

Information Network of Kansas Board Meeting Minutes

May 2025 Regular INK Board Meeting May 1, 2025

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 of the Board were present:

Kate Butler, representing the Kansas Bar Association
Bruce Chladny, representing the Kansas Association of Counties
Greta Funk, representing the Kansas Library Association (*Joined via Zoom*)
Kyle Niemann, representing the Kansas Association of Realtors
Kayla Savage, representing the Kansas Department of Commerce
Ted Smith, representing the Kansas Department of Revenue

Others Present

Murray McGee, INK Executive Director; Dusti Cerca, INK Chief Administrative Officer; Susan Mauch, INK Board Counsel; Ryan Weber, James Adams, and Bob Sanders representing the Kansas Information Consortium.

Guests Perry Henry, Senior Consultant of Veracity Consulting; Paul Finster, Infrastructure Lead Consultant of Veracity Consulting; and Misty Bruckner and Nigel Soria with Wichita State University.

Consent Agenda

The presented Consent Agenda included the April 5, 2025, draft minutes from the INK Regular Board Meeting, the March 2025 INK Financial Statement, and the April 2025 Network Manager Report.

The contracts for approval included: City of Cassoday – KanPay; City of Pretty Prairie – KanPay; and City of Spearville – KanPay.

Action Taken: Chair Sloan opened the floor for questions. Savage made a motion to approve the consent agenda. Butler seconded the motion. A unanimous vote approved the motion.

Regular Business

1. Grant Presentation/Wichita State University Public Policy and Management Center

Misty Bruckner and Nigel Soria from Wichita State University provided a grant presentation to the board. They have collaborated with local government and health agencies to address unsheltered residents who are high users of health services in Sedgwick County. Such services cost local agencies around \$56 million in 2019, including \$17 million in uncompensated costs. Their project identifies the inefficiency of isolated data and the need for a unified, integrated data system. The project would be the first of its kind in Kansas. They aim to optimize resource allocation and improve outcomes by connecting data across housing, education, and health sectors.

WSU is working with organizations like KDADS and the Kansas Health Institute to establish a secure data integration system that addresses homelessness and employment barriers. The initiative focuses on providing

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state and local governments and nonprofits with access to valuable data for informed decisions regarding resource allocation. The initiative improves decision-making and builds community trust by helping agencies make timely and informed decisions to improve the services offered.

Current projects involve analyzing service use patterns in emergency shelters and understanding the effectiveness of workforce programs to identify better outcomes. The framework is designed to assist diverse data types while ensuring data security, transparency, while transitioning from educated guesses about program effectiveness to having statistical confidence in decisions.

Action Taken: Chair Sloan opened the floor for questions. Savage inquired about the timeline for maximum scalability. Bruckner states there are about 25 to 30 similar centers across the US focused on human development. The current stage of development is early, with an anticipated timeline of 3 to 5 years to scale fully.

Savage requested clarification on the implications of working with individual data, especially in relation to the Institutional Review Board (IRB) considerations and anticipated challenges. Soria responds that the role of an oversight committee is to approve the use of individual-level data for evaluating workforce programs and educational interventions. There are concerns related to privacy regulations like FERPA and HIPAA, where exemptions exist for data use. The focus is on creating a system that allows for learning and improvement over time.

Savage asks how they will gain the trust of the individual, of the organizations, and verify that the data that they are showing to the public makes sense and is real? Soria explains that while one individual may access identified information, the data remains anonymized for others, ensuring privacy and confidentiality among different providers.

There were no other questions or actions from the Board.

2. Bob Sanders – Vice President, State Enterprise-Tyler Technologies

Bob Sanders, the regional vice president of Tyler Technologies, shared his background and current role with Tyler Technologies and their commitment to enhancing government services. He discussed Tyler's acquisition of NIC, noting that it remains a division focused on expanding access to government for citizens and businesses. Sanders emphasized his recent involvement in addressing concerns from the board and expressed awareness of ongoing challenges. He stressed the importance of adequate staffing and the need to meet expectations. He is grateful for the partnership with INK and reaffirmed Tyler's commitment to supporting the services that benefit Kansas agencies and citizens. Sanders states that their focus is getting to work and fulfilling the mission.

Action Taken: Chair Sloan opened the floor for questions. Sloan requested examples of projects in other states that may be relevant to Kansas. Sanders recognized the innovative use of AI technologies across various government projects. One of the standout projects is an AI chatbot launched in Indiana, which can provide step-by-step guidance across multiple state agencies, significantly improving the user experience. Additionally, a project in Arkansas aims to automate document intake, reducing the manual workload for employees and allowing them to focus on more complex tasks. There is also a demand for employing low-code platforms to expedite software development, with projects in Nebraska demonstrating how legacy applications can be rebuilt more efficiently, cutting development time from eight weeks to a couple of weeks with increased functionality.

Sanders provided details about a pilot program in Nebraska where the DMV is training an AI model to assist human agents in answering complex questions about statutes, rules, and regulations. He further states that the

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data platform used for Assessment Connect allows users to create charts and graphs by typing their requests, making data more accessible and user-friendly for the public.

Neimann asks what the biggest challenge organizations and states face regarding data and access to data. Sanders indicated that barriers consist of concerns about privacy, lack of willingness to collaborate, aging technology, and limited agency resources.

There were no other questions or actions from the Board.

3. INK Executive Director Report

McGee received a call from the State Treasurer's office and is working to set up a meeting with them. They have a specific tool that they want to utilize, and they want to know if INK can provide it.

The Board of Tax Appeals has provided INK revisions to their scope of work for their website modernization and forms. Susan is working on the contract with the agency.

Weber and McGee met with the director of the Kansas 911 Coordinating Council. They would like a registration website with payment processing that can be used for 911 training programs. They want the project to be live by October. A ballpark project estimate and proposal have been provided to them.

A meeting is scheduled with KDHE and Blue Cross Blue Shield to discuss a new initiative to publish data on social determinants of health and use case information.

McGee met again with Joe Connor, former Johnson County Deputy County Administrator. Conner was a former INK Board chair and is now working with Civic Market to develop a procurement platform aimed at local government, including cities, counties, and school officials. They want to incorporate Kansas into this platform by creating a portal specifically for Kansas. This portal would allow local government agencies to access a list of Kansas vendors through a dropdown menu with the option to explore vendors from other states.

Last week, McGee and Weber met with Wildlife and Parks. They are seeking a unified system for camping reservations, hunting and fishing licenses, event registration, and financial reporting. They currently rely on multiple vendors that do not integrate well. A single vendor could help streamline their operations and could lead to increased revenue since their income primarily comes from user fees.

A fifth demonstration was conducted for the Kansas Department of Corrections on a scheduling tool for them. The contract to proceed was provided to them.

INK received the KIC budget, but not in time for review by Mize for the board packet. Financially, the first quarter reports a revenue decline from \$372,000 to \$357,000.

Grant applications are being accepted. Anticipated grant applicants are the Kansas Department of Agriculture for a noxious weed reporting program. Shawnee, Lyons, and some smaller counties are applying for funds to make their websites ADA compliant. The Secretary of State's office and the Department of Corrections may also submit applications.

Action Taken: Chair Sloan opened the floor for questions. Chladny inquired about the initiative with Joe Connors and what type of procurement they are looking for. McGee identified it as software, and the project is offering to add INK to their procurement platform for cities and counties in Kansas.

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Smith states that during the last legislative session, many legislators inquired about merchant account fees related to credit card transactions. Smith is curious about any changes, pressures, or trends regarding these fees imposed on consumers over the past five to ten years. McGee states that in the last year and a half, there has not been any pushback regarding service fees.

There were no other questions or actions from the Board.

4. Network Manager Report

Weber reports that KIC has 13 active projects with about 400 hours of work logged for agency partners. His team is working on an opportunity with Wildlife and Parks. Sanders pointed out the challenges of custom software, including issues with maintenance and upgrades. It can lead to complications with customer service. The team is eager to move forward with a solution, with support from agency staff.

Weber provided a review of 2024 activities. KIC processed 19 million secure transactions for 674 government partners across 97 out of 105 counties in Kansas. Interest from cities with smaller populations is starting to grow. The impact of public-private partnerships in providing essential services across 158 cities. These financial benefits include \$1.2 million in maintenance and enhancement savings and over \$588,000 in direct cost savings for the state.

Last month, KIC took steps to complete a large-scale upgrade from real 7 to real 8 across various data centers. The upgrade involved 40 different critical systems for maintaining cybersecurity. Their annual disaster recovery exercise is in May. The proactive drill will focus on the failover of core services between primary and secondary data centers. Weber plans to present their findings at the next board meeting.

An event registration website was launched for the KBI's Midwest directors conference. It was completed using the Engagement Builder cloud application, which enables a faster, simplified process.

Last month, KIC handled around 1,100 combined customer service tickets, with a high percentage being resolved quickly. Customer satisfaction is reported to be 86.5%.

Weber reports that KIC staff member Amber Purcell has successfully onboarded continue to manage multiple projects. There are 63 implementations in progress, with an additional 62 opportunities in the pipeline, 11 of which are in negotiations. Amber has 4 projects expected to go live next month.

Action Taken: Chair Sloan opened the floor for questions. There were no other questions or actions by the board.

5. INK Board Position Nomination

McGee announced that Kyle Niemann's board term is set to end in September. Niemann wishes to continue serving and will be noted in a letter to the governor. Two additional names must be submitted. Previously nominated candidates included Amy Button from the City of Ellis (representing the League of Municipalities) and Jeff Martin from the Kansas Bankers Association. McGee suggests submission of their names to the governor with Niemann. The goal is to confirm Niemann's desire to renew his position while identifying two other nominees.

Action Taken: Chair Sloan opened the floor for questions. The board agreed that McGee will submit the letter to the Governor to include the names of the two prior candidates, with Niemann's desire to maintain the position. There were no other questions or actions by the board.

6. Showcase Event 2025

McGee provided the 2025 Showcase Event schedule in the board packet. An invitation was extended to the board to attend the event scheduled for May 22, 2025, at 1 p.m. Board members were advised to contact McGee to be added to the guest list.

Action Taken: Chair Sloan opened the floor for questions. There were no other questions or actions by the board.

7. Presentation by Veracity Consulting

Perry Henry, Senior Consultant of Veracity Consulting, and Paul Finster, Infrastructure Lead Consultant of Veracity Consulting, presented to the board during an executive session.

Butler moved for the board to enter an executive session under KOMA Section 4 to discuss matters concerning data related to the financial affairs or trade secrets of corporations, partnerships, trusts, and individual proprietorships. And, under KOMA Section 12, to discuss matters relating to security measures to protect systems, facilities, or equipment used in communication services. Also, under Section 2 for attorney-client privilege, including INK attorney, INK staff, and Veracity Consulting, for 20 minutes. Niemann seconded the motion. A unanimous vote approved the motion. The Board entered an executive session at 11:47 a.m. The Board came out of the executive session at 12:07 p.m.

Butler moved to extend the executive session by an additional 5 minutes. Niemann seconded the motion. The motion was approved by a unanimous vote. The Board entered an executive session at 12:07 p.m. The Board came out of the executive session at 12:12 p.m.

Action Taken: Chair Sloan opened the floor for questions. There were no other questions or actions by the board.

8. Executive Session

Butler moved for the board to enter an executive session under KOMA Section 2 for attorney-client privilege to include INK attorney and INK staff for 15 minutes. Niemann seconded the motion. A unanimous vote approved the motion. The Board entered an executive session at 12:15 p.m. The Board came out of the executive session at 12:30 p.m.

Butler moved to extend the executive session by an additional 10 minutes. Niemann seconded the motion. The motion was approved by a unanimous vote. The Board entered an executive session at 12:30 p.m. The Board came out of the executive session at 12:40 p.m.

Action Taken: Chair Sloan opened the floor for questions. There were no other questions or actions by the board.

Committee Reports

A. Finance/Banking/Accounting Committee – No Report.

B. Policy and Procedures Committee – No Report.

C. Personnel Committee – No Report.

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Other Business

Chair Sloan asked if there was any other business to come before the Board. There were no other questions or actions by the board.

Adjournment

With no further action for the Board to consider, Chair Sloan adjourned the meeting at 12:40 p.m.

Submitted by:

Dusti Cerca

Chief Administrative Officer