February 2023 Regular INK Board Meeting February 2, 2023

Opening

A meeting of the INK Board was called to order in the Department of Revenue Secretary's conference room on the fourth floor of the Mills Building in Topeka, Kansas at 10:00 a.m. by INK Board Chair Tom Sloan. The following other members were present:

Mark Burghart, Secretary of Revenue; Kate Butler, representing the Kansas Bar Association; Jennifer Cook, representing the Kansas Secretary of State; Art Gutierrez, representing the Kansas Association of School Boards (*via Zoom*); Jim Haugh, representing the Secretary of Commerce; Andrea Krauss, representing the Kansas Independent Oil & Gas Association; Glen Yancey, representing the Executive Branch Chief Executive Technology Officer.

Others Present

Duncan Friend, Executive Director, Information Network of Kansas; Susan Mauch, INK Board Counsel; Molly Saunders, Shockey Consulting (via Zoom); Nolan Jones (via Zoom), James Adams and Ashley Gordon, Kansas Information Consortium, LLC.

Consent Agenda

The Consent Agenda included the draft minutes for the January 5, 2023 regular Board meeting and the January 2023 Network Manager report and contracts for KanPay Counter services for USD 255 District Daycare; USD 255 Elementary Schools; USD 255 Middle and High Schools; and Ness County Health Department, along with KanPay services for Dickinson County Planning and Zoning and Dickinson County Environmental Services.

Action Taken: Butler moved to approve the items on the Consent Agenda. Seconded by Haugh. There was no discussion. The motion was unanimously approved.

Regular Agenda

Regular Business

1. INK 2023-2025 Strategic Plan: Approval and Next Steps

Molly Saunders, Organizational Performance Director at Shockey Consulting, made a brief presentation on the process of using the new 2023-2025 INK Strategic Plan that was on the agenda for approval. (*A copy of her presentation is attached.*)

Action Taken: Krauss moved to approve the INK 2023-2025 Strategic Plan. Seconded by Yancey. There was no discussion. The motion was unanimously approved.

2. INK Strategic Plan Implementation Discussion

Jones and Friend then made a presentation to the Board that outlined the contents of the initiatives in the strategic plan that were to be started (and in some cases, completed) in 2023 and discussed how the Strategic Plan would be used.

One of the examples in the presentation was selected to highlight an Action in the plan that addressed Employee Evaluation based on a request from the Chair. A decision was made to have the Policy and Procedure committee review the Executive Director Performance Evaluation policy suggested in the recent board policy draft provided by the consultant, along with a state employee evaluation form provided by Sloan and provide a recommendation. (A copy of the presentation for this agenda item is attached.)

(Saunders left the meeting at 10:30 a.m.)

Action Taken: None.

Sloan then asked that, because Butler needed to leave by 11:10 a.m., they move to the committee reports.

6. Committee Reports

Finance: Update on INK Investment research: Krauss reported that Friend had done some research on rates and the availability of sweep accounts with the three current institutions INK uses. In a nutshell, what Friend found was UMB was really the only one with significant interest – as of the memo from Friend dated 1/23 their sweep interest was 4.23% which was far above the other banks. As a committee, they've asked Friend to do some more research into other banks with branches in Topeka. Once that's compiled, they plan to reconvene and come back to the Board with recommendations – they should have that by next month.

Position Description and Hiring Logistics: Yancey said the committee did not meet last month. He did meet with Jeff Maxon (the acting CITO) to discuss taking another run at him and the Secretary of Administration regarding the new position, just to make sure they were still of the same mind. Maxon said they did not have positions allocated to provide INK. Yancey has not been able to get on the calendar with the new Secretary Adam Proffitt with Maxon, but he would have that meeting this month and report. Sloan asked if the finance committee or chairman requesting the meeting would help. Yancey said it might and he would check today to see if a meeting had been set up by his admin and drop Sloan a note.

Policy and Procedures: Krauss reported that the committee had received a draft of the policies. It was fairly lengthy. She felt the committee should try to get together later in the week to discuss and asked Friend to send out a poll. Once they were done with it – she didn't feel it would be done in one meeting – then the Board is going to need to see it a couple weeks in advance and there is a lot of material to read. Friend added that there are also things that Board Counsel may need to look at. Sloan said that with regard to the Employee Evaluation in the earlier discussion, maybe they agree to that and adopt that portion. Krauss thought that at a minimum they could come back in March with a recommendation on the personnel review policy. Sloan then handed her a state agency employee evaluation form he had obtained.

Network Manager System Information Delivery: Friend acknowledged that the Board members are unlikely to be familiar with that committee title, but it is the name of the network manager contract provision the committee is addressing. He did send out a Doodle poll, but he didn't get responses from two members, so he needs to send it out again, so they have not met. Yancey and Friend agreed that Maxon may not have time to meet so should be optional.

Sloan came back to the new position and asked Yancey if there was a timeline for when the position would be posted, acknowledging that it depended on the timeline with the Secretary. Yancey asked that if the Secretary and Maxon are not amenable to just giving them a position number they can post, is there anything left to work on the contract to be able to hire someone? Mauch said that she and Friend had been back and forth with questions to Syndeo, but they are at a point where they really need to have the Directors and Officers and general liability insurance in place before they can complete it. Krauss provided an update that she had found an insurance agent that thinks they can get coverage through West Bend and she has been working with Friend in answering their questions.

Friend asked what role the Executive Director has in the process. Yancey asked Friend if he had time at 3pm that afternoon and he would call him about that.

Action Taken: None.

3. 2023 INK Business Plan: Approval

Jones briefly presented the 2023 Business Plan which had been distributed originally at the January 2023 meeting. Sloan had a question on metrics – he used strategy F1.1 as an example – how will they know how to measure performance? Friend explained that for the particular example, *Increase and Diversify Self-Sustaining Revenue Streams*, they plan to meet with the Board. There is another item that asks, essentially, "Is your goal to make as much money as possible? Or to return as much as possible to the customer?". There needs to be a philosophy Part 1, and then they need to talk about ways that they can diversify that. So they will look at what they have, look at different risks associated with different types of revenue, and then F1.1c

Information Network of Kansas Board Meeting Minutes

"Develop and implement financial strategy in concert with Service Strategy that includes goals for revenue diversification and institute annual review" would be the place where they would work with the Board to decide what its strategy for diversification would be, and gave an example. Friend said that on the "placemat" for each area they have performance indicators and that he and Jones built a spreadsheet that broke those down at least into supporting metrics. The Board would see that when complete. Gutierrez then said that in his experience working with boards, he expected that Friend and Jones would bring forward the goals based on what they felt was reasonable. Then, if they had two options, the Board could decide.

Action Taken: Yancey moved to approve the Business Plan. Seconded by Butler. No discussion. The motion was approved unanimously.

Sloan asked to move to New Business so that Butler could be part of that discussion before she left the meeting.

New Business

1. Governor's Grant - COVID19 Pandemic Response: Public Communications and Supporting Activities Sloan explained his take on the request from the Governor's office re: restructuring their grant as reflected in the material in the board packet. The consensus of the Board was that changes to the grant should be run through the normal grant process and they should work with the Executive Director to resubmit and evaluate. Sloan said he would respond to his contact and tell them they needed to work with Friend and resubmit.

Action Taken: None.

(Butler left the meeting at 11:10 a.m.)

Regular Business (continued)

4. INK and State IT Governance (INK Strategy G.1.3)

Friend presented an overview of the many touchpoints and integration of INK in the Information Technology Governance of the State of Kansas. He contrasted that with casting INK as a "private vendor" and emphasized the duties and roles outlined in INK's statutes. There was discussion about Board support where needed in engaging the state on the initiatives Friend identified. (A copy of the presentation is attached.)

Action Taken: None.

5. Network Manager Report

James Adams talked about *WebFile* and *Homestead Refund* applications and recent work on them – both longstanding applications. Jones talked about the KDOR Payment Portal they were currently working on. Sloan asked about status on the new State Home page. Jones said they are currently supporting both sites. Department of Administration is doing one more outreach to the PIOs. He asked if there was a timeline. Jones said they thought it was two weeks ago. Friend agreed to contact them directly. Sloan also asked about grant status and Friend said he would try to do an update at the next meeting.

Action Taken: None

Executive Director Report

Friend gave an update on office space at KDOR, both status and work was being done. Friend closed by asking Cook if she could address a question that Krauss had at the last meeting about the planned use of funds for the Business One-Stop. Cook responded, indicating why/how the funds might be helpful as the project involved multiple agencies and was still a work in progress. One next step, for example, might be a single sign-on feature.

Action Taken: None.

Adjournment: Krauss moved to adjourn the meeting at 11:50 a.m. The motion was approved unanimously.





INK'S STRATEGIC PLAN Developed over the course of one year with input from diverse stakeholders Takes a holistic view of INK, using the Balanced Scorecard as its framework Defines INK's priorities and approach to achieving goals over the next three years Presented in two formats – placemat and narrative report No comments received/revisions made since the January Board meeting



Kansas

SHOCKEY'S IMPLEMENTATION PHILOSOPHY

The BEST strategic plan is one that is used.

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DEST PRACTICES The Strategic Plan is the filter/guide for decisions The plan must be ever-present Staff present information to Board and relate it back to the plan Board members consider new initiatives in relation to the plan The Action Plan is a living document Staff manages, tracks, and informs the Board of overall progress (quarterly) Staff informs Board of progress on specific initiatives/tasks, as needed That does not include all of the details, sub-steps

INK Strategic Plan Implementation Discussion

Putting the INK Strategic Plan into Motion

INK Board Presentation, February 2nd, 2023

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INK Strategies

- There are 21 Strategies identified in the INK Strategic Plan
- <u>Each</u> Strategy has one to seven Action Items that will be used to implement the Strategy

Action Items

- There are currently 55 Action Items.
- More Action Items may be added as Action Items are further developed and implemented. For example, the completion of one Action Item may lead to the addition of new Action Items.
- Of the 55 Action Items eight are targeted to start and be completed in 2023
- Of the remaining 47 Action Items, <u>42 are targeted to start in 2023</u>. The last five Action Items are targeted to start in 2024









Action Item Planning Example 2

Strategy G1.3: Increase collaboration with the State and IT governance

Action Item G1.3b: Seek to convene State Data Review Board and work to expand catalog approach and access to catalog of state data for use in working with agencies to identify opportunities to expand access [*Targeted to start and be completed in 2023*]

Draft Action Plan

1. Develop approach for seeking to convene State Data Review Board. 2. Implement. 3. Determine next steps based upon response from the State. 4. Create new Action (possibly Strategy) if approval is obtained to convene State Data Review Board. 5. Report to the INK Board at quarterly Strategic Plan status update. *Note: INK ED is a member of the State Data Review Board that was created by ITEC in Summer 2021 and has never met.*

Draft Schedule:

- March Develop approach for seeking to convene State Data Review Board.
- April Implement
- June Assess State response
- July Determine next steps based upon response. Create new Action (possibly Strategy) if approval is obtained to convene State Data Review.
- September Update Board at September quarterly Strategic Plan status update
- October Continue to work through next steps depending upon response from the State



Action Item Planning Example 3

Strategy F1.2: Develop and enhance partnerships

Action Item F1.2a: Work with KIC/Tyler to determine contracting / financial approach to offering additional services. [*Targeted to started and be completed in 2023*]

Approach:

- 1. Establish plan for working through the process of determining
 - A. Legal review of contracting approach for offering Tyler products.
 - B. Funding models that could be used.
 - C. Approaches for handling revenue share.
 - D. Other contractual issues that may need to be resolved.
- 2. INK ED/Legal and Tyler Legal through the contractual issues.
- 3. Work through INK ED and Tyler on funding models.
- Educate the INK ED/ Board on potential Tyler products that could be offered by INK to agencies.
- 5. Determine what products may fit in the strategic objectives of INK as identified in the various Action Items including those involving the Service and Financial plans.
- 6. Identify proposed approaches for educating agencies about these products.
- 7. Identify measures for assessing how effective these processes are.
- 8. Implement plan for offering additional services.

Action Item Planning Example 3 cont.

Schedule:

January - February - Establish plan for working through the process of determining A. Legality of contracting approach for offering Tyler products. B. Funding models that could be used. C. Approaches for handling revenue share. D. Other contractual issues that may need to be resolved.

March – April - Work with INK Legal and Tyler Legal through the contractual issues. Work through INK ED and Tyler on funding models.

April – May - Educate the INK ED/ Board on potential Tyler products that could be offered by INK to agencies. Determine what products fit the objectives of INK (considering other Strategies and Action Items such as F1.1c" Identify risks and opportunities for revenue diversification" and C1.5a "Network Manager identify new customer groups and applications in other states not yet in Kansas" as well as IP1.1b, G1.1a, G1.2b, C1.1b, C1.1e, F1.1c, F1.2b and F1.3a

May - Identify proposed approaches for educating agencies about these products.

June - Identify measures for assessing how effective these processes are. Implement plan for offering additional services.



Reporting to INK Board

- Updates on Action Items will be provided to the Board on a quarterly basis
- Some Action Items may necessitate presentations to the INK Board or in some cases additional INK Board action



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Context: 2023-2025 Strategic Plan

Strategy G.1.3

Increase collaboration with the State and IT governance

The purpose of this presentation is to:

• Identify / explain several <u>long-standing points of integration</u> between State of Kansas Information Technology governance structures (Councils, Committees and related policies) and INK, as we move forward on Action Items in the Strategic Plan related to them.







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into the processes to develop them.

Information Technology Executive Council (cont.) (A) Information technology resource policies and procedures and project management methodologies for all state agencies; INK is mentioned in several ITEC policies as being exempt. Working with the CITA now and Legal on reviewing that (for example, Source Code ownership). Because ITEC policies cover agencies, and INK does work for agencies, it raises the question "Do agencies working with INK need to follow them?" The answer is yes. Thus, they are relevant to INK, as is our input

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Information Technology Executive Council (cont.)

(B) An <u>information technology architecture</u>, including telecommunications systems, networks and equipment, that covers all state agencies;

- A Technical Architecture set the standards for the technologies, software, and systems that state agencies use. State processes require agencies to use standards and technologies in the architecture, and it is part of the sign off for large projects.
- INK provides services to the state, so it is important to understand the state's standards and strategic direction for technology as part of our planning, service design and offerings.
- INK's grant evaluation criteria still <u>include a requirement that</u> proposed projects comply with the state's Technical Architecture. Yet a new Technical Architecture has not approved by ITEC in 10 years.
- **INK Strategic Plan Action C1.6a:** Invest in assisting state with update of technical architecture to better understand installed base of applications, technology, and technical direction.

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<u>Standards for data management</u> for all state agencies;							
6000) Series - Data, Recor	ds, and Cont	ent				
5000 Series Policies							
No.	Title	Effective	Revised	Purpose			
6100	GIS Metadata Policy	1999-10-14	2020-03-10	To establish a policy concerning the documentation standard for geographic information systems (GIS) databases.			
6120	GIS Cadastral Policy	1998-06-01	2007-04-01	To establish a policy concerning a standard for GIS Cadastral Data.			
6180	Water Utility Data Policy	2008-10-23		To establish a policy to ensure the accuracy, reliability, and accessibility of water utility data for use			
6000 Se	ries Standards & Guidelines						
No.	Title	Effective	Revised	Purpose			
6120A	GIS Cadastral Standard	1997-08-01		The Kansas GIS Cadastral Standard forms the basis for automating the legal elements of cadastral			
6180A	Water Utility Data Standard	2008-09-01		This document provides guidelines by which public water suppliers may acquire water utility			
6401G	Email Guidelines	2020-06-09		The State Records Board and the Information Technology Executive Council present these guidelines			

D0 Series Policies o. Title Effective Revised Purpose EC-8000-P Kansas Data Review Board Charter 2021-07-01 2021-06-15 To establish the Kansas Data Review Board charter	200 0	C) <u>Standards for data management</u> for all state agencies;								
O. Title Effective Revised Purpose EC-8000-P Kansas Data Review Board Charter 2021-07-01 2021-06-15 To establish the Kansas Data Review Board Charter EC-8010-P Kansas Data Review Board Policy 2021-07-01 2021-07-01 To define the policy and requirements: data management for all agency	8000 Series - Shared Solutions									
EC-8010-P Kansas Data Review Board Policy 2021-07-01 To define the policy and requirements i data management for all agency			Effective	Revised	Purpose					
data management for all agency	EC-8000-P	Kansas Data Review Board Charter	2021-07-01	2021-06-15	To establish the Kansas Data Review Board (KDRB) to advise the Chief Information Tech					
00 Series Standards & Guidelines	EC-8010-P	Kansas Data Review Board Policy	2021-07-01		To define the policy and requirements for Kansas data management for all agency					
	0 Series Sta	andards & Guidelines								
o. Title Effective Revised Purpose	.	Title	Effective	Revised	Purpose					
EC-8010-A Kansas DATA Review Board Standards 2021-07-01 To define the information Technology I minimum security stand	EC-8010-A	Kansas DATA Review Board Standards	2021-07-01		To define the information Technology Policy 8010 minimum security stand					
EC-8010-B Data Sensitivity Worksheet (Excel) 2021-07-01	EC-8010-B	Data Sensitivity Worksheet (Excel)	2021-07-01							



Information Technology Executive Council (cont.)

(C) <u>Standards for data management for all state agencies;</u>

- INK, as a member of ITEC and tasked by statute with expanding the amount and type of government information available to the public, has a critical interest in state standards for data (information) management.
- In 2021, the Executive Director participated on a committee to develop a new set of state standards for data/information management. One outcome was the creation of the **Kansas Data Review Board**.
- The membership of the Kansas Data Review Board includes the Chief Information Technology Architect, Chief Information Security Officer, State Archivist, Executive Director of INK, and expert representation from the executive branch, legislative branch, judicial branch, and regents' institutions.
- While approved by ITEC in July 2021, the Board has not been convened.















Information Technology Advisory Board (ITAB)

- Primary purpose (via ITEC Policy 3100 ITAB Charter)
- Provide the following support to ITEC under K.S.A. 2005 Supp. 75-7203: Adopt information technology resource policies and procedures and provide direction and coordination for the application of the state's information technology resources for all state agencies;
- Administer, implement and support all ITEC policies procedures and ensure compliance by all entities.
- Provide advice related to IT procurement, human resources, business continuity and other information technology issues brought to it by the Chief Information Technology Officer, Executive Branch and the Information Technology Executive Council;
- Support the Strategic Information Management Plan, the annual 3-year Information Technology Management and Budget Plan, and the Kansas Information Technology Architecture; and
- Promote coordination and cooperation among state, local and federal organizations' programs for effective integration and high-quality services and the efficient use of information resources.





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Geographic Information Systems (GIS) Policy Board *(continued)*

(e) promote the use of geographic information systems technologies as tools to break through structural and administrative boundaries to collaborate on shared problems and enhance information analysis and decision-making processes within all levels of government;

(f) shall be a standing advisory committee to the information technology executive council and shall provide a copy of its annual report to the council, as well as to the governor and both houses of the legislature; and

(g) shall work jointly with officials from other state agencies, organizations and county, municipal and tribal governments, as well as with businesses and organizations in the private sector who are concerned with the efficient management of the state's geographic information systems resources.



KANSAS.gov **Geographic Information Systems (GIS) Policy Board** Membership: 23 members including: Five representatives of local government, including cities, counties or local government consortia of cities, counties, non-profit and private sector enterprises. Two representatives of the board of regents institutions; and Two executives representing the private sector, and: (A) The executive chief information technology officer of the office of information technology services or such officer's designee; (B) the director of the Kansas water office or such director's designee; (C) the state biologist of the Kansas biological survey or the state biologist's designee; (D) the state geologist of the Kansas geological survey or the state geologist's designee; (E) the executive director of the Kansas historical society or such executive director's designee; (F) the secretary of agriculture or such secretary's designee; (G) the secretary of health and environment or such secretary's designee; (H) the director of legislative research of the legislative research department or such director's designee; (I) the secretary of revenue or such secretary's designee; (J) the secretary of transportation or such secretary's designee; (K) the state librarian or such librarian's designee; and (L) the executive director of the information network of Kansas or such executive director's designee.



Other Statutes Governing INK and State IT

- **74-9302(e):** Cooperate with the Office of Information Technology Services in seeking to achieve the purposes of INK;
- **74-9304(a)(1):** Serve in an advisory capacity to the Secretary of Administration, Office of Information Technology Services and other state agencies regarding the provision of state data to the citizens and businesses of Kansas;
- **74-9304(3)(b):** All state agencies shall cooperate with INK in providing such assistance as may be requested for the achievement of its purpose. Agencies may recover actual costs incurred by providing such assistance.
- **74-9305(a):...**INK shall draw criteria and specifications in consultation with the Division of Information Services and Communications (note: now OITS) for such a network manager and its duties.
- **74-9306:** The Office of Information Technology Services shall provide to INK such staff and other assistance as may be requested thereby, and the actual costs of such assistance shall be paid for by INK.