gordon continued that the Board of Nursing had approached KIC about a year and a half ago to indicate they had set aside funds for the development of a CMS site. KIC did enter into a preliminary statement of work with the Board of Nursing ahead of the contract and that was the mechanism they used to kick off the project and start development. But they would like to formalize things per their normal procedure, so they would like the Board's approval of that.

Rucker then noted that as a separate matter that would go on the Consent Agenda, he would ask for a motion to approach the contract. A contract that would be added to the list that has already been approved.

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**Action Taken:** Tunnell moved to approve the contact for the Board of Nursing to add to the list that we already approved, seconded by Secretary Gordon. No discussion. Motion carried unanimously.

## Action Agenda

### 1. Network Manager Report (*Nolan Jones*)

VRAC. Jones discussed a trip he and his staff recently took to the VRAC – Virtual Reality Applications Center at Iowa State University. The purpose of the trip was to learn more about what they were doing and see how it might impact government and also talk about potentially doing project with them. It is not just pure research, it focuses on business applications with customers like Boeing, John Deere, etc. However, they haven't done anything directly with government. They talked with the head of the program, Dr. James Oliver. Jones talked about the experience and provided examples of application they saw (training people to paint John Deere equipment, or to operate machinery in inclement weather, walking the deck of an aircraft carrier, practicing repair of equipment). In talking about possible government-related project, one was something that Wittmer mentioned during the last Board meeting about distracted driving – training for drivers. Another was coupling VR with robotics to do a crime scene investigation. They are now focusing on identifying objects in a room (a gun, a knife) without an officer even knowing they are in the room. He doesn't have a formal proposal, he is not sure there will be one, but it was a good conversation to have about doing a pilot on something that would serve one or more state agencies.

Tunnell asked if he had any agencies in mind. Jones said “not in this meeting”, as he wasn't sure what he was going to encounter, but now he is thinking about law enforcement. Tunnell discussed motor vehicle / driver education examples. Billingsley asked who developed the software and Jones responded that it was the grad students. They are having trouble keeping students as there is such a hot topic for them. Jones also emphasized that it would not be done for free – it is more of a Horizon 2 or 3 project.

On the more “boring stuff”, Jones reported that most of KIC's work re: tax season is over. Security scanning has been a focus in Q1. He talked about the work needed to get away from TLS1.0, a technology that is being retired. He noted that they have also been rebuilding their backend infrastructure – they've have about 80 systems in the process of being updated (operating systems, etc.) – it is a huge lift. But it keeps lights on and has been a big focus. Most of their projects are legacy and core things so they can put it behind them and focus on new things.

Friend asked for an update on the Judicial price increase for district court record search. Jones said he met with them and had a good meeting. They have a new attorney and it sounds like they've gotten resolution of all the issues – they wanted out of the business of collections, so KIC modified the contract being developed there. They also wanted a different signature on the court side. He doesn't have a timeframe but thinks things are close.

Friend then asked about status on the subscriber price increase rollout. Gordon (KIC) said that it has rolled out as expected – no complaints through help center. Jones was pleasantly surprised.

**Action Taken:** None.

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### 2. 2016 KIC Performance Review (*Nolan Jones*)

Rucker asked Jones about what the topic of his request here was - the performance review as well as the strategic plan and business plan? Jones answered that he would like to keep them separate.

Rucker stated that, with the Board's approval, he would move the 2016 KIC Performance Review item to the next board meeting to be held in June. As he understood it, at that time KIC anticipates it will have a presentation or a submission for the Board to consider. KIC has determined that it is premature for this item to be on this month's agenda. Rucker asked the board to make a motion and second to move the item at KIC's request.

**Action Taken:** Wamsley motioned that the Board move the 2016 KIC Performance Review agenda item to the June board meeting, seconded by Gordon. No discussion. Motion passes unanimously.

After the motion was approved, Tunnell asked if information would be provided in advance of that. Jones said yes, there shouldn't be any surprises. Rucker asked if it would be fair to say when any correspondence is developed on Jones side of the aisle that it would be provided to Board members in advance, not for discussion, simply for information? And it was agreed.

### 3. 2017 Strategic Plan and 2017 Business Plan/Vision for Approval (*Nolan Jones*)

Jones noted that he had made some changes and added a 'one-pager' of deliverables. He said it is one thing to include the things that they do on a day-to-day business that the Board should expect. So, he tried to focus on things that are above and beyond, focus in on more of direction, and what the Board would like us to focus in on the main part of 2017. Friend directed the Board members to where the hard copies were in the packet, as well in the electronic versions.

Jones wanted to start with the deliverables, the "Business Plan Metrics" document. He went over the document, noting that he changed the language in some sections based on something Wittmer had mentioned – they are not looking only for big projects. Rucker then began to ask about what the specific language and terms meant such as key elements, leverage API to address key elements of 9 legacy services, etc. and requested Jones give the Board examples. Jones explained that the use of the API factory might vary – three out of four services could be rebuilt with a new one that isn't accommodated and would have to be added, etc. So, the language considers multiple situations, where some custom building would be required. Rucker then asked about what "complex legacy application" meant. Jones said that it is an application so complex that no element can be rebuilt using the API factory. Rucker pointed out that, not necessarily a criticism, but it is not a "rebuild" if no part of the API factory can be used. Rucker asked for comments by board members. There were none.

Jones then talked about marketing. The focus is to find out what customers need, not push solutions on them – what are their experiences and challenges? The more they learn, they can guide them to successful solutions in other states, or even other partners. Rucker then asked for more information about what was meant by the "services showcase". Jones talked about Utah having successfully done this and that the definition could run the gamut. Usually a ½ day or day long place where agencies can come in and see new apps as well as apps other agencies are building to share knowledge – could bring in subject matter experts

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on some topics. Rucker then asked when he thought they might do that – Jones indicated the 4<sup>th</sup> quarter when things were quieter from an agency standpoint, plus time to bring to the Board the “who, what, where, then”. Rucker said that he’d like lead time to plan attendance as he was sure every member of the Board would be interested. Tunnell asked if it would be more focused on IT vs. decision-makers / Secretary-level. Jones said Utah focused on IT, some other states higher-level, but it was hard to get them to attend.

Rucker stated that he is not bringing the topic up because the Secretary of KDOR is in attendance, but because it is part of the marketing plan. He asked about the implementation of an adoption campaign for web tags by providing posters and wanted to confirm that this wasn’t locked down yet. Jones confirmed that it wasn’t. Rucker said he was bringing it up because in the past KIC had proposed to do things in the plan, yet some of them didn’t play out – several of the targeted agencies decided not to play. In the past that has been considered by the board as a success because KIC went to the agencies and tried. However, Rucker thinks that in the future that should be considered a failure. While he understands that one can’t make state agencies do what they don’t want to do, but the idea should be that KIC should continue to keep on making more proposal to different agencies throughout the year to meet the target. Rucker asked the Board if they agreed. Jones said that he agreed. Tunnell remarked that then it would not be an “E for Effort”. Jones agreed – it is about the deliverables. Adoption should be doing “adoption” and not that they tried some things. Rucker continued that he felt if there was some ongoing presentation through a marketing report or otherwise throughout the year, and difficulties were explained, or more information about them trying to approach agencies on an ongoing basis, it would be better accepted than a matrix showing that KIC tried it and failed.

Gordon (KIC) said she couldn’t agree with him more. The data was being provided, but it was not being presented in a way that was understandable or consumable, without narrative. She continued that the Board was seeing a huge change in leadership style here with Jones and she fully supports that, because it is asking about what the Board wants to see and what can be done to help them better understand. She felt that asking the Board to analyze the data was, frankly, way off the mark. Providing the Board the spreadsheet and saying “Here are the percentages, we did it”, is not the correct way to report up to the Board. They need to get better at telling the story and explaining what they do.

Rucker asked if the Board had comments. Sachs asked, if the business plan is what the Board gauge the renewal of the contract on, shouldn’t there be a line that says “perform all duties pursuant to the contract”? Jones agreed. To go back to marketing, he felt there was big upside in focusing on Adoption.

Billingsley asked Jones about Web Tags. Since the state has already awarded a contract to a solution provider, is that still your intention to promote Web Tags? Jones stated yes, at this point. Rucker asked if he could make a suggestion along those lines. If something becomes a practical “non-reality” because of other decisions that have been made, the Board would ask that Jones attempt to substitute other services for a focus on adoption – they understand it takes effort – but because it was KIC’s goal at the beginning of the year, they’d still be expected to move on, because the Board will be asking about that at the end of this year. For example, Web Tags might not work out, but what did KIC do to substitute something else to try.

Rucker asked for other comments. Friend wondered what KIC’s philosophy was on awards – historically, there was an emphasis in marketing plans on awards, trying to compete nationally for awards. Obviously, the state is pretty low currently on their Digital State rankings, which used to be a big thing for what KIC and NIC did – he thought they had pretty much the lowest score in the rankings right now. Anyway, he wanted to make sure there wasn’t a mismatch in expectations here.

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Jones said he had his own opinion – he doesn't like chasing awards. They can apply, if they won, great. He doesn't want to speak on OITS's behalf, he thinks they want to have a role in that application and wants to make sure it fits with what they are doing. So, he would run anything by them. Not to get philosophical, but he thinks adoption is a better gauge of how they are doing than an award.

Rucker asked if there were other comments but the board. Seeing none, Rucker offered an additional comment related to marketing. He would really like to know the internals of what it is that KIC does to "Prepare a presentation to 2 State Agencies that are not currently users to discuss potential projects" – pre-planning-wise, internal analysis to promote or propose new projects – or is it as simple as meeting with them and saying 'we don't' have any ideas' and seeing if they have ideas? He thinks the Board would be interested in those things. The Board would also be interested in how he chooses the subscribers for a focus group. Rucker went on to note that his emphasis was, from Sachs, the idea that the Board knows what they think, but wants to know what users think. She is constantly having people come in and querying them about how the Secretary of State can do better. So, he thinks the approach is valid and applauds it, but if they can learn more about internals, they may be in a better position to evaluate it when the time comes. Jones responded that he could answer that – in a perfect world, the ones that are grumpy, or angry ones that have questions, which is where something can be learned. The best bet is the squeaky wheels.

Sachs said that they should also talk to business units before they get to the customers. She thought they could learn a lot there versus the IT shop, as they take the angry calls. Jones agreed and gave an example. Rucker asked if there were any more comments. There were none. The presentation concluded.

**Action Taken:** No action taken.

#### **4. Kansas Business Center Update (Kathy Sachs and Duncan Friend)**

Sachs opened by thanking a number of people, including the Secretaries of Revenue and Labor and their staff, including Jan Lunsford, Lana Nicol, Claudette Sands, and Andy Coultis – along with Matt Billingsley.

She stated that the application is ready to go. OITS asked that they consider converting the database to SQL Service. SOS had been looking at that anyway and made the change – it caused about a month delay. The team also had its first meeting with the agencies. Friend handed out material to the Board that had been given to the agencies at the meeting. Sachs then talked over some of the contributions agencies were making and lesson learned about data entry and the categories used and provided some examples from work Department of Labor had been doing. Revenue was ready to get engaged in data entry, but had run into a resource conflict as April 15 approached. Their entry will start in the summer. KDHE is also large and has many forms and the team has been meeting with them.

In any event, the team met with the first crop of agencies and the material that was just handed out by Friend is what they received. Sachs asked Friend how many attended and he indicated there were 12 agencies represented. It turns out that there are a notable number who don't have forms related to business. He continued that it was an incremental process – he was glad to be a part of it because he felt they were generating new knowledge. He is not clear where there is anyone that has a statewide view right now of all the business types regulated in Kansas and which agencies participated in the process. He felt like it had been a good response and outreach was continuing. Sachs and Friend agreed that everyone at the agency meeting was very open and supportive. Sachs noted that the other issues was the difference between an

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occupation, say a realtor (which is not in Business Form Finder) and a business type, like a realty agency, which would be. There are a lot of occupational licensing boards that regulate mostly the former. There is flexibility to do it at the discretion of the agency, however.

Sachs then talked about next steps, getting agencies to do more data entry and attend training, then have the professional associations (Restaurant Association, Insurance Agents, CPAs, etc.) come in and contribute their thoughts on whether everything was included. BFF is also valuable to people / agencies who answer questions, like Network Kansas, that takes thousands of calls a year from people who are actually ready to start a business. So, even agency staff can be using BFF to answer questions.

Secretary Gordon noted that someone had asked her the other day where they could go for information “My son is setting up a business, where can I go to figure out what forms he will need?” She said she thinks the Secretary of State’s Office is working on this. She was not sure if the Department of Revenue or the Department of Labor were setting up those things. So, she asked, is it ready to roll yet? She said it might be ready soon. Sachs stated that it was not ready until the agencies get all of their information entered.

Rucker added that the dance is between the Secretary of State’s office and the Department of Administration and Executive Branch that includes all of the state agencies. He continued that this is a process that they are in, but it would be laughable to say that “we’ve touched everyone’s lives”. Rucker posed the question to Sachs and Friend – when did they think a soft launch, vs. a hard launch – if they have dates for both – would be ready, as the Board would be interested to know. Sachs said she hated to do that. She didn’t mind being held accountable, but she can’t control the state agencies. It brings up the question whether it should be a statutory requirement that no one can levy a penalty unless it is posted on Business Form Finder. So, she wants to make sure it is maintained well - Oregon only does it once a year and it is not enough.

At the point, the Governor has agreed that this is important and he wants agencies to move on this. But, of course, some day there could be another administration that wasn’t supportive and there is nothing legal in place to make sure this works. So, that’s the delay – if everyone would come in in three weeks and enter, the next week they could have a test. What would she guess on time? The governor is very supportive of this. If they needed help, they might leverage their user communities.

Friend interjected. It is always the “underpromise, overdeliver” in his book. He is paid to give the more sober look at it, so here is how he sees it. Independent of whether it is popular to say, they have around 60 agencies out of 100, let’s say, that they have reached out to. Correctional institutions, universities – the Legislative Coordinating Council – none of these are players so they won’t be asked. So, out of that 60, frankly, 20+ - even though they were invited by the Governor’s office, he doesn’t have a response from. So, that’s a third. Out of the remaining 2/3’s, half he does have a response from and they came to this agency meeting, half basically don’t really think they have business forms. Now, some of the latter is inaccurate, some may have forms, but it’s a back-and-forth to figure that out – they have to understand what the team means. So, Friend continued, let’s walk through it: The one’s the team is in dialog with are starting to make progress. They’re going to learn and improve the situation. He suspects that will be a few weeks as they come in and get trained – and they have some things due at the end of this week. The next piece will be to reach out to the people who don’t think they have them and, I’d say, a quarter of them – but there are very few and they are small – and they also don’t think they have business forms, so that will take a little more time. Then, the next chunk will be how to engage the 20-some that haven’t responded at all.

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Friend continued that his experience is with statewide projects – now that’s payroll systems whether you get on board or you’re not paying the payroll. But, they want to be even-handed. Maybe the communication didn’t get to the right person, maybe they’re not quite sure, so from his perspective one wants to have a little bit more individualized outreach versus “Hey! What part of this didn’t you understand – the Governor said to do it.”

Well, he said, you want to make friends so they don’t want a bunch of people to hate on your system, so that is a little bit more of “milking the cow” on that part of it as he calls it – for his whole career, that’s what it’s like, so he assumes that is going to take some more time a few more weeks. So, you have that third that is being worked on, and when they get up and running they are a lot like the first third and they should do well. So, he sees it as a number of weeks here, in waves. The first of the people they have. Then this kind of massaging time in getting with people who don’t think they have forms, and then basically go thru the period of what he is doing now and then get where they have critical mass. They don’t want to go live with 1/3 of the occupations or half of them, but part of them not fully done. So, a soft launch has to be careful because they don’t want to only have 5 occupations, but they’re 100% or a bunch that are off.

So, he sees it as a thing that will be delivered in the summer, but exactly when? What they are doing is what he has just described, so “we’re getting after it” but he doesn’t have a good estimate. Sachs thought they could have a better estimate next month – some agencies may only have three forms.

Sachs then talked about the analytics and other intellectual capital that would be created by Business Form Finder. For agencies that don’t necessarily have forms and just talk people through a process, or need some kind of staffing help to get up and going, write up procedures to link to from BFF, etc. – that seemed like it would be an appropriate grant request. So, she’s putting that out there – seeing whether they have materials that need to be made better.

Rucker said he thought the last part of this discussion was the most informative part, as it helped the Board to understand that this was a partnership with the Department of Administration and there may be some laggards, but there will be an incentive from some of the participating agencies like Revenue and Labor for others to get on board.

Rucker then asked for questions. Tunnell responded that maybe there needed to be more emphasis from the Governor’s office to get agencies fired up, but also is this an “E for Effort” or a failure? Rucker responded that he didn’t want to criticize directly or indirectly the participation of the Governor because they’ve been tickled plum to death with the degree of participation as in regards to the ask.

Sachs thinks it is what one would expect – there are always procrastinators. Friend stated that he has been involved in statewide project in this environment – not to speak for example for Revenue, but, guess what, they have tax season – agencies have priorities they are working on. He has every faith that they will participate. What is being done is building a new network – for instance, with Payroll, there were already a big network of timekeepers and employees built up over many years. Now this is building a network of people that work with forms and deal with these processes. In the beginning, we want to reach out again – it sounds like handholding, but his experience is that what happens is, if you alienate the working folks, they are going to hate the system and hate you forever no matter how good it is. So, he can never be involved in a project that does that – they need to go out and be a friend to our neighbors and get them in. Tunnell said that he forgot about that aspect, you have to ease it in – Yes, Friend agreed, ease it in. He thinks we will be

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okay, as this first chunk looked well, and now they have a strategy to go make friends with their neighbors. The big partners have been cool since the beginning.

Secretary Gordon said that it was easy for the Board to see the benefit to the customer and that's what they need to keep in mind, the idea of the benefit this is to the public. The public is always asking "Ok, I need to get all of these forms and it's very confusing" and what we are trying to do is bring them all together where people can easily find them. But, in that process, it's hard getting all of those providers' forms on board. But, she suggested that they should keep at it – this is something that the public can make good use of. She often has to tell her labor market group to stop talking in complex terms and get it down to simple ones. Rucker said that overall they were excited and pleased with the support they have received from the Department of Administration to-date, and they would not want it to get back to the Governor's office that they are somehow claiming a deficiency here. It is a process and they knew that it would be one, and they are progressing.

Sachs responded that she has been very impressed, and she thought Friend agreed, that civil servants sometimes get a bad name, but everyone has been very responsive. They say they would like to have something like this to be able to help callers who were looking for things. Sachs finished the presentation by talking about some of the detailed lessons learned from working with agencies like Labor and the KBC Advisory Group about how both agencies and entrepreneurs looked at ways in which the forms would be categorized. Sachs asked the members to look through the Business Type worksheets. In looking through the materials that had been handed out, Tunnell noted that the only thing he didn't see as a business type was "Grain Elevator". Friend said it sounds good, not very hard to do. It's also like the ambulance company that he believes only a few may start per year. They have their own pace and how their process works around how frequently things happen, too. They're learning a lot. This is part of what we're selling this as is that there is a lot of knowledge about business we think can be helpful on down the road. Tunnell closed by saying as a Board member, he applauds their effort and thanked them.

**Action Taken:** No action taken.

### 5. New Business

Rucker asked if there were any new business to come before the board. Friend stated that while the subject of a board retreat was mentioned at the last meeting, it had been a short month for him since the April meeting and he had not made any progress in finding a location. Rucker then stated that he was not going to adjourn the meeting because if there were any discussion while having lunch, he wanted to observe the open meetings law. If there were any other new business, it would be taken up after lunch

The board recessed for lunch at 11:51 a.m. Reconvened at 12:07 p.m.

When the Board reconvened, Friend indicated he had another item. It had been brought up that they had been meeting at the Eisenhower Building for a long time, but KDOT was no longer on the Board. It might be possible that the members might want to move to the Secretary of State's office to meet – Rucker was there, his office was there. Rucker said they had a ground floor conference room that was about as big. The members agreed to move the meeting to SOS and see how it works. Friend indicated he would keep the KDOT conference room reserved provisionally.

**Action Taken:** Billingsley moved to adjourn meeting, seconded by Wamsley. Motion passes unanimously.



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### **Adjournment**

Meeting adjourned at 12:09 p.m.

The next INK board meeting will be at 10:00 a.m. on June 6, 2017, in the Kansas Secretary of State's 1<sup>st</sup> floor Conference Room in Memorial Hall, 120 SW 10<sup>th</sup> Ave, Topeka, Kansas 66612.

Minutes submitted by: Nikki Reed/Duncan Friend