
Information Network of Kansas Board Meeting Minutes

March 2020 INK Board Meeting March 5, 2020

Opening

A special meeting of the INK Board was called to order via teleconference at 10:00 a.m. on Thursday, March 5, 2020 by Chairman Aaron Kite with the following members present:

Mark Burghart, Secretary of Revenue

Patty Clark, representing the Secretary of Commerce

Doug Gaumer, representing the Kansas Bankers Association (joined by phone at 10:08 a.m.)

Lucas Goff, representing the Kansas Association of Counties (by phone)

Jennifer Cook, representing the Secretary of State

Gregg Wamsley, representing the Kansas Library Association

Glen Yancey, representing the Executive Branch Chief Executive Technology Officer

Others Present

Samir Arif, Director of Public Affairs, Department of Administration; Duncan Friend, Information Network of Kansas; Nolan Jones and Ashley Gordon of the Kansas Information Consortium, LLC.

Consent Agenda

The consent agenda for the meeting listed draft meeting minutes for the February 6, 2020 regular INK Board meeting, the February 2020 Network Manager report, and a contract for approval for KanPay Counter services (a fee service) for City of Cheney.

Action Taken: Clark moved to approve the items on the Consent Agenda. Burghart seconded. There was no discussion. Approved unanimously.

Regular Agenda

Note: Today's meeting had an abbreviated agenda (1 hour) to allow the members to adjourn to attend the INK Technology Showcase scheduled in the State Capitol at 11 a.m. A low-quality recording of the meeting was made over the phone, impacting the detail available for the minutes below. Copies of the presentations made at the meeting are attached.

1) Public / Agency / Legislative Relations Update

Friend noted that this agenda item had been suggested by the chair for use in informing the Board of outreach that he and Jones had done, when there was something to report, related to raising the visibility of INK with customers and stakeholders. Jones began by talking about a conference in California he had recently presented at as part of a panel with two law professors related to tax technology where he discussed chatbots and what was being done in Kansas. Friend recapped meetings he'd had with representatives from the Kansas Water Office and the GIS Policy Board to solicit interest in the INK grant program. He also met with representatives of the Children's Cabinet to discuss INK's interest in data sharing and some work being done on a Data Trust they were interested in pursuing. He also attended ITAB, a state IT manager policy group and, after the last Board meeting, met with Goff and the new head of the Kansas Association Counties to talk about INK and the grant program. Goff noted that one of the members of the KAC Board had contacted him indicating they were discussing it. Friend closed by discussing conversations he had with

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Mischel Miller, the Director of Teacher Licensure and Accreditation for the Kansas State Department of Education concerning opportunities for funding projects that – per the INK statutes – would increase the amount, and type, and utility of information. One project was to have some academic experts as K-State do some data analysis that would result in making more data available about economic effects of the teacher shortage in Kansas. The data to be analyzed is currently over 37,000 pages. Clark discussed the need for this information and some of the work she had been involved with related to reciprocity, such as with military personnel qualified to teach. The Board members discussed the idea and were favorable to hearing more about it given its connection to the INK mission.

Action Taken: None.

2) Update on Mobile Initiatives

Friend briefly summarized the background of recent meetings and discussions with the Board about the INK Mobile Initiative, emphasizing that it had been incorporated in the 2020 Business Plan they had approved. After he completed this overview, he again showed the presentation, previously approved by the Board, that he, Jones, and Nick Winston from NIC had made in a meeting with the Executive Branch CITO, Secretary DeAngela Burns-Wallace and presented his understanding of the meeting and outcome, noting that both Jones and Yancey had attended and would likely have their own observations.

That meeting was held in a large meeting room at the OITS offices and there were a number of OITS managers in attendance in addition to the Secretary / CITO. Friend noted that the subject of PayIt came up as part of Yancey's introduction before they had really started their presentation. It was at that point that the Secretary stated, paraphrased, that PayIt was their partner and wasn't going anywhere, and that it was INK's job to show that they could be a good partner as well. This was the context in which the meeting proceeded.

Friend made the presentation to the assembled group that the Board had approved and noted that, while the Secretary may have been familiar with most of the INK background given her membership on the Board, it was likely new to many of the people from OITS in the meeting. After the presentation concluded, the discussion came to the point where Yancey asked about the suggested approach made in the presentation and rather than approaching agencies to discuss new applications, perhaps INK might start by attempting to build out applications they already worked with agencies on onto a mobile platform.

Friend noted to the Board that this hadn't been mentioned in their discussions about the presentation, so it was somewhat surprising. The idea had been to engage agencies to understand their needs in this area – there was a need to identify applications with a critical mass in order to get participation and downloads great enough to provide an anchor to use the app for other purposes. Part of this also involved the type of application and the frequency of its use.

So, things were left that he and Jones would go back and look at the applications INK currently delivers to see what candidates might be suitable for rollout using this approach, rather than soliciting ideas from agencies as had been originally approved by the Board. In the presentation deck Friend showed the Board, In reviewing things so far, Friend and Jones had arrived at the idea that something like Property Tax could be a possibility, although this is really at the county level so would be different to roll out, and then maybe something like Business Annual Report reminders, or Dental License Renewals.

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There was then some discussion among Friend, Yancey (who had also attended) sharing his assessment of Friend's take on the meeting and what possibilities existed for moving forward, along with Jones perception and input from several board members.

Yancey said that his understanding from the Secretary was that Friend and Jones were going to go back and look at the existing services in INK's portfolio and come back with a suggestion as to ones that particularly align well to mobile initiatives, so that they could use a two-prong approach. The first being fast tracking some things that already made sense and also allowing them to get into more of an integrated strategic planning approach with outreach to the agencies. Clark added that there would need to be a state vision and commitment to be able to deploy something integrated. While she agreed that it should not be a tit-for-tat with PayIt, however, she felt that in the discussion, they needed to acknowledge that there were two different models here. One is a for-profit entity that does not return anything, or much of anything to the state. The other is a quasi-governmental, almost non-profit kind of entity, that does the kinds of things that were being talked about with the Children's Cabinet or the teacher data as part of the mission. So, she felt they always needed to have the conversation in that context.

Jones and Friend ended by indicating again that they would go back and develop a short list of potential candidates as had been discussed – he displayed a list from the presentation of the agencies they currently served now via INK and indicated this would be from where the candidates would be drawn. Also, at the meeting with the CITO, she had asked to be able to download several versions of the app (Gov2Go) from different states, but as NIC looked at this afterwards, the technical mechanics of this and potential security issues made this problematic. So, Winston was working on a video that would illustrate some of the different functionality to share. It was left at the meeting that they would regroup after OITS did some internal review and talk more about potential next steps.

Action Taken: None.

3) Network Manager Report - Includes KBI project status

Jones told the members that they were about 30% done with the project and the hours spent are right in line with what had been presented to the Board. They have also rolled out a website for the Kansas Insurance Department and have been continuing to work on that. He is also tracking the work being done by NIC nationally on COVID-19, along with other national companies, so they will be prepared to help and they also doing their own planning, like with any disaster, to make sure they are able to continue to deliver service.

Action Taken: None.

4) INK Administration Update - Legal Services, Board Member recruiting, Expense Processing status

Friend handed out a letter he had received since the February board meeting from the Secretary of Administration, exercising their option in INK's agreement with DofA Legal for Counsel, to terminate the agreement as soon as INK is able to obtain other counsel, or June 30, 2020, whichever came first. He had not had any discussion with her or Yearly about this, but he assumed it was to free Yearly to work on other activities related to the Department. He wanted to ask the Board's input on next steps. He had talked with Yearly about options – some small agencies are represented by the Attorney General, for example, but he thought the board might also want to consider private counsel.

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There was discussion among the Board members about how much time had been required to fulfill counsel duties and Friend related the story of the work and hours spent by the previous counsel, and the change in the move to the Department of Administration. With the previous counsel they at one point spent around \$50,000 a year and, for example, counsel attended board meetings. In the four years that they had contracted with DofA, the Board had never been charged, even though the agreement specified an hourly rate. Friend felt not very much time had been used during the last several years, maybe five hours a month, but this could vary – for example, with some upcoming Department of Revenue contracts. Yancey asked Friend to develop a “job description” for these duties that could be used to solicit counsel. Friend agreed to do so.

Kite asked what the arrangement had been with the attorney previous to Yearly – was it a retainer? Friend responded that they had a contract that specified hourly rates for partner, associates and so on.

Clark asked, to set the course going forward, if it were ethical for a statutorily described board member such as DofA or Department of Commerce, to offer the services of their legal counsel – could one at some point get crosswise with each other? Friend responded that the issue actually came up with Department of Administration and the matter of PayIt, when they were counsel to OITS and also to INK – INK was assigned to a different person. Clark continued that the first thing that had popped into her head was to offer their attorney, Bob North, but this question immediately came to mind as to whether it would create a conflict of interest.

Kite stated that if there was not a budgetary issue, he would prefer outside counsel. He said he did not want to reopen the decision made four years ago, but asked if it were based on perceived budgetary concerns. Friend responded that it was characterized as such. Kite then asked Friend to do some research into what the market rate for this type of service would be and develop a short list of attorneys that practice in this area, not all from one firm. Friend agreed to do so, along with developing the job description.

Friend then said that they were continuing to transfer the duties from Wamsley to Gaumer and that the Board had agreed that Wamsley would continue to serve in the transition to ensure a smooth handoff. Gaumer (by phone) said that they hadn’t had a chance to meet, but they would come up with a proposal for changes that had been discussed and circulate it.

Action Taken: None.

5) Report on 2020 Business Plan Objectives

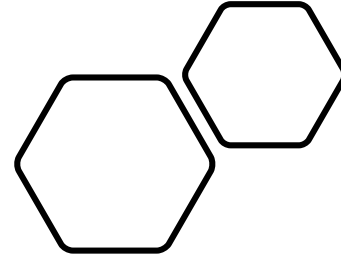
(Due to time constraints, this item was not discussed.)

New Business

There was no new business.

The meeting adjourned at 10:20 a.m.

INK 2020 Mobile Services Initiative



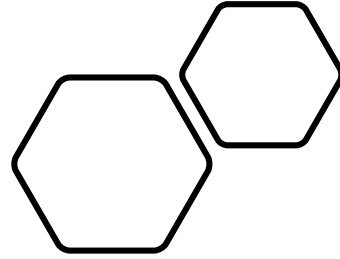
Update

INK 2020 Business Plan - Mobile Services

Approved by INK Board at February 6, 2020 meeting

- **Mobile.** Implement at least two services on a mobile platform that allow a user to perform an action with an agency such as renewing a professional license. [September 1st]
- **Mobile.** Implement at least three information services on a mobile platform. For example, information about voting. [September 1st]

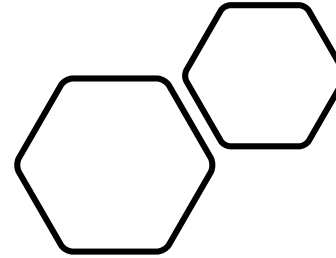
Background



- Presented mobile application to Board - available in multiple states with large service footprint
- Board seeks to implement Mobile Services, asks Executive Director to present to Governor's office
- Executive Director presents proposed approach to INK Board for discussion – Board approves
- Friend / Jones / Winston met with Executive Branch CITO on February 10th

INK 2020 Mobile Services Initiative

Discussion with Executive
Branch Chief Information
Technology Officer



Information Network of Kansas
The Gateway to Public Information

Mobile Service Initiative

Duncan Friend, Executive Director
Nolan Jones, Network Manager

Nick Winston, Director of Mobile Service Platform

February 10, 2020

The Information Network of Kansas

History: Set up in 1990 by KSA 74-9301, et. seq. as a gateway to Kansas government information

Model: A public-private partnership that uses no tax dollars and returns 99% of funds collected to the agencies it serves. Since 2002, over \$6MM in grants provided in support of state agencies, the Kansas Legislature, and local government initiatives aligned with our mission.

Oversight: 9-member board with cabinet officials, the Secretary of State, and representatives from groups using government data

Statutory Mission

- Expand Amount, Kind, and Utility of Information Available to the Public
- Expand the base of users
- Improve Access Technologies
- Advise agencies on providing access to public and business
- Consult public on information needs

INK Board of Directors

- Aaron Kite, Chair (Kansas Bar Association)
- Doug Gaumer, Vice-chair (Kansas Bankers Association)
- Lucas Goff, Secretary (Kansas Association of Counties)
- Mark Burghart, Secretary of Revenue
- DeAngela Burns-Wallace, Secretary of Administration and Executive Branch Chief Information Technology Officer
- Scott Schwab, Secretary of State (*ex-officio*)
- David Toland, Secretary of Commerce
- Gregg Wamsley (Kansas Library Association)
- *Vacant* (User Association of Statewide Character)

Gov2Go

An omnichannel citizen experience platform that centralizes interactions into a single experience

Learn

about a person's civic responsibilities and interests

Track

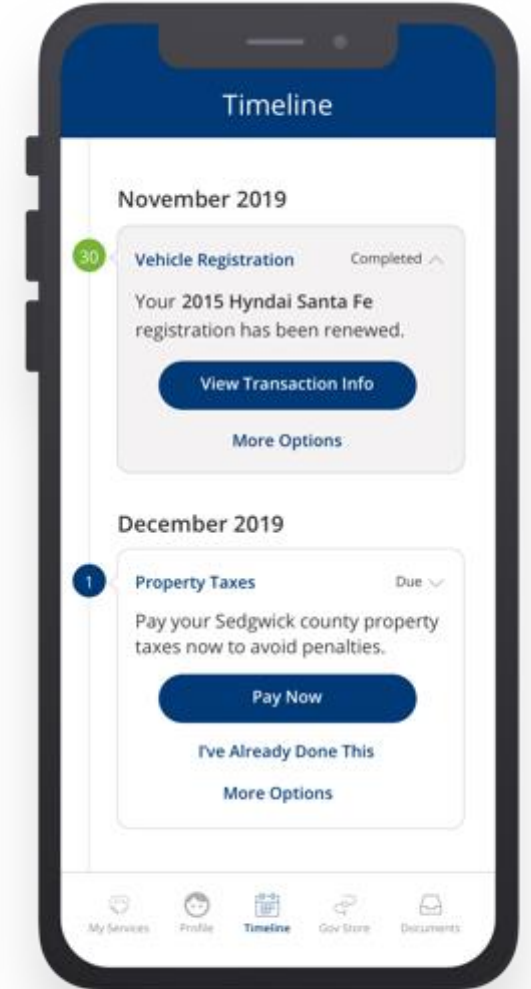
those responsibilities and interests on an interactive timeline

Notify

users about an upcoming event, change in status, or payment coming due

Complete

payment and other requirements to meet their responsibilities



Gov2Go today

- **Over 1M Users**

Adding ~50K users/month & sending ~500K notification/day

- **12 States with deployed services**

Multiple others currently in development

- **National services for all users**

Passport service, federal park passes, & election/voter info

- **Builds upon INK's government focus and strengths**

Local partnerships, payments, security, etc.

Current Service Areas:

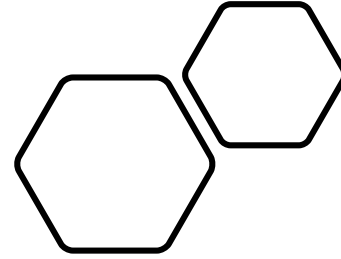
- Vehicle Registration Reminders & Payments
- Federal & State Park Passes
- Hunting / Fishing Licenses
- Property Tax Reminders & Payments
- Voter Information & Reminders
- Business Tax Filings & Payments
- Professional & Occupational License Renewals & Payment
- and many more...

Next Steps

- **Information Services.** Begin work with state and local government to identify, plan, and deliver mobile notifications
- **Transactions.** Identify and implement filing, licensing and other services aligned with state and local priorities
- **Promotion.** Jointly promote awareness / use in collaboration with government partners

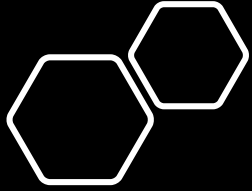
INK 2020 Mobile Services Initiative

Discussion with Executive
Branch Chief Information
Technology Officer



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56. Pittsburg State University
57. State Fair Board
58. State Library of Kansas
59. University of Kansas
60. University of Kansas Medical Center
61. Wichita State University



Gov2Go Examples

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Online Services

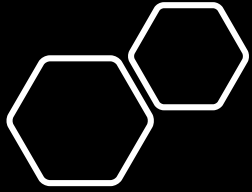
- Property Tax Payments
- Business Annual Report Reminders
- Dental License Renewals

Other potential

Information Services

- Flag Half Mast
- State Holidays

Video of Gov2Go



Gov2Go Examples

(proposed response to
CITO request to download
examples from multiple
states)

Next Steps

