

Information Network of Kansas Board Meeting Minutes

January 2022 INK Board Meeting January 6, 2022

Opening

A meeting of the INK Board was called to order via online videoconference in Zoom at 10:00 a.m. by INK Board Chair Tom Sloan with the following members present:

Lori Blake, representing the Kansas Association of School Boards
Mark Burghart, Secretary of Revenue (*departed at 10:07 a.m.*)
Kate Butler, representing the Kansas Bar Association
Jennifer Cook, representing the Secretary of State (*departed at 10:55 a.m.*)
Jim Haugh, representing the Secretary of Commerce
Vicky Ortiz, representing the Kansas Library Association
Kristy Wilson, representing the Kansas Association of Insurance Agents
Glen Yancey, representing the Executive Branch Chief Executive Technology Officer

Others Present

Michael Church, Kansas Historical Society (*departed 10:31 a.m.*); Leslie Moore, Kansas Bureau of Investigation (*departed 10:10 a.m.*); Susan Mauch, INK Board Counsel; Duncan Friend, Information Network of Kansas; Nolan Jones, James Adams, and Ashley Gordon, Kansas Information Consortium, LLC.

Consent Agenda

The Consent Agenda for the meeting included the draft of regular Board meeting minutes for approval from the October 6, 2021, November 4, 2021, and December 2, 2021 meetings. However, only the December 2, 2021 was available and provided to the Board in advance of the meeting. The Consent Agenda also included a contract for KanPay Counter services with the City of Beverly.

Action Taken: Secretary Burghart moved to approve the Consent Agenda, without the October 6 and November 4, 2021 meeting minutes, seconded by Blake. There was no discussion. The motion was approved unanimously.

Regular Agenda

Regular Business

1) **2022 Board Officer Election**

Friend began by noting that he had previously distributed the slate of candidates to the Board and then summarized the candidates for the members:

Chair: Kate Butler, Tom Sloan

Vice-Chair: Lori Blake

Secretary: Kate Butler, Kristy Wilson

Friend proposed that he just go through them in that order and poll the Board, just going down the list by position and have the members indicate their vote. He would call the name and then ask who the individual voted for. Friend completed the roll for the Chair position with the results as follows:

Affirmative vote for Butler as Chair: Blake, Butler, Ortiz, Wilson

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Affirmative vote for Sloan as Chair: Burghart, Cook, Haugh, Sloan, Yancey

Friend indicated the vote was 5-4 for Sloan as Chair for the coming year and congratulated him. He continued, noting that there was one candidate for the position and asking for guidance as to whether or not that would be best done by voice. Sloan said Friend could call for the vote, asking that all members in favor of Blake for Vice-Chair respond in the affirmative. The Board unanimously approved her for the position, with no members dissenting. Friend congratulated Blake for her election as Vice-Chair for the coming year. Friend then stated that for the Board Secretary position there were two candidates, Butler and Wilson.

Friend indicated he would call the roll again. Before he began, Wilson asked if she could bow out and allow Butler to take the position. Friend indicated he would ask for the Board's pleasure on that – he didn't know why not. Friend asked if the Board was okay with that. Wilson indicated she was fine with that. No other members responded. He then took the same approach as the previous vote, asking for all those in favor of Kate Butler being elected as Board Secretary to say aye. The Board voted unanimously for Butler, with no members dissenting. So, Kate Butler was elected as Secretary.

Friend then recapped the vote. With all nine members attending, it was Tom Sloan as Chair, Vice-Chair is Lori Blake by unanimous acclamation, and Kate Butler would be Secretary. This would be for the period until the election at the next January meeting, a one-year term. Sloan said he thanked those that supported him and the Board moved to the next agenda item.

Action Taken: None.

Note: *Secretary Burghart departed the meeting at 10:07 a.m.*

2) KBI Scrap Metal Project Change Order

Jones described the background of the project and the subject of the change order, noting that Leslie Moore from the KBI was in attendance if there were any questions for her. The primary work was to create a purge feature to remove scrap metal dealers, to add a dealer status, and couple other changes.

Action Taken: Cook moved to approve the change order. Seconded by Wilson. No further discussion. The motion was approved unanimously.

3) KBI Scrap Metal System Contract renewal

Jones noted that the original contract for development and maintenance of the scrap metal system included a renewal process. The proposal here is to add another year for continued support by INK. Sloan asked the members if they had any questions. Seeing none, he asked if there was a reason it was only a one-year renewal. Jones responded that there was some discussion with the KBI about extending it further, out to the deadline in the sunset clause in the legislation. But, in light of the Legislative session coming up with outcomes hard to predict, they felt they would just take it one year at a time and then address it later.

Action Taken: Haugh moved to approve the contract renewal. Blake seconded. No further discussion. The motion was approved unanimously.

4) State Historical Society Digitization / Kansas Memory Grant – Update

Friend introduced Michael Church from the Kansas Historical Society, noting that he had been before the Board about a year ago to give the members an overview of status on a grant they have outstanding from the Board for digitization work. He then turned it over to Church to present.

Church introduced himself as Senior Archivist for Collections at the State Historical Society where he is in charge of managing the collections in their digital projects, then explained the background and progress of a grant award from INK related to digitization of Governor's papers and the Kansas Memory website, a public-facing digital archive where digital surrogates of their collections are shared.

Church used a slide deck to discuss the progress and status of the grant projects. He said that the digitization part of the grant was very successful and was completed in 2021, explaining the 11 gubernatorial administrations they'd covered represented 30 years and resulted in 93,000 scanned images. He then discussed the progress and status of the redevelopment of Kansas Memory, noting that it began in 2020, but faced delays related to the pandemic, and then it was derailed by a personal crisis that one of the developers at their contract had which resulted in them losing all the code that had been developed. They continued to work with the firm to address the issue, including the state's purchasing division and were granted an extension by the Board for the previous year. However, they have started re-development now and he showed a template of the new site to the Board. He then outlined the work ahead to complete the project and requested the Board approve another extension, this time through the end of 2022.

Sloan asked if they were really confident that the new developer could successfully complete the project and not disappear again. Church explained that he was, that they were working with a team that had an established track record.

Action Taken: Butler moved to extend the deadline for completion of the grant activity through December 31, 2022. Seconded by Haugh. There was no further discussion. The motion was approved unanimously.

5) Executive Session: Attorney Consultation on Personnel and Financial Matters

Friend explained that there were two topics to be covered in Executive Session and, based on his understanding of status, as few as 10 minutes might be needed. Sloan asked for a motion to go into Executive Session.

Action Taken: Blake moved that the meeting of the Information Network of Kansas Board of Directors be recessed for a closed executive meeting beginning at 10:22 a.m. for two purposes - pursuant to K.S.A. § 75-4319(b)(2) for consultation with an attorney for the public body which would be deemed privileged in the attorney-client relationship involving financial matters of the board related to the grant program and pursuant to K.S.A. § 75-4319(b)(2) for personnel matters of non-elected personnel involving the Executive Director, and that the Information Network of Kansas Board of Directors resume the open meeting at the current Zoom conference at 10:37 a.m. and that this motion, if adopted, be recorded in the minutes of the Information Network of Kansas and be maintained as a part of the permanent records of the Board and that the board members in attendance, their proxy representatives, Friend, and Mauch attend. Seconded by Butler. Motion passed unanimously.

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The board convened into regular session again at 10:36 a.m.

Action Taken: None.

6) Strategic Planning

Friend began by noting that he did not have a slide deck related to this item but wanted to provide an update to the Board on what had transpired as of the most recent discussion. First, he had executed the contract on behalf of the Board with Shockey Consulting with the assistance of legal counsel. It had been somewhat time consuming. The next step for them in the process is to do the stakeholder interviews which is part of the SWOT analysis. So, Friend is doing the outreach to line up those interviews. He noted that that the members might remember some discussion at the Board about this – three questions asked by Shockey and then discussing what stakeholders should be included in the planning / discussion. So, he is following the lead set there in doing this. County people, the CITO's, for example, and also the Board itself. This should be taking place over the next few weeks. Then, in the background he sent out requests to help him in scheduling a series of four Zoom meetings for board discussions around strategic planning from later in January through March. The plan is that the stakeholder interviews and analysis would be completed in late January so he could send out information about the outcome of that. After that, they would then be presented in person for about a half-hour at the February Board meeting.

In addition, he plans to use one of the dates scheduled for an “expert panel” meeting. The agreement anticipates having several professionals come in to talk about e-government and open data from the state and federal level and other places. This will be an open discussion, so the Board members can ask questions, with the idea that this will be a catalyst for the later strategic planning discussions with the Board.

All those things said, there is one matter that he wanted to discuss with the Board with regard to the anticipation in the plan and contract that the Board members would complete and the consultant would use the CCAT (Core Capacity Assessment Tool) as part of the strategic planning effort. Friend then recounted the background for how he came to include the CCAT as part of the work in the contract and the idea that Shockey would pay for the Board to have access and a facilitator, then would incorporate the results in the SWOT analysis and eventual plan. So, Shockey moved forward and signed the Board up for the CCAT questionnaire and facilitation package. That would have been a 160-question survey and assesses various aspects of the organization’s health and effectiveness. Also, the outcomes from what Blake had shared from her organization that used it several times looked great. Shockey also paid for the package that included 90-minutes of professional facilitation around the results, as she didn’t have any direct experience with it.

What happened, however, is that Friend was made the administrator of the survey. But, before sending it out, he did a brief review of the questions so he could figure out how best to frame it with the Board when he sent out the link, its purpose, what to do, etc. So, he started to go through and fill it out so he could see all the questions and, when he did, it appeared to be a great tool. But the orientation of the questions made him question its usefulness to the Board. For example, while some questions could have been “analogous”, like “I can see what they are asking about, it is framed more about a nonprofit, but I can figure out the meaning of it as it would apply to our situation.” So, the members would have to make that mental leap in completing it. So, if it said “Employees don’t tend to share information with each other” (*Agree, sometimes, disagree, for example*), or if they had asked particular things about the “workforce” and how INK was handling it, those filling it out might have been able to go “I don’t really know about that, or that’s not applicable.” But, as he went through, maybe 90-100 of the questions, the questions about “clients” were more human service oriented, so those filling it out would have had to sort of map between being concerned

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about outcomes for clients, so can that be mapped to an outcome for a customer. Then there were questions, if one has been on non-profit boards, part of the role is to go out and solicit funding.

Friend continued that when he looked at all those and then the fact that there is a private sector company that, by the statute, is essentially supposed to run INK, he started to get some cognitive dissonance. And, his issue was that not that he didn't want to do it – he lobbied to keep it in even from the beginning when he was talking with KU. The problem he saw, though, was that with different people completing this, from different perspectives, not everyone was going to see the same analogies and respond to the questions from the same point of view about how they might apply to the INK situation. So, everyone wouldn't be going in with the same "Here's what I thought that meant" and so if that problem was stretched out with that many questions, he felt it could undermine the credibility of the results. He then went back and talked to the people at the corporate level for the CCAT, the people who actually develop and administer it, explaining his observations and asking them about what they thought of the "fit". They agreed that "this doesn't really seem like the thing for your situation" and they agreed to provide a refund.

He had spent quite a bit of time on this issue during the past month, but after he had told them to proceed with the refund, he asked himself "Can I do that?" as there has been this ongoing question about what is within the role of the Executive Director. So, he did still think it needed to be done, yet Shockey, when reaching out to the individual members has some experience asking organizational-related questions of that kind, so maybe some form of it could be incorporated. Shockey did seem to agree based on the questions. He had also contacted Blake about this, so will defer to her if she has any comments. He felt like her take was to make use of it where / if it could help, that it was really my judgment. He is not saying that he didn't think the CCAT could have helped, just that he felt like enough different people would have to make a leap to figure out how a question might work in INK's situation vs. how it was originally framed that it would be hard to draw a lot from what people had responded.

So, he said, he threw himself on the mercy of the court as far as cancelling it. How things stand now is that the company offered to give Shockey a refund, she agreed in terms of the questions about its suitability. He thought that they could still do it, just not via the CCAT. He then stood for questions.

Blake responded that she thought it was great that he had gone through that and had seen the applications of the questions through the lens of INK and what did and didn't fit. She continued, saying that it was a tool that had worked very well in the non-profit world, but obviously this not necessarily the same, they may not be going down the same road. As long as there is a vehicle to look at organizational health as part of strategic planning, that's her point in this process, the function and that the Board is meeting its statutory obligations.

Friend said that he was thinking that, if the Board wanted to give him the direction, he hasn't yet sent out the interview invitations to the Board, so he could get with Shockey Consulting and come up with a way to craft the questions that makes sure that they do come out with some of that assessment.

Sloan asked if there were questions for Blake or Friend. Hearing none, he asked Friend if, when he was talking with the vendor – were they amenable to a subset of questions? Friend said he didn't broach that directly, but from using it, it was automated, so that didn't naturally present itself as an option. Blake added that she felt like their system was very tied to their process in its entirety as the data collection methods they use are also evidence-based practices that they can validate and it wouldn't be part of their normal methodology. Friend also noted that some part of it was comparative with other organizations.

Sloan asked if there were any other questions. Hearing none, they moved to the next item on the agenda.

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Action Taken: None.

7) 2022 Business Plan

Friend opened this agenda item by saying the Jones had a slide deck he would present from and noted that all the members should have received a copy of the draft 2022 INK Business Plan via email a few weeks ago, and also in the current Board packet, along with the slide deck that explains the purpose. He then ran over the purpose of the Business Plan, and noted that they had listed the twelve initiatives that had been previously proposed in the plan, but clearly labeled them as things that had only been proposed. The purpose was to show that the Board had been considering initiatives in preparation for more strategic planning. He noted that it could be dropped out, and it wasn't to say the Board had approved them, only that they were entertaining a wide set of proposals and were continuing to engage in strategic planning.

Jones presented a high-level overview of the draft 2022 INK Business Plan *<a copy of this presentation is attached to these minutes>*.

While Jones was loading his presentation, Sloan asked Cook – because she had indicated she would need to leave early – if she had any questions or comments about the draft 2022 Business Plan. She responded that she did not.

Note: *Cook departed the meeting at 10:55 a.m.*

At one point during the presentation, Sloan noted that he knew there had been discussions with the Kansas League of Municipalities leadership and the Kansas Association of Counties. Is there any way that INK could be on their website to explain services that INK provides to local government? Friend thought this was a good idea. So he asked that Jones and Friend make a note to look into that to promote that INK is already working with those people. Friend noted that we had had members of the Board from these associations before, most recently Lucas Goff who was Board Secretary from the Kansas Association of Counties. Jones added that they also attend their conferences and he has one full-time person who is just focused on local government.

Later, Sloan asked about accessibility and noted that a physical disability might not prevent someone from accessing data. But, he asked if people like from School for the Blind had been contacted as far as people that might need audio. Friend responded by explaining his history with accessible technology and the state's approach over time. Friend was the first chair of a group chartered by executive order of the Governor called the Kansas Partnership for Accessible Technology and INK was part of that group. INK has had in its previous plan – that group has no longer been meeting – to try to get that group meeting again. He continued that INK had tools in place, as did state agencies, to test for the accessibility of websites and applications. He then deferred to Jones who talked about work they had done with Alexa consulting with that community. Friend then explained the operation of the screen reader technology. He said he very much supported INK's heavy investment in this area. He noted that he felt there was big demand here – for example, via the grant program, they do fund sign language interpreters for the Governor's office on COVID-related communications. Sloan responded that he thought – and he was open to Board discussion about it – that maybe trying to stimulate the Administration to work with INK more in terms of reaching those people would be a good idea.

Upon the conclusion of Jones' presentation, Sloan asked if the board members had questions. Hearing none, he asked if all of the members had a chance to thoroughly read the proposed business plan. He noted that it came during the holiday season – Friend noted he'd sent it out on December 5. He asked if the Board wanted to wait until February to approve it, or if they wanted to wait until the first interviews by Shockey.

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Friend added that they could get started on some ongoing things in the plan before it was approved, and they'd stated in the plan that they anticipated that the Board would continue talking and that they knew some things would likely come out of strategic planning that would be amended back into the plan. To him, it would be helpful as a practice to bring things into the Business Plan as they to-do'd KIC with more projects as it is the main tool to hold them accountable. He noted that it sometimes has taken more than a month to approve it in the past, but as context, he just wanted to note that either way, they could amend it later.

Sloan asked if there were comments or discussion. Hearing none, he said that he had a couple. He noted that Friend had already addressed this, but on pg. 2, the list of initiatives was aspirational and the Board hasn't approved all of them. Friend asked to confirm they wanted to leave them in there, he just wanted to make sure that the language reflected that. On pg. 5, it noted that INK continued to discuss a non-disclosure agreement with the Office of Judicial Administration and he asked where things were on that. Friend responded that he met with the new deputy there who works for Kelly O'Brien who he'd mentioned he knew. They talked about questions they'd like to get answered as far as what they are doing. He's gotten all that information from Jones and he needs to review it. They have also done a little investigation - he wants to be careful talking about that in an open meeting - related to some offerings that Tyler has in this area.

Friend continued that how the situation has become different than how it was - for a long time it was delayed due to the pandemic and them being busy, he thought - is that Tyler is now involved and Tyler happens to be the vendor for their system. They don't have all the modules Tyler provides. And, yet, there is a weird tension going on with Tyler's performance on their project. So, his to-do is to collect up all the Jones has provided - he's trying to get it all into one packet - so he can respond. It may not be that an NDA would be required for this reason: Prior, it was KIC, a different company that would be working with Tyler, now it is the same company in some ways. That requires some dialog behind the scenes as well as a presentation to understand more about what INK's options are. Friend said that this was a lot of verbiage, but he was a little hesitant to talk in detail about what INK might be able to offer or work with them on. But, it is outstanding on us for him to get back to them with this information - there are just a lot of to-do's and priorities right now - and some of the questions required more detail in his estimation about, for example, what INK does in its current system, what INK might do in a new system with it. They are eager to move forward and it is a very significant priority and has been a large revenue producer. He concluded by noting that one of the other problems is that they're very busy with the implementation of the new system, so they want to be careful taking much of their time, or to have them redirect any resources to helping INK get something running on the side. He had met with them he thought in November, he'd have to go look at the actual date, but they were delayed in getting back to them - although he did have a cordial conversation with them. Jones then said that the only thing he would add was that Tyler was very interested in doing what they could to assist. He didn't want to go too far in an open meeting, but there is definitely no conflict in their mutual desire to assist OJA.

Friend then noted that Butler represented the Kansas Bar Association whose members were a big set of users of the current system. So, that's a good person that they could bring in, clearly Sloan mentioned that he had connections there, and clearly it is going to involve the Administrative layer there as the Justices are the ones that set the policy in that area. Friend emphasized that there was some nuance here because they have decided that they do not want to charge for their data. In turn, and he knew Sloan had mentioned this, and everyone was aware, they did some analysis on is how much money the district courts had lost here and that maybe there could be some ways to help them financially that still lets the public have free access that the Supreme Court intends, so there's some delicacy here. They could use some help, but they needed to make sure their "shirt was tucked in and shoes tied tightly" when they went into that, so it's taking longer.

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Sloan asked if this could be completed sometime this month. Friend said that was his intent, he thought he had what he needed, but needed a brief conversation about how to go about it and the lay of the land.

Sloan asked if there were any questions on what had been discussed. There were none. Friend then said that, to recap / reorient the discussion, what they were talking about was several million dollars a year they made by selling access to court records and INK has contracts with every district court. That's going away and being provided directly by the Office of Judicial Administration who is not charging – so the question is, “What can we do?”

Sloan continued on page 8. He had flagged language included in the plan about how outreach would be conducted primarily by the Network Manager and the Executive Director. He thought that it needs to have some language about something like when board members have unique agency contacts or the Board as a whole determines that board members should be involved in the outreach. He noted that Friend just made his point when he said that he talked with Butler about her contacts with OJA – Friend interrupted to say that he knew she had some. They've had Yancey reach out, as well as Haugh at Commerce. So he just thought there ought to be some language that said the Board could determine the role they want for their individual members. Other than that, he thought that the draft looked good.

Butler asked to speak about this topic. She thought there had been a little back-and-forth about this offline. She said that she didn't disagree that if her knowing people in the Judicial realm is helpful, she wants to help. But she read that language as, like, primarily it should be Friend and Jones who are checking in and sending emails. Not to say like initial connections or inviting somebody to a meeting who knows people in the room isn't good, because she thinks that's important. But, it was making sure that efforts are coordinated vs. becoming kind of hodge-podge. So, she thinks the language “primarily conducted” is good, but if the Board wants to add “as needed” or “as decided by the Board” individual board members can assist – she just doesn't want to cross streams and get people confused. Sloan was comfortable with adding language that said as board members decide. He reiterated that, again, they all have contacts, whether it be within their appointing agency, or their employing agencies, that the Board would want to use.

Blake responded that the only concern she would have about including that specific language in it is whether that would slow the process down. If Friend knows that Sloan has a connection that he needs to utilize, she feels like the Board hires him to do that job and he should be able to reach out and ask you to make that bridge. And it is not the Board's job to be seeking those, but following the lead within INK's strategic plan and Business Plan. Now, if a Board member has ideas, they can take that to Friend or bring it to the Board. She continued that if they specifically put that language in the Business Plan that it needs to be Board directed, then they have to wait for a meeting to make that motion – and that just slows work down.

Sloan responded that he didn't see that it takes Board action or waiting for Board action. He is thinking back to when the Board-directed outreach and the Board members, “all of you”, decided it was important to include Board officers in outreach to show that it was serious, and Butler and he have been engaged in that. It was to show that the Board of Directors was supportive. He continued that all he was trying to get at here was the Board can make determinations about the role for the Board – they are not limiting the outreach to the Executive Director and KIC.

Friend stated that this last statement was really the question. When those contacts occur and Friend is not aware of them or he's not cc'd or they are not revealed to him, and different streams of language are going on and people are thinking that they need to respond to the Board Chair – they view this as if it were an agency and someone contacted them as an agency head, and, while he understands that might work that way

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for the Board, it's not like they are sitting in an office eight hours a day and directing his and Jones work – or that's not Friend's understanding of how the Board should work. He thinks what happens when people are contacted individually and they are confused about the context for it, and as that continues to go on and individual board members continue to reach out to them, he thinks it can cause confusion for them, and for Jones. Friend reiterated that he is not trying to go on a power trip on it, he is just saying "Who is speaking for INK and who is doing that?" He understands the Board's role and he wants to support it. When Butler talked about crossing streams, he thinks that's what it was about. He doesn't want to pick straws about individual language, the question is more like Blake said. For instance, Friend continued, if he is going to do outreach to Judicial – he wanted to be frank – there is a lot of ways for that to get messed up. It's going to be hard to figure out, with the Board, the right way to do it, and now they are talking about it in an open meeting - these are delicate issues and that's where the issue is. He is happy to change the language however the Board wants.

Sloan responded that he continued to believe that the Board members could determine the scope of the outreach engagement by the Board. Friend asked if Sloan meant by that that if Board members wanted to contact agencies individually about things that INK can do for them...Sloan said that what he is saying is that the Board can determine what role the members will have. The Board previously decided that it was important that the chair and the vice chair show the engagement and support for the Board for Friend's and Jones efforts.

Sloan asked if there were any other comments on the draft. Hearing none, he asked if the Board members wanted to approve the changes based on the discussion just now, recognizing that change and that it is a living document, or do they want to review it again and then approve it at the February meeting.

Butler asked for clarification as she had to step away for a second. Besides the part that was just talked about, she wanted to know if there were any other changes. She said that if they were going to change anything, they should not vote today. Sloan said that then they should delay that vote until February.

Friend asked to confirm the change being requested before they left the item. He thought he had a close approximation of it from an email the Sloan had sent, but just to confirm, he will make that change to the draft and then send it out to the Board.

Action Taken: None.

8) 2022 Board Budget

Friend displayed the proposed INK Budget on the screen that had been distributed in the packet and went over it briefly with the members. He noted that he felt he could not pay any January bills when they came due without approval, so he was hoping to get at least that in this meeting. Also, independent of the proposed 2022 budget, but as was shown on the document, he needed approval to pay legal expenses to Goodell, Stratton, Edmonds and Palmer, LLC and MizeCPAs, as the final payments of the year to these service providers had exceeded the annual budget for those services by \$5,003.00 and \$1,433.00, respectively. In the first case, the Board had upped he estimate during the year to \$40,000, but the last payment had come in over the remaining balance due, he thought, to legal work for the Shockey Consulting contract and also for a contract with KSU for their grant that had involved some extra work around intellectual property questions. As context, in the past the Board had a budget of \$70,000 in this line item for a number of years. In the second case, there is a flat monthly fee, but he is also getting assistance ad hoc on items when the auditors are here or to look at information provided by KIC in more detail.

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After the review, and hearing no questions, Sloan asked for motions related to the presentation.

Action Taken: Yancey moved to approve the overages in the calendar year 2021 budget for accounting services and legal services necessary to pay the outstanding December billings for Board counsel and MizeCPAs accounting services that had gone over the budget. Wilson seconded. There was no further discussion. The motion was approved unanimously.

Friend then briefly explained the origin of the 2022 grant pool figure shown in the budget in the amount of \$550,265.40, noting that this was on the table for review / approval as well. Sloan then asked for motions to approve the budget and grant pool.

Action Taken: Haugh moved to approve the INK Expense budget for 2022 for \$302,136.00 as presented. Seconded by Blake. There was no further discussion. The motion was approved unanimously.

Sloan then asked about the large balance in the checking account and why it wasn't earning interest. Friend responded that it was earning interest. The Board has placed money in certificates of deposit before. Friend continued that he believed that particular balance is earning the same interest as their Money Market investment. The issue here is, for example, when they would take, say, half that money and attempt to put it in a CD, the interest is very low right now. In turn, it might seem odd, but not everyone wants our money. This is because they have to securitize the balance in excess of FDIC coverage by purchasing securities. As an example, the Board actually had a board member that was a banker that had the best bid on the rate of return for the money, the Board ended up trying to place \$1MM there and they stopped and wouldn't accept the deposit because they couldn't make the return on investment. Or, in another case, Friend said he tried to put more money in the CoreFirst money market and it was the same deal. They have a lot of public money and it costs them, so they declined – with interest rates so low, it is hard to do. But, INK is receiving interest on their checking and it is very close, at least, to what they are receiving in the money market. This is the situation, and he does understand that this is a lot of money in a checking account. Sloan acknowledged his explanation.

Sloan then asked if the Board wanted to approve the pool as a self-limiting thing for the Board, or did they want to remove that. Blake responded that she had a question as a fairly new Board member. Does INK put on an RFP or notice that there is a certain amount of funds available to promote this to agencies, or do they just review them as they come in? Friend said that historically they would let those who inquire know that the Board has approved a certain amount for the year and what's remaining as well as when they reached out to agencies about grants. But, INK has not posted on its website, for example, or made public notice that this year they were going to give out \$550,000. It hasn't been publicized in that way. He continued that there has probably been a concern about advertising that amount of funds to people. Also, historically, it was over two periods (November and May) and as it has lately been more of a rolling thing, there is a first-come, first-serve aspect. To recap, though, Friend says, they do not publicize that amount in that way, and the Board has always had discretion to change that amount mid-year or go over it. Sloan asked if that answered her question. Blake said yes, but in the public granting world she lived in, there was a public RFP that said they had X amount of funds available and that was a competitive process so she just was seeking clarity there. Friend added that they certainly could do that, but haven't done so far and that there is an overall issue the Board should evaluate about the rolling approach to receiving grant proposals versus the established May/November periods.

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Action Taken: Blake moved to approve the grant pool for calendar year 2022 in the amount of \$550,265.40. Seconded by Haugh. There was no further discussion. The motion was approved unanimously.

Sloan noted that it was noon, the end of the scheduled meeting time. He asked the Board if they wanted to accept the 3rd quarter financials since they can't change anything there.

9) Q3 Financial Statements

The Board moved to this agenda item.

Action Taken: Yancey moved to accept the 3rd quarter financial statements. Seconded by Butler. There was no further discussion. The motion was approved unanimously.

10) Network Manager Report

Sloan asked if there were anything specific Jones wanted to address here given that the meeting had gone over time. Jones responded that there was not, but he wanted to mention that they had successfully launched WebFile and Homestead tax filing for Department of Revenue – it was a big one for INK every year.

Action Taken: None.

Sloan closed the meeting by asking if Friend had heard anything from the Governor's office on appointments and reappointments. Friend responded that he heard that they did receive the appointment that involves the position that Wilson was renominated for and they were working on it. And, he has had interaction with Holly Mercer, the new president of the Kansas Library Association and she is working on a slate of three candidates, but Friend said that he did need to reach out to her again to see how that was going. This is a case where the KLA submits the slate directly.

Blake had a question, Friend noted, that he had seen in the chat, about the Board executive committee meeting outside meetings. Friend said that it hadn't been and Sloan said not to his knowledge. Blake explained that as a new officer, she wondered if that was a thing that occurred or what the expectations are.

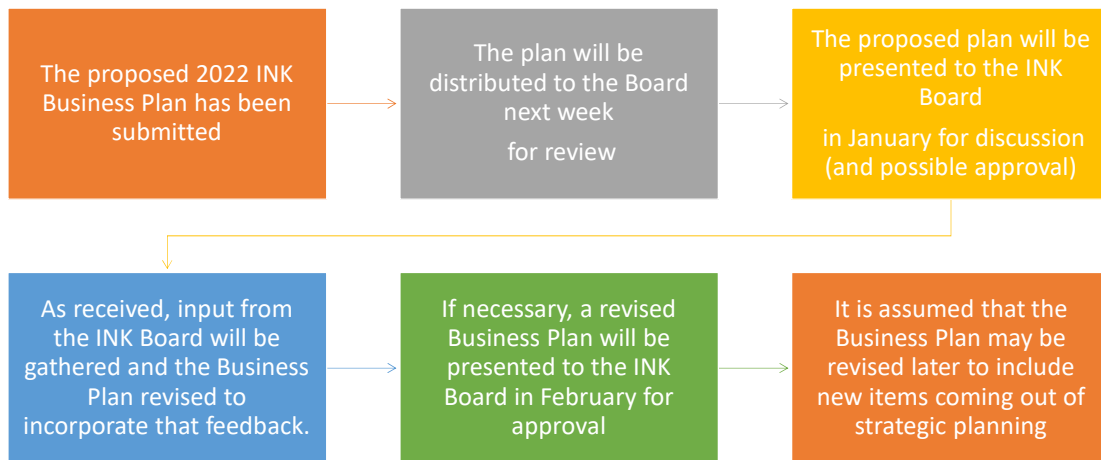
Adjournment: Wilson moved to adjourn at 12:05 p.m. The motion was approved unanimously.

Proposed 2022 INK Business Plan Update and Next Steps

INK Board Presentation
January 6, 2022

1

Process



2

Key Elements of the Plan

- Strategic Planning Initiative
- Provide a Gateway to Public Information
- Expand the amount, kind, and utility of information available
- Expand the base of users of Kansas government information
- Improve Access Technologies
- Seek advice from the general public, subscribers, professional associations, academic groups, institutions and individuals with knowledge of and interest in areas of public information access, gateway services, add-on services & electronic filing
- Advise the State (Secretary of Administration, OITS, Agencies) on Citizen/Business Data Access
- Marketing Plan
- Customer Service Plan
- Technology Plan
- Staffing Plan
- Financial Plan

3

Strategic Planning Initiative

- This is one of the primary elements of the 2022 INK Business Plan. This will help add, shape, and refine many of the objectives in the INK Business Plan.

4

Provide a Gateway to Public Information

- **Kansas.gov** (State Home page) – *Waiting for approval to launch.*
- **Data Feeds (and APIs and data sets)** - Engage state agencies to identify what APIs are currently available to the public. Using this data, create a webpage identifying these APIs for use by other entities.
- **Live Chat / Chatbots / Home Assistants** - Work with state and local partners to identify opportunities to further expand the use of Live Chat and Chatbots to assist individuals and businesses in interacting with government.
- **Search** - Conduct a review of search engines associated with state home pages in other states and identify potential improvements to the search feature currently used at Kansas.gov. Examples of possible enhancements include featuring results from other state websites, the portal only, as well as relevant online services and featured results by popular keywords.
- **Social Media** - Analyze INK's current use of Social Media channels (Our Twitter following is one of the largest in Kansas government) and develop a written strategy for their ongoing use and maintenance in support of INK and state initiatives that includes goals for promotion and use by key audiences for state information.

5

Expand the amount, kind, and utility of information available

- **Data Inventory** - Continue to work on developing a method of data inventory that can be replicated to identify agency data of public value. Find agency partner(s) - at least 2 - to investigate and pilot.
- **Judicial Branch**- INK continues to pursue a non-disclosure agreement with the Office of Judicial Administration and their vendor providing their system to determine if there is data that can be used or combined in a matter to provide added value to the private e sector. These efforts will include market research and contacting / convening INK subscribers from communities currently using this data - and prospective ones - to understand their needs and potential opportunities as well as evaluating products that could provide greater and more customized access and alerts to users of this data like attorneys.
- **Data Sales** -Develop plan, then investigate government data sales to commercial parties through data aggregation, integration, manipulation, packaging, or other methods. Identify five (5) new candidates in 2022. Includes analysis of current subscriber base.
- **Professional Association Engagement** - Identify and work with at least five (5) professional associations, including those currently represented on the INK Board, to solicit needs and ideas for expanding the amount, type, or utility (usefulness) of Kansas government information available to them at the state or local level.

6

Expand the Base of Users of Kansas Government Information

- Increase Adoption - Work with existing customers to identify at least five (5) services where adoption is likely less than 70% of potential users (such as professional licenses or other cases where the audience is known and relatively finite) and is determined by the agency to be less than ideal. Identify marketing or other approaches that can enhance use of the service and implement.
- Promote More Services to Local Agencies - Subscribe to a Request for Proposal notification service and, by discussions with other NIC states and work with the Kansas Association of Counties and League of Kansas Municipalities, identify and market existing or new services to local government. Identify state agencies with local partners in these areas and seek their insight with the idea of expanding the base of users to include users of local information and services.

7

Improve Access Technologies

- GIS Policy Board - Partner with state geographic systems governance group (GIS Policy Board), state Geospatial Information Officer and state agencies to help agencies increase use of GIS in their work and both publish and facilitate the delivery of resulting public information.
- Accessibility - Continue to work with state officials to promote web accessibility for disabled users. Invest in pilot projects re: accessibility of emerging technologies.
- TeleGov - As part of Agency Outreach efforts, continue to promote and expand the use of the *TeleGov* meeting scheduling product to facilitate interaction between Kansas government agencies and their customers / users of their services. Target the implementation of at least four (4) new instances of *TeleGov* in calendar year 2022.

8

Seek advice from the general public, subscribers, professional associations, academic groups, institutions and individuals with knowledge of and interest in areas of public information access, gateway services, add-on services & electronic filing

- Center for Digital Government - Contact the Center for Digital Government, a national advisory and research institute, to discuss best practices and trends in digital government at the state and local level. Invite presentation to the Board to present overview and discuss this information as it relates to INK.
- Subject Matter Experts - Identify experts in the area of digital government and civic / open data at the state and local level and seek advice on emerging opportunities for INK in government data and service. Summarize and present to INK Board and/or invite speakers to discuss ideas and opportunities.
- Surveys - Conduct a survey of INK subscribers to identify additional needs or interests, along with level of satisfaction with existing services. Present results to INK Board summarizing any resulting ideas for new or expanded services that are offered and evaluating their feasibility.

9

Advise the State
(Secretary of
Administration,
OITS, Agencies) on
Citizen/Business
Data Access

Advise - Objectives for advising the state on citizen / business access to government data will be developed as part of feedback and discussions during the strategic planning process taking place in spring 2022.

10

Marketing Plan

- **Phase 2 Outreach Program** – We will be assessing the Phase 1 Outreach Program, making adjustments, and then implementing the next phases of this program.
- **Status Reporting** - Ongoing reporting on status of the outreach effort will be included in the Network Manager report each month and be briefed to the Board using this report at the monthly board meetings.
- **INK 30th Anniversary** - 2022 presents a unique opportunity to celebrate the 30th anniversary of INK. This milestone is not only important to acknowledge the past but as a foundation for further educating government agencies and the public about who INK is and what it does to serve the State of Kansas.

11

Customer Service Plan

- Survey individuals about how they prefer to interact with customer support including chatbots, live chat, telephone, email, and social media. This will be performed in conjunction with the section 3.1 Gateway objective.
- Survey subscribers to gauge satisfaction and identify new ways of assisting these individuals.
- Continue to train and onboard agencies to the JIRA ticketing platform.

12

Technology Plan

- No major technology changes are anticipated in 2022. We will continue to focus on Security as well as exploring emerging technologies for potential use for new services.

13

Staffing

- No staffing level changes are projected for 2022.

14

Financial Plan

- Provided in the Draft INK 2022 Business Plan

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Next Steps

- Review by INK Board
- Revise as Needed
- Approval by INK Board
- Execution of the Business Plan

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