July 2025 Regular INK Board Meeting
July 10, 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:

Jennifer Cook, representing the Kansas Secretary of State
Jeff Maxon, representing the Office of Information Technology Services
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, Ashley Gordan, and James Adams, representing the Kansas Information Consortium.

Guests Perry Henry, Senior Consultant of Veracity Consulting, Paul Finster, Infrastructure Lead Consultant of Veracity Consulting, and Emily Sheldon, Audit Principal of BT&Co. Whitney Temple, Deputy Assistant Secretary for Communications and Policy for the Kansas Secretary of State (*Joined via Zoom*).

Consent Agenda

The presented Consent Agenda included June 5, 2025, draft minutes from the INK Regular Board Meeting, the June 2025 draft minutes from the INK Executive Committee Meeting, the May 2025 INK Financial Statement, and the June 2025 Network Manager Report.

The contracts for approval included: Board of Tax Appeals website updates; Board of Tax Appeals-KanPay; City of Latham -KanPay; City of Eskridge-KanPay; Riley County Extension-KanPay; and Riley County 4-H Council-KanPay.

<u>Action Taken:</u> Chair Sloan opened the floor for questions. Cook made a motion to approve the consent agenda. Niemann seconded the motion. A unanimous vote approved the motion.

Regular Business

1. BT&Co Audit Report

Emily Sheldon, a principal with BT&Co., presented the results of their fiscal year 2024 financial statement audit for INK. The audit followed specific standards to ensure the financial statements were free of material misstatement. Sheldon reports that the financial statements were fairly presented in accordance with generally accepted accounting principles, and INK was issued an unmodified audit opinion. The audit did not reveal any significant accounting policy changes, adjusting journal entries, or unrecorded misstatements, which reflect high standards of financial accuracy from INK management. Sheldon reports that during the audit, INK management was responsive and transparent, with no significant issues encountered. Additionally, Sheldon emphasized the importance of maintaining independence in BT&Co.'s audit function, and INK has been responsible in keeping them informed of any changes in structure or management. A draft of the Management's Representation letter was provided to the board to aid them in understanding assertions about the financial statements and fulfilling their fiduciary duties.

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

2. INK Executive Director Report

McGee states that he has a few items to add to the written report provided. The Kansas State Historical Society has contacted INK to seek assistance in setting up an online platform for digitizing and providing public access to land survey records that they are responsible for preserving. McGee is working to schedule a meeting to discuss potential options.

McGee has contacted the KBI to discuss ideas for digitizing the renewal processes for concealed carry licenses and registered offenders in the state. Both programs currently involve fees from their paper processes, making it feasible to allocate a portion of these fees to support the digitization efforts.

A follow-up meeting is being scheduled with the Department of Administration. They are developing a digital solution for public payments through the Set-Off Program and an online store for State Surplus. They also aim to create a method for sending funds to Kansas counties. The initial meeting was overwhelmed by the number of participants and their varied requests. McGee states that the agency is focused on setting priorities for these projects.

The INK local government showcase event is scheduled for the morning of September 10th. This will be an online event. The Kansas Association of Counties abd the League of Kansas Municipalities have agreed to help INK in promoting the event. Weber and his team will send emails to cities and counties to get the information out as well.

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

3. Network Manager Report

Weber reports that June was a very productive month. An initiative is planned to hold agency meetings. The goal is to provide a comprehensive overview of the services offered by INK, along with an update on their activity.

Weber and his team are preparing for the annual customer sentiment survey after last year's disappointing response of only 12. They plan to survey about 100 active customers and relevant department leaders, aiming for a response rate of at least 10%. To boost participation, personal emails may be sent. Weber will survey communications in early August and will focus on service clarity. The results will be shared with the board in September.

The Insurance Commission is launching a major project for real-time driver insurance verification. They want to streamline the process for drivers who are pulled over without proof of insurance, reducing the burden on the court system. Officers will have access to insurance data, allowing drivers with active insurance to avoid tickets. Drivers without insurance will receive notifications from the state. The hope is that improving verification could lead to a reduction in uninsured drivers and potentially lower insurance premiums over time.

Weber reported that the new E licensing fines and fees portal for the Kansas Board of Pharmacy is live, fully active, and processing payments.

Weber and McGee met with the Department of Commerce regarding an opportunity to develop an engagement builder application for their fiscal team. The final demo is scheduled for Friday. The timeline for this project is the end of the summer.

The Department of Wildlife and Parks would like to move its services to a unified platform. They are currently under contract with various vendors until 2027 and 2029. The agency has faced challenges due to the lack of communication between vendors. They have multiple opportunities they wish to explore, including online merchandise and point-of-sale systems in parks. Decisions may be made as contracts expire in the fall.

KDOR staff spends significant time reviewing thousands of documents monthly to check for specific markings. They want a technology tool to automate this process. A proposal utilizing machine learning will be delivered soon to help reduce their workload. This tool can identify documents with a low accuracy threshold, sending them to a quarantine for human review, thus saving staff time.

The Department of Aging's project is experiencing delays due to leadership turnover at its associated vendor, GL Solutions. A timeline for progress on this project is undetermined.

Weber and his team are working on the new electronic lien and title service in partnership with CHAMP. The first phase is to digitize and streamline current processes for vehicles that are financed or have liens to make them more efficient. Weber states that the fees will be competitive compared to other Midwestern states.

The Board of Tax Appeal website modernization project is near completion. The team is currently building a WordPress website with improved functionality, including data access from Assessment Connect.

Weber states that there are thirteen ongoing projects. Customer support resolved over 1,000 tickets last month with a satisfaction score of 88%.

Action Taken: Chair Sloan opened the floor for questions. Maxon inquired about contracts designating Weber as the network manager and whether there is a need to change the nature of the network management role. He also asked Weber how Tyler Technologies would handle that situation while continuing to work on the project.

Weber responded that Tyler Technologies will continue providing services if the board decides to switch to a different network manager. Their services are structured to allow for transition without issues. Compliance with board decisions is a priority, and transitioning services can be done smoothly.

There were no other questions or actions by the board.

4. Grant Committee Recommendations

McGee reports that the grant committee met and evaluated five different grant applications. They recommended three for further consideration by the board: the application from the Secretary of State's office, the City of Coffeyville, and the City of Shawnee. The two applications that were not recommended for further consideration are from the Department of Agriculture and the Unified Government of Wyandotte County.

Representatives from the Secretary of State's office were present to answer additional questions regarding their grant application.

Cook introduced Whitney Temple, the Deputy Assistant Secretary for Communications and Policy, who is responsible for overseeing the regulatory process within the agency. Temple is leading an initiative to modernize regulatory processes across Kansas. The project requires initial funding of $500,000. Temple and Cook report that the agency has not signed a contract for the service, allowing the Request for Proposal (RFP) to remain open while they explore funding options.

The proposal includes maintaining a billing system for submitted regulations, supported by a three-year contract to establish a sustainable revenue stream. Funding will primarily come from the Register, which proposes a modest service fee for each regulation submitted. This fee is suggested because many regulations proceed through the process without being finalized, leading to unreimbursed costs for the agency. The new project aims to create a streamlined drafting process that allows agencies to edit and track changes, enhancing transparency throughout the regulation development stages. The public is often unaware of regulations in progress until they reach the public comment phase. The new system may include notifications about submitted regulations, helping to keep the public informed.

McGee presented the City of Coffeyville grant that is recommended for consideration. The City of Coffeyville is requesting $42,700 to enhance its municipal websites to meet ADA compliance.

Savage noted that the committee debated whether grants should be approved for projects manageable by an agency, raising concerns about setting a precedent for funding maintenance services. Smith agreed that compliance with ADA and WCAG standards should be the agency's responsibility, rather than a grant request.

Sloan added that as a committee member who couldn't attend, he ranked Coffeyville highly because it effectively serves as a model for a unified notification system among counties, cities, and school boards, and views it as proof of concept. It's cost-effective, not an ADA issue, and shows the agency's commitment to public communication. This model has the potential to be adopted by other communities.

McGee then presented the grant proposal from the City of Shawnee for $250,000 for website modernization. Savage stated that the application does not meet funding criteria, and Maxon agreed, asserting that website maintenance is the agency's operational responsibility.

McGee presented the grant proposal for the Department of Agriculture, which was not recommended for consideration. The Department of Agriculture requested $50,000 to create a standardized reporting platform for noxious weeds, as counties currently use various methods, often involving handwritten submissions. Last year, 18 counties expressed interest in independent reporting, but a cohesive system is lacking. Scott Marsh initiated this application to address the need for unification.

McGee presents the grant proposal for Wyandotte County that was not recommended for consideration. They are requesting a grant of $248,200 to digitize paper records. Savage states that their budget request is excessive. The agency is requesting 3 laptops and salary support for 3 employees to scan documents.

Action Taken: Chair Sloan opened the floor for questions. Cook recused herself during board action and stepped out of the boardroom.

Niemann moved to approve the Secretary of State's grant proposal for $500,000. Maxon seconded the motion. A unanimous vote approved the motion.

Niemann moved to approve the City of Coffeyville grant request of $25,000. There was no second to the motion. The motion failed.

Savage moved to not approve the City of Shawnee grant application. Smith seconded the motion. A unanimous vote approved the motion.

Savage moved to not approve the Department of AG's grant application. Smith seconded the motion. Sloan opposed the motion. Sloan made a substitute motion to approve the application as submitted. Maxon seconded the substitute motion. A unanimous vote approved the motion.

Savage moved to not approve the grant application submitted by Wyandotte County. Smith seconded the motion. A unanimous vote approved the motion.

There were no other questions or actions by the board.

5. Board Nominations

Niemann recused himself from the discussion and left the boardroom.

McGee reports that Niemann has confirmed his interest in remaining on the board. Three nominations for his position have been sent to the Governor's office for review and appointment. We are waiting to hear when a decision will be made.

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

6. 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.

Neimann 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. Cook seconded the motion. A unanimous vote approved the motion. The Board entered an executive session at 11:21 a.m. The Board came out of the executive session at 11:41 a.m. Savage moved to extend the executive session for an additional 10 minutes. Cook seconded the motion. A unanimous vote approved the motion. The Board entered an executive session at 11:41 a.m. The Board came out of the executive session at 11:51 a.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. Smith requested annual reports on vehicle and title record sales from Tyler Technologies for KDOR. Smith requests that the fiscal year report align with their fiscal year format, noting difficulty adjusting numbers from the current format. Additionally, previous reports included the IP addresses of requesters, which helped confirm subscriber legitimacy. Smith requested to have the IP address field be reinstated in the 2025 fiscal year report for added security and easier comparison of data.

B. Policy and Procedures Committee – No Report.

C. Personnel Committee – McGee reports that he and Butler trained with Syndeo on their new approval platform for personal time off (PTO) requests. Syndeo plans to have their new approval platform implemented soon.

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 11:52 a.m.

Submitted by:
Dusti Cerca
Chief Administrative Officer