June 2026 Regular INK Board Meeting
June 4, 2026

Opening

A meeting of the INK Board was called to order in the Kansas Association of Realtors Conference Room on the 12th floor of the Townsite Plaza 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
Jennifer Cook, representing the Kansas Secretary of State *(Joined via Zoom)*
Jeff Maxon, representing the Office of Information Technology Services *(Joined via Zoom)*
Kyle Niemann, representing the Kansas Association of Realtors *(Joined via Zoom)*
Ted Smith, representing the Kansas Department of Revenue *(Late arrival, 10:16 am)*

Others Present

Murray McGee, INK Executive Director; Dusti Cerca, INK Chief Administrative Officer; Paul Finster, INK Vendor Manager; Susan Mauch, INK Board Counsel. Melissa Baker, James Adams, and Ashley Gordan, representing the Kansas Information Consortium.

Guests: Perry Henry, Senior Consultant of Veracity Consulting *(Joined via Zoom)*; Misty Bruckner and Zoe Lane of Wichita State University Public Policy & Management Center.

Consent Agenda

The presented Consent Agenda included the draft minutes from May 7, 2026, INK Regular Board Meeting, the April 2026 INK Financial Statement, and the May 2026 Network Manager Report.

The contracts for approval included the Kansas Gaming Agency – Website Modernization; Kansas Corporation Commission/Citizens' Utility Ratepayer Board – KanPay Update; Kansas Highway Patrol Interlock Program – Online Forms and KanPay; and the City of Randolph – KanPay.

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

Regular Business

1. INK Executive Director Report

In addition to the written report, McGee reports that authorization documents were signed with BT&Co (now Swindle, Swindle, Jansen, Hawk, and Lloyd), initiating the 2025 audit process. A formal letter has been provided to present board members confirming that the process is underway.

Kansas EMS has approved plans to update its website and payment process. This initiative may require Executive Committee review to maintain progress.

A temporary fix was provided to the Kansas Bureau of Investigation's scrap metal records tool, which has been operating beyond its intended lifespan. Long-term solutions are being discussed in upcoming meetings.

The business center project was recently discussed with Jennifer Cook, and additional information is being gathered for her.

Cerca is working with UMB to set up a new lockbox to transition all check payment processing with Tyler Technologies from CoreFirst. The estimated completion is within two weeks. Test transactions will be conducted before transitioning from the lockbox at CoreFirst to UMB to ensure a smooth transition.

The Annual Showcase Event will be this afternoon. Attendance is uncertain. The City of Topeka is bringing a sizable group. There is interest from municipalities in an online showcase tailored to their needs. There are plans for late July or early August for such an event.

McGee reports that grant responses have been good this year.

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

2. Network Manager Report

Baker reports that May was a strong, stable month with continued progress toward system modernization and operational reliability while meeting partner expectations.

Baker states that Tyler Technologies fell just short of its target goal of 99.9% uptime. External systems experienced failures, but INK systems were not affected.

The most significant accomplishment this month was a major step forward in infrastructure modernization. KIC completed an upgrade to its MySQL database environment from version 5.7 to 8.0, which supports WordPress hosting and web services. The upgrade included enhanced authentication protocols and the removal of legacy components.

The KIC team is working to transition the KanPay payment bridge from legacy SOAP technology to a modern, REST-based API architecture. SOAP is highly structured and complex. The REST-based framework is significantly faster, more flexible, and widely adopted. It will simplify how agency applications securely connect to KanPay and will reduce technical barriers for new partners.

To resolve a technical roadblock with Microsoft TEAMS integration, the Department of Corrections has narrowed the project scope to focus exclusively on enabling clients to book appointments directly with parole officers. The solution is fully built, and the next step is to secure production sign-off and initiate staff training.

Action Taken: Chair Sloan opened the floor for questions. Niemann inquired about the six projects that are due between now and July and if they are on track. Gordon responds that all project timelines are moving forward smoothly. Everything remains within acceptable margins of variance.

Sloan requested clarification on the Department of Corrections project, specifically that it is not moving forward with classroom scheduling. Baker confirmed that scheduling is currently paused and KIC is focusing on client-to-officer appointment booking. This delivers immediate, high-value core functionality.

Sloan states that he has heard feedback from a couple of communities indicating that there is a delay or backlog in getting KanPay contracts processed through KIC. Baker responded that she has not heard this and will investigate it further.

There were no other questions or actions by the board.

3. Wichita State University PPMC – Strategic Plan Process

Zoe Lane, Community Program Specialist for the Public Policy and Management Center at Wichita State University, presented INK's updated strategic plan.

The strategic planning process began in February and involved staff and board members, including a kickoff meeting, stakeholder engagement with state agencies and vendors, and a themes report. The planning process identified two primary focuses or Key Themes. The first focus was on customer relationships and project success. Ensuring that INK delivers on its promises and provides satisfactory services. The second focus is on the sustainability of INK. Ensuring INK has the necessary resources, staff, and capacity to achieve its goals.

Revised strategic plan elements include updating INK's vision to include "how" people access services.

Additionally, four goal areas were identified as follows:

- ***Customer Relations:*** Focuses on enhancing data resource accessibility and partner communication. Key performance indicators (KPIs) include maintaining an 80% customer satisfaction rating, keeping help-desk queues under three concurrent concerns, and responding to 80% of project proposals within 10 business days.

- ***Internal Processes:*** Aims to optimize organizational sustainability and performance outcomes. Strategies prioritize standardizing financial stewardship, refining procurement procedures, and ensuring 100% project workflow compliance, along with complete process documentation within three years.

- ***Financial Stewardship:*** Leveraged to maximize resource benefits through trend analysis and a return-on-investment framework. Targets include a 5% revenue increase in the first two years (10% over the final three) and expanding the portfolio to at least 50 states and 350 local contracts within three years.

- ***Governance:*** Designed to maximize institutional effectiveness through robust policy management and outreach. Success is measured by a 100% open rate for board packets, a minimum monthly attendance of seven board members, and outreach to five legislative members per year.

Action Taken: Chair Sloan opened the floor for questions. Sloan challenged whether legislative outreach should be the primary metric for measuring INK's effectiveness. He suggested expanding the wording to include the governor or the governor's staff, and cabinet secretaries who directly influence procurement decisions. Lane stated that she and Bruckner will be working with McGee to adjust the governance plan as suggested, and the official strategic plan will be provided soon.
There were no other questions or actions by the board.

4. Grant Applications

McGee states that five grant applications have been received for review. Grant request amounts range from $5,000 a submission from the League of Municipalities to a maximum request of $220,000 from the Department of Commerce. A brief description of each project proposal has been provided for board review. A grant committee must be appointed, and the committee's final recommendations must be fully prepared and ready for presentation ahead of the next scheduled board meeting.

Due to a declared conflict of interest, McGee will be recused from making recommendations or participating in any evaluation regarding the City of Topeka application. Also, due to a conflict of interest, Savage will be recused from making recommendations or participating in any evaluation regarding the Department of Commerce application.

Action Taken: Chair Sloan opened the floor for questions. Butler requested that the grant applications be sent to all members of the board for review. McGee agreed to email the applications. Neimann asked about the budgeted amount for 2026 grants. McGee provided the budget amount of $220,000 to $221,000.

Sloan requested volunteers to serve on the grant review committee. Neimann, Smith and Sloan will serve on the committee and will review the grants and provide their recommendations to the full board next month.

There were no other questions or actions by the board.

Committee Reports

A. Personnel Committee – No report.

B. Finance/Banking/Accounting Committee – No report.

Other Business

Executive Session: Butler moved for the board to enter an executive session to discuss privileged attorney-client information, including INK staff, INK council, and Perry Henry of Veracity Consulting, for a duration of 30 minutes. Niemann seconded the motion. A unanimous vote approved the motion. The Board entered executive session at 10:42 a.m. The Board ended the executive session at 11:08 a.m.

Adjournment

With no further action for the Board to consider, Chair Sloan adjourned the meeting at 11:08 a.m.

Submitted by:
Dusti Cerca
Chief Administrative Officer