

***Highlights***

*~Provided submission to NASCIO for recent enhancements to OJA’s DCRS service*

*~Attended Kansas Paralegal’s Conference in support of OJA’s DCRS service*

*~Attended Kansas County Treasurer’s Conference in support of Kansas Online Property Tax Payment Service*

Information Network of Kansas

Board of Directors

Kansas Information Consortium

**General Manager’s Report**

# Month Ending June 30, 2013

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**Executive Summary**

Kansas.gov is staying very busy and productive as the month of June is wrapping up. Some of the high points for this month include:

*~* NASCIO, an organization representing state chief information officers and information technology executives throughout the United States, accepted submissions for their annual “State IT Recognition Awards.” Kansas.gov, on behalf of INK, submitted a nomination for the recent mobile enhancements to the Kansas County District Court Records Search application for the category “Digital Government: Government to Business.”

*~*The annual Kansas Paralegal’s Conference was held June 14 in Lawrence, KS. Kansas.gov Director of Marketing & Operations, Ashley Gordon, attended to drive awareness of the recent mobile enhancements to the Kansas District Court Records Search service.

*~*On June 14, Kansas.gov Director of Project Management, Wayne Dirks, along with Kansas.gov Business Development Managers, Jenna Streff and Todd Smith, had the opportunity to attend the annual Kansas County Treasurer’s Conference. The group presented to over 100 representatives from County Treasurer’s offices throughout the state regarding proposed enhancements to the Kansas Online Property Tax Payment Service.

Please contact me if you have any questions at 785.296.7171 or via email at [smyers@egov.com](mailto:smyers@egov.com).

Respectfully submitted,

*Shane Myers*

Shane Myers, General Manager

**New Service Requests & Contracts for Approval**

**Service Requests**

No service requests during the month of June.

**Contracts for Approval**

**USD 501 Capital City High School (KPC) –** USD 501 Capital City High School requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**USD 247 Cherokee Public Schools (KPC) –** USD 247 Cherokee Public Schools requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**Sherman County Health Department (KPC) –** Sherman County Health Department requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**USD 290 Ottawa Public Schools (KPC) –** USD 290 Ottawa Public Schools requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**City of Bennington (KPC) –** City of Bennington, KS requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**Kansas Racing and Gaming Commission (Hosting) –** Kansas Racing and Gaming Commission requests a Web site to be hosted via FTP system is specifically designed for state and municipal governments and offers you the ability to quickly and securely upload their content with no technical experience required. Development of the INK application for this service is at no cost to the contracted government agencies. This is a free service.

**Behavioral Sciences Regulatory Board (BSRB) –** Behavioral Sciences Regulatory Board requests an online service that will allow government agency constituents to renew their licenses online. Development of the INK service is at no cost to the contracted government agencies. This is a fee service.

**Deployment Summary**

**Year-to-Date**

**Monthly Deployments (since January 2013)**

**Applications Deployed**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Project Name** | **Deployment (Month)** |
| KHP | Online Accident Reporting | May-13 |

**Project Change Requests Deployed**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Project Name** | **Deployment (Month)** |
| KSAG | Amber Alert Add Social Media | Jan-13 |
| KSBTP | KSBTP Business License Renewal Modify Certificate Rules | Feb-13 |
| KSBHA | KSBHA License Renewal February 2013 Cycle | Feb-13 |
| KSBHA | KSBHA Subscriber License Verification Google Analytics Update | Feb-13 |
| KREAB | Appraiser License Renewal Appraiser License Renewal: 2013 Fee Change | Feb-13 |
| KSSBEO | KSSBEO Optometry License Portal Updated ARBO CE Codes | Mar-13 |
| KSBN | Education Annual Report 2013 Updates | Mar-13 |
| KCC | Motor Carrier Authority Renewals Change Contact Info | Apr-13 |
| KDADS | HOC Criminal History Record Check 2013 Contact Change | Apr-13 |
| KDWP | Hunter Education Duplicate Cards 2013 Updates | Apr-13 |
| KDOR | Property Valuation Database (Surveyor): Google Analytics and Survey Gizmo Update | Apr-13 |
| KSBMA | KSBMA License Renewal Survey Gizmo Update | Apr-13 |
| KSBHA | KSBHA License Renewal May 2013 Cycle | May-13 |
| BSRB | BSRB License Renewals Add Addiction Counselor | May-13 |
| KDOR | IFTA Quarterly Filing 2013 Updates | Jun-13 |

**Products Deployed**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Project Name** | **Deployment (Month)** |
| USD205 | KanPay Counter: Unified School District 205 | Jan-13 |
| MOCO | KanForm: Montgomery County Public Works | Jan-13 |
| SGCO | KanPay Counter: Sedgwick County Treasurer | Jan-13 |
| USD260 | KanPay Counter: Unified School District 260 | Jan-13 |
| USD260 | KanPay Counter: Unified School District 260 (Admin. Center) | Jan-13 |
| USD498 | KanPay Counter: Unified School District 498 (District Office) | Jan-13 |
| USD498 | KanPay Counter: Unified School District 498 (Waterville Elem.) | Jan-13 |
| USD498 | KanPay Counter: Unified School District 498 (Blue Rapids Elem.) | Jan-13 |
| USD498 | KanPay Counter: Unified School District 498 (Junior/Senior High) | Jan-13 |
| USD499 | KanPay Counter: Unified School District 499 | Jan-13 |
| CWCO | KanPay Counter: Cowley County Clerks | Jan-13 |
| LACO | KanPay Counter: Lane County Clerks | Jan-13 |
| KDOR | KanPay Counter: Parsons and Baxter Springs DL | Jan-13 |
| CON | KanPay Counter: City of Nortonville | Feb-13 |
| COS | KanPay Counter: City of Solomon | Feb-13 |
| KBOB | KanForm: KBOB Expired License Restoration | Feb-13 |
| KBOB | KanForm: KBOB License New and Renewals (Non-Expired) | Feb-13 |
| COS | KanForm: City of Solomon Online Payments | Mar-13 |
| SCRDW#4 | KanForm: RWD #4 Online Bill Pay | Mar-13 |
| USD254 | KanPay Counter: Medicine Lodge USD 254 | Mar-13 |
| KCJIS | KanForm: KCJIS Conference Registration Form 2013 | Mar-13 |
| KCJIS | KanForm: KCJIS Conference Vendor Registration Form 2013 | Mar-13 |
| SUCO | KanPay Counter: Sumner County Planning, Zoning, Envir. Health | Mar-13 |
| HVCO | KanPay Counter: Harvey County Administrative Office | Mar-13 |
| HPCO | KanPay Counter: Harper County Health Department | Mar-13 |
| USD501 | KanPay Counter: Highland Park | Apr-13 |
| USD501 | KanPay Counter: Topeka High | Apr-13 |
| USD501 | KanPay Counter: Topeka West | Apr-13 |
| USD501 | KanPay Counter: Hope Street Academy | Apr-13 |
| USD501 | KanPay Counter: Hummer Sports Park | Apr-13 |
| USD501 | KanPay Counter: Highland Park | Apr-13 |
| USD501 | | KanPay Counter: Eisenhower Middle School | Apr-13 |
| USD501 | | KanPay Counter: French Middle School | Apr-13 |
| USD501 | | KanPay Counter: Jardine Middle School | Apr-13 |
| USD501 | | KanPay Counter: Landon Middle School | Apr-13 |
| USD501 | | KanPay Counter: Robinson Middle School | Apr-13 |
| KUCRL | | KanForm: Transportation Research | Apr-13 |
| KUCRL | | KanForm: Achievement and Assessment Institute | Apr-13 |
| RLCO | | KanPay Counter: Riley County Public Works | Apr-13 |
| RLCO | | KanForm: Property Tax Payments | Apr-13 |
| RLCO | | KanForm: Riley County Public Works | Apr-13 |
| USD431 | | KanPay Counter: Hoisington | May-13 |
| USD 362 | | KanPay Counter: Parker Elementary | May-13 |
| USD 362 | | KanPay Counter: LaCygne Elementary | May-13 |
| USD 362 | | KanPay Counter: Prairie View High School | May-13 |
| USD 362 | | KanPay Counter: Prairie View Middle School | May-13 |
| USD 362 | | KanPay Counter: Fontana Elementary | May-13 |
| KDOR | | KanPay Counter Concordia DL Office | May-13 |
| RLCO | | KanPay Counter: Riley County Clerk | May-13 |
| USD453 | | KanPay Counter: Leavenworth USD 453 | May-13 |
| JACORWD3 | | KanForm: Jackson County RWD #3 | Jun-13 |
| RLCO | | KanPay Counter: Riley County Noxious Weed | Jun-13 |
| LBCO | | KanPay Counter: Labette County Health Department | Jun-13 |
| CYBENN | | KanPay Counter: City of Bennington | Jun-13 |
| SHCOHD | | KanPay Counter: Sherman County Health Department | Jun-13 |
| USD 290 | | KanPay Counter: Ottawa USD 290 | Jun-13 |

**In-Development Summary**

**Through End of Year 2013**

**Monthly Deployments (through end of year 2013)**

**Applications in Development**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Project Name** | **Scheduled Deploy (Month)** | **Schedule Variance Reason** |
| None at this time | | | |

**Project Change Requests in Development**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Project Name** | **Scheduled Deploy (Month)** | **Schedule Variance Reason** |
| KSBN | Nurse License Verification 2013 Updates | Jul-13 |  |
| KSSOS | Dissolutions Google Analytics Update | Jul-13 |  |
| KBI | Limited Criminal History Search Rewrite | Jul-13 |  |
| KSSOS | Electronic UCC Filings Remove Unnecessary Fields | Jul-13 |  |
| BOA | CPA License Renewal 2013 Updates | Aug-13 |  |
| BOA | Firm License Renewal 2013 Updates | Aug-13 |  |
| KDOR | DLR Interactive DMV Modernization | Aug-13 | Awaiting Partner |
| KDOR | Driver License Reinstatements 2011 Rewrite | Aug-13 |  |
| OJA | District Court Record Search Enhance File Locks | Aug-13 |  |
| OJA | Court Records Sedgwick Legacy 2013 Updates | Aug-13 |  |
| KCTA | Property Tax Rewrite | Aug-13 | Project Scheduling |
| KDOR | Tax Payment Portal 2011 Update | Sep-13 | Awaiting Partner |
| KDOR | Business tax Registration Refactor Code | Nov-13 | Awaiting Partner |
| KDOR | WebFile Homestead Claim 2013 Tax Year Update | Dec-13 |  |
| KDOR | WebFile Income Tax Return 2013 Tax Year Update | Dec-13 |  |

**Projects On-Hold**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Project Name** | **On-Hold Date** | **On-Hold Reason** |
| KSBN | KANN Check 2009 Enhancements | Jan-13 | Partner intends to restart this project in July. |
| KDADS | HOC Criminal History Record Check Convert Data Transfer Format for Subjects | Jan-13 | Partner is working with third partner vendor to setup new hosting environment. |
| KREC | KREC License Renewal - KanPay only KanPay Only | Jan-13 | Partner is working with third partner vendor to setup new networking environment (Cox). |
| OJA | Court Case eFile | Jan-13 | Awaiting review of contract from partner. |
| KSAG | Private Investigator License Verification Reinstate | Jan-13 | Partner is preparing test data and has not provided an estimated date of when the data will be ready. |
| KDADS | HOC Criminal History Record Check Change Backend Host | Jan-13 | Partner is working with third partner vendor to setup new hosting environment. |
| KDADS | HOC License Renewal Change Backend Host | Jan-13 | Partner is working with third partner vendor to setup new hosting environment. |
| KSSOS | Resident Agent/Office Amendments Modernization | Jul-13 | Partner governing body has assigned other priorities to accomplish before completing this project. |
| KSSOS | Dissolutions Modernization | Jul-13 | Partner governing body has assigned other priorities to accomplish before completing this project. |
| KSSOS | Corporate Name Change Modernization | Jul-13 | Partner governing body has assigned other priorities to accomplish before completing this project. |
| KSSOS | Kansas Business Center Modernization | Jul-13 | Partner governing body has assigned other priorities to accomplish before completing this project. |
| KSSOS | Business Entity Search Modernization | Jul-13 | Partner governing body has assigned other priorities to accomplish before completing this project. |
| KSSOS | Corporate Annual Report Modernization | Jul-13 | Partner governing body has assigned other priorities to accomplish before completing this project. |
| KSSOS | Dissolutions Future Effective Date | Jul-13 | Partner governing body has assigned other priorities to accomplish before completing this project. |
| KSSOS | Resident Agent/Office Amendments Future Effective Date | Jul-13 | Partner governing body has assigned other priorities to accomplish before completing this project. |
| KSSOS | Articles of Incorporation (AOI) Future Effective Date | Jul-13 | Partner governing body has assigned other priorities to accomplish before completing this project. |
| KSSOS | Business Entity Name Reservation Future Effective Date | Jul-13 | Partner governing body has assigned other priorities to accomplish before completing this project. |
| KSSOS | Corporate Name Change Future Effective Date | Jul-13 | Partner governing body has assigned other priorities to accomplish before completing this project. |
| KSSOS | Business Entity Name Availability Search Future Effective Date | Jul-13 | Partner governing body has assigned other priorities to accomplish before completing this project. |
| KSSOS | Resident Agent/Office Amendments Modernization | Jul-13 | Partner governing body has assigned other priorities to accomplish before completing this project. |

**Products in Development**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Project Name** | **Scheduled Deploy (Month)** |
| CKCO | KanPay Counter: Cherokee County Health Department | Jul-13 |
| SEKHD | KanPay Counter: SEK-Multi County Health Department | Jul-13 |
| DCCO | KanPay Counter: Decatur County Health Department | Jul-13 |
| RWCO | KanPay Counter: Rawlins County Health Department | Jul-13 |
| SUCO | KanForm: Property Tax Payments | Jul-13 |
| JFCO | KanForm: Property Tax Payments | Jul-13 |
| CON | KanForm: City of Nortonville Online Form | Jul-13 |
| FDCO | KanPay Counter: Ford County Landfill | Jul-13 |
| FDCO | KanPay Counter: Ford County Health Department | Jul-13 |
| FDCO | KanPay Counter: Ford County Expo Center | Jul-13 |
| USD247 | KanPay Counter: Cherokee USD 247 | Jul-13 |
| USD446 | KanPay Counter: Independence USD 446 | Jul-13 |
| USD248 | KanPay Counter: Girard High School | Jul-13 |
| USD248 | KanPay Counter: Girard Middle School | Jul-13 |
| USD 248 | KanPay Counter: Girard Elementary School | Jul-13 |
| USD501 | KanPay Counter: Chase Middle School | Aug-13 |
| USD458 | KanPay Counter: Basehor-Linwood Booster Club USD 458 | Aug-13 |
| USD450 | KanPay Counter: Shawnee Heights USD 450 | Aug-13 |
| USD501 | KanPay Counter: Avondale West Elementary School | Aug-13 |
| USD501 | KanPay Counter: Bishop Elementary School | Aug-13 |
| USD501 | KanPay Counter: Highland Park Central Elementary School | Aug-13 |
| USD501 | KanPay Counter: Lowman Hill Elementary School | Aug-13 |
| USD501 | KanPay Counter: McCarter Elementary School | Aug-13 |
| USD501 | KanPay Counter: McClure Elementary School | Aug-13 |
| USD501 | KanPay Counter: McEachron Elementary School | Aug-13 |
| USD501 | KanPay Counter: Meadows Elementary School | Aug-13 |
| USD501 | KanPay Counter: Quincy Elementary School | Aug-13 |
| USD501 | KanPay Counter: Randolph Elementary School | Aug-13 |
| USD501 | KanPay Counter: Ross Elementary School | Aug-13 |
| USD501 | KanPay Counter: Scott Computer Technology Magnet School | Aug-13 |
| USD501 | KanPay Counter: Shaner Elementary School | Aug-13 |
| USD501 | KanPay Counter: State Street Elementary School | Aug-13 |
| USD501 | KanPay Counter: Stout Elementary School | Aug-13 |
| USD501 | KanPay Counter: Whitson Elementary School | Aug-13 |
| USD501 | KanPay Counter: Williams Science and Fine Arts Magnet School | Aug-13 |
| CYOLATHE | KanPay Counter: City of Olathe | Aug-13 |

**Support Statistics**

Summary of the number of Live Chats, E-mails and Cases Reported from June 1 – June 30.

|  |  |  |  |
| --- | --- | --- | --- |
| **Month** | **Live Chats** | **E-mails** | **Cases Reported** |
| Jan-13 | 79 | 787 | 175 |
| Feb-13 | 75 | 1,348 | 259 |
| Mar-13 | 159 | 1,038 | 149 |
| Apr-13 | 595 | 1,119 | 213 |
| May-13 | 91 | 688 | 165 |
| Jun-13 | 120 | 55 | 168 |

**Site Promotions**

The following site promotions were launched on Kansas.gov from June 1 – June 30.

|  |  |  |
| --- | --- | --- |
| **Main Feature Position** | **Service Promoted** | **Visits** |
| 1 | KDOC: Kansas Receives Prestigious Golden Shovel Award | 82 |
| 2 | KSBHA: MD License Renewal | 20 |
| 2 | KDE: Summer Food Service Program | 18 |
| 3 | KDWPT: Go Fish! | 19 |
| 3 | KDOR: WebTags | 13 |
| 4 | KDOR: WebTags | 21 |
| 4 | KSBTP: Architects and Geologists License Renewal | 3 |
| 5 | KBP: Pharmacist License Renewal | 5 |
| 5 | KDWPT: Boating | 5 |
| 5 | LEG: 2013 Session | 2 |
| 6 | Flickr: Featured Photo | 15 |
| 7 | Flickr: Featured Photo | 3 |

The below table summarizes the top 5 visited pages on Kansas.gov from June 1 – June 20.

|  |  |  |
| --- | --- | --- |
| **Page** | **Page Views** | **Time on Page** |
| Government | 21,183 | 1:37 |
| Search | 18,415 | 1:42 |
| Services | 15,508 | 1:32 |
| Business Center | 15,396 | 2:56 |
| Employment | 10,702 | 1:24 |

**Marketing**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Service** | **Type** | **Description** |
| KANSAS! Magazine | National Donut Day | Social Networking | Shared Photo |
| KSDE | Summer Food Service Program | Social Networking | Kick-Off Week |
| KDWPT | Go Fish! | Social Networking | Official Site Promotion |
| KDWPT | Kansas State Parks | Social Networking | Official Site Promotion |
| KDWPT | Boating | Social Networking | Official Site Promotion |

**Post Project Surveys**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Date collected** | **Treated respectfully by Kansas.gov staff** | **Understood the process your project was to go through** | **As involved in the process as you wanted to be** | **Kept informed of projects progress** | **Kansas.gov met their commitments to the project timelines** | **Quality of the product (application or Web site)** | **Timely responses of Kansas.gov staff to requests/messages** | **Kansas.gov staff demonstrated expert knowledge in web design and development** | **Comments** |
| 1. **USD 216 Louisburg – KanPay Counter** | 01-05 | 5 | 3 | 4 | 3 | 2 | 4 | 4 | 3 | **While there are some 3s listed here, I think that may be more of a function that our original developer went on maternity leave in the middle of the project. We also experienced a delay in getting the swiping instruments installed due to lack of product. It would be helpful to have a document that outlines all the steps required before the process begins. We got a bit bogged down in the creation of the bank sites and the penny tests. Had we known what information was necessary we could have been gathering that ahead of time. Todd and Jenna have been wonderful to work with and we look forward to using this process in our buildings.** |
| 1. **OJA – DCRS Enhancement** | 01-07 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | **N/A** |
| 1. **USD 205 Bluestem- KanPay Counter** | 02-06 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | **“Still waiting on credit card scanners.” (EDIT: Survey participant was not aware that their Macs are not compatible with the available scanners. The project stakeholder at USD 205 was available and was able to provide clarity to the survey participant)** |
| 1. **Cowley County – KanPay Counter** | 02-06 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | **N/A** |
| 1. **USD 499 Galena – KanPay Counter** | 02-06 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | **N/A** |
| 1. **USD 260 Derby – KanPay Counter** | 02-06 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | **N/A** |
| 1. **KSBTP – Business License Renewal Modifications** | 02-20 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | **N/A** |
| 1. **Sedgwick County - KanPay Counter** | 03-25 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | **N/A** |
| 1. **KSSBEO – ARBO Codes** | 04-10 | 4 | 1 | 3 | 1 | 3 | 3 | 2 | 3 | The application that is provided by Kansas.gov for my agency is only used March - May. This update seemed to take longer to get implemented than what I thought it should. I had the information for the update a couple of weeks prior to March 1 which should have been plenty of time to get it implemented. Instead it took a month and I was only updated on the progress when I initiated the email. Even then I was only told it was 'on time' to be implemented March 20th if not before. I was finally told on March 19th that it would be implemented on March 20th by 1:30 pm. It was closer to 3:00pm. I do no see why it could not have been implemented by 8:00am since it was apparently completed the day before. |
| 1. **Harvey County – KanPay Counter (West Park Location)** | 04-10 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | **N/A** |
| 1. **Sumner County – KanPay Counter** | 04-11 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | **N/A** |
| 1. **Riley County – KanPay Counter** | 06-21 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | **N/A** |
| **Total** |  | 54 | 48 | 51 | 46 | 47 | 51 | 48 | 48 |  |
| **Average** |  | 4.9 | 4.3 | 4.6 | 4.2 | 4.2 | 4.6 | 4.3 | 4.3 |