



Board of Directors Meeting

March 4th, 2014

AGENDA
Information Network of Kansas Inc.
Board of Directors Meeting
700 SW Harrison Topeka, Kansas 66603
Tuesday March 4th, 2014
10:00am - 1:00pm CST

Call to Order

Consent Agenda: *Please NOTE: Any Board member may request an item be removed from this consent agenda and moved to the regular agenda for discussion.*

- February 2014 INK Board Minutes
- February 2014 Executive Director Report
- February 2014 Network Manager Report

Service Requests

No service requests during the month of February.

Contracts for Approval

Kansas Secretary of State, TPE Direct Payment Processing (TPED) – Kansas Secretary of State requests an online service for collecting payment for Annual Reports Bulk Filing chargeable services provided by KSOS. Development of the INK application for this service is at no cost to the contracted government agency. This is a fee service.

Trego County Clerks (KPC) – Trego County Clerks requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Finney County Clerks (KPC) – Finney County Clerks requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Finney County Community Corrections Office (KPC) – Finney County Community Corrections Office requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Regular Agenda:

- | | |
|--|--------------------|
| 1. Strategic Planning | 120 minutes |
| 2. Lunch | 10 minutes |
| 3. KSHS Grant | 10 minutes |
| 4. KDWPT RFP Overview | 5 minutes |
| 5. Portal Refresh Update | 20 minutes |
| 6. Finance Committee 4th Quarter | 15 minutes |
| 7. New Business | |
| 8. Adjourn | |

Next Meeting April 1st, 2014

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The March 4, 2013 meeting was conducted in the KDOT Office, 700 SW Harrison, 2nd Floor, Topeka, KS 66603. At 10:00 a.m. Joe Connor called the meeting to order.

Board members and Proxies present: Joe Connor, Kathy Sachs (Kobach), Kevin Cronister (Jordan), Anthony Schlinsog, Jim Clark, Travis Rozean, Terry Holdren and Gary Landeck.

Others present: Stan Ahlerich and Carrie Caswell of Ks Dept. of Commerce, INK Executive Director: Jim Hollingsworth; Donna Shelite (Schlinsog), Phil Elwood of Goodell Stratton Edmonds & Palmer; Jim Minihan of iMerge Consulting; Duncan Friend of Ks Secretary of State; James Adams, Ashley Gordon, and Wayne Dirks of Kansas Information Consortium LLC.

Connor introduced the Consent Agenda.

Consent Agenda:

- February 2014 INK Board Minutes
- February 2014 Executive Director Report
- February 2014 Network Manager Report

Service Requests

No service requests during the month of February 2014.

Contracts for Approval

Atchison Public Library (KPC) – Atchison Public Library requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

City of Highland (KPC) – City of Highland requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Riley County GIS (KPC) – Riley County GIS requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

City of Highland (KanForm) – City of Highland requests a Form Building service specifically designed for state and municipal governments and offers you the ability to build simple forms to collect data and online payments. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

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At 10:02am Connor called the meeting to order.

Motion was made by Clark to approve the Consent Agenda. Seconded by Holdren.
Motion was approved.

Connor introduced the Regular Agenda and Stan Ahlerich.

Ahlerich described the day's goals and introduced a few sample vision statements from different companies. Ahlerich separated the board into two groups and asked that they develop a vision statement separately and then come back together to collaborate on a single vision statement. The two groups broke into separate rooms and discussion ensued.

The board reached a consensus that the following statement describes the vision of INK.

"Delivering world-class digital Government."

Ahlerich asked each member to describe from their point of view what they believe to be the strengths and weaknesses of INK. Discussion ensued.

The following were items the board articulated:

Strengths:

- Adequate funding available: Grants
- Diversity of the membership to bring requirement perspectives
- Leverage vendor development teams
- Corporate structure flexibility
- Strong relationship with larger agencies
- Legacy of self-funded model
- Product offerings to customers
- State (state, county, local) enterprise applicability
- Not complacent

Weaknesses:

- Lack of agency focus across the enterprise
- Lack of agency/public understanding of INK's capabilities
- Perception of INK
- Legislative risk – Sweep of funds
- Citizen awareness of Kansas.gov
- Inadequate planning for new technologies
- Slow to adapt to current industry trends and functionality
- Amount of work for one person

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Ahlerich then discussed the development of the board's core values to which the board will aspire in order to accomplish the vision and hopefully eliminate many if not all of the identified weaknesses. Ahlerich explained that once the board has the core values determined, the development of the board's strategy statements and individual goals will be established.

Ahlerich again separated the board into two groups to discuss the development of the core values. The board would again come back together to collaborate on the core values determined by each group. The two groups broke into separate rooms. Discussion ensued.

The groups reconvened and determined the following core values of the organization.

- Retain self-funded model to provide information for public benefit
- Enterprise focused – public and private
- Improvement through cooperative partnerships
- Forward Thinking
- Good stewards of the data
- Accountable, Responsible and transparent
- Board member diversity
- Face of e-government

Ahlerich stated the goals of the strategy statements should, most of all be measurable, and secondly accomplishable. Finally, Ahlerich explained, the tactics and timelines to accomplish the goals will be developed. Ahlerich explained that each of these steps is designed to support each other to accomplish the INK vision.

The board discussed statements to articulate the goals of the board over the term of the strategic plan.

- Increase awareness of INK to citizens, agencies and businesses
 - Public information officer
 - Expand agency participation with portal
 - Engage customer groups for service input
 - Develop/Implement Marketing/Education Plan
- Maintaining and delivering core values
- Unified Web/Digital strategy
 - Proactive development of forward thinking grants
- Diversifying collaborative services
 - Unified licensing
 - Open records publication
 - Mobile development

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- Facilitate/enable collaborative services
- Perform portfolio assessment to improve performance, enhance existing services and prioritize
 - Assess our capacity
- Enterprise account management
 - Unified industry approved user interface

Ahlerich thanked the board for the work done today and stated the next session will be to determine the tactics and timelines which must be performed to accomplish the strategy statements and the goals associated with them.

Connor requested which items remaining on the agenda could be tabled due to time constraints. Hollingsworth stated the two items which should be discussed are the KDWPPT request for proposal (RFP) and the 4th quarter INK financials.

Connor asked for the Treasurer's report regarding the INK 4th quarter financial results. Clark described the changes in the INK balance sheet and overview of the INK statements of activities. Clark stated INK is producing nearly one half of a billion dollars in annual agency receipts. Clark stated no anomalies existed within the financial statements. Rozean moved to accept the financial reports, Holdren seconded. Motion carried.

Hollingsworth stated the Kansas Department of Wildlife Parks and Tourism had been released and the submission deadline is April 1st. Hollingsworth requested that a special board meeting be held prior to the next scheduled INK board meeting to discuss the analysis of the RFP submission.

Hollingsworth informed the board of the NIC Partner Conference on April 8-10. He highly encouraged members to attend stating the purpose of the meetings are to highlight innovative applications in other states and to provide the opportunity to network with officials in other state's whom also employ NIC affiliates. Myers handed out the invitation to the conference to all members.

At 1:17pm, Clark moved to adjourn the meeting. Seconded by Holdren. Motion carried. The meeting was adjourned.



Executive Director Report

Submitted by Jim Hollingsworth
 INK Executive Director

For Month Ending: **February 2014**

Board Calendar

Jan-14	Feb-14	Mar-14
Grant Committee Report	Financial/Contr Audit Review and Approval	Strategic Planning
Finance Committee Meeting	Strategic Planning	Finance Committee Meeting
Executive Committee Meeting	Executive Committee Meeting	Executive Committee Meeting
	Finance Committee Meeting	Finance Committee Report- 4th Quarter
Apr-14	May-14	Jun-14
Strategic Planning	Legislative Review Report	Grant Review Committee Meeting
Finance Committee Meeting	ED Contract Review	Quarterly Financials Review
Executive Committee Meeting	Finance Committee Report - 1st Quarter	Finance Committee Meeting
Quarterly Portal Security Audit Scan Results	Contractual Audit Statement of Work Review	Executive Committee Meeting
	Strategic Planning Draft Report	
	Executive Committee Meeting	
Jul-13	Aug-13	Sep-13
Grant Committee Report and Board Approvals	No Meeting	
Board Membership Review, if applicable		Strategic Business Planning Review
Executive Committee Meeting		Quarterly Financials Review
Finance Committee Meeting		Finance Committee Report 2nd Quarter
Strategic Planning: Draft Report		Executive Committee Meeting
Oct-13	Nov-13	Dec-12
Officer Nominating Committee	Board Officer Election Subcommittee	Board Officer Election
Quarterly Portal Security Audit Scan Results	Finance Committee Report - 3rd Quarter	KIC/INK Business Plan Review and Approval
Initiate Annual Business Planning	Executive Committee Meeting	INK Budget Review and Approval
Finance Committee Meeting		Grant Review Committee Meeting
Executive Committee Meeting		Finance Committee Meeting
		Executive Committee Meeting

2011 – 2014 Strategies

Strategy 1	Provide increased Access to multiple entities with Kansas state, county and local entities.
Strategy 2	Demonstrate Value of collaboration with state portal to state, county and local governments.
Strategy 3	Demonstrate expanded data Distribution mechanisms to agencies and associations, business community and citizens.
Strategy 4	Implement a recoverable, scalable Infrastructure environment.
Strategy 5	Maintain a highly Secure environment to attain compliance to applicable industry standards.
Strategy 6	Accomplish Benchmarks to measure the progress toward the completion of established metrics with associated timelines.

2014 Strategic Goals

- Access, Value: Coordinate access to information external to the state for seven services.
- Distribution: Implement ten mobile services.
- Distribution: Implement fifteen RSS feeds available from the portal.

2014 Business Plan Tracking ending Feb. 6

Strategy	Tactics	Complete	In Progress	On Target %	Canceled	Delayed (This Year)	Postponed (Next Year)	New
Strategy 1	8	0	2	25%	0	0	0	0
Strategy 2	10	0	6	60%	0	0	0	0
Strategy 3	21	0	13	62%	0	0	0	0
Strategy 4	3	0	1	33%	0	0	0	0
Strategy 5	5	0	2	40%	0	0	0	0
Strategy 6	7	0	5	71%	0	0	0	0
Total	54	0	29	54%	0	0	0	0

State Entity Grants:

*changes are highlighted

No active grants

INK Initiatives:

KBC Restricted Fund

Amount Requested: \$500,000

Total Expended: \$65,660

Remaining Balance: \$434,340

Nature of Request: Explore and implement training and regulatory applications and services from a centralized destination for starting, maintaining and closing a business in Kansas

- Discussions held with representatives from MIT and GovLab. Travel and accommodations paid: \$5,037
- KBC report created by Dazza Greenwood: Amount Paid: \$23,333

- Programming performed to integrate electronic transactions for Annual Reports application from leading CPA software. Reported as 40% of all Annual Report transactions that are currently not captured electronically.
 - Invoice(s) received and paid for cost of third party programming to develop CPA electronic integration. Amount Paid: \$37,290

State Participation

ITEC: (Executive council comprised of private and public representatives charged with the adoption of IT policies for the state enterprise (All Branches) ITEC chairmanship is rotated every year between the three CITO's.)

- ITEC met February 11th.
- Orientation Meeting
- Bryan Dreiling provided background information and detailed supporting structures for the ITEC

ITAB (Agency CIOs and senior managers of state information technology ITAB is chaired by the Executive Branch CITO)

- Did not meet in Feb

Information Technology Security Council (State agency representatives who provide oversight and policy recommendation to ITEC regarding IT security issues for the state. The council is chaired by the Chief Information Security Officer (CISO))

- Subcommittee continues to meet weekly to review and rewrite the ITEC policy 7230. This policy establishes a default security posture requirement for all state entities. Working with Regents institutions and Legislature representative for applicable coverage of the policy. Prior policy specifically exempted Regents institutions.
- Preparing versioned draft copy of policy statement to provide to Council for discussion in March.

Kansas Partnership for Accessible Technology (The Kansas Partnership for Accessible Technology (KPAT) addresses web and information technology accessibility issues and provides related policy, standards, guidelines, and procedural recommendations. KPAT is chaired by the state Accessibility Coordinator, Cole Robinson)

- Did not meet in Feb

Information Technology Identity Management Group (State agency, universities, external organizations and Secretary of State representatives who meet to develop policies and regulations to forward the usage and adoption of electronic identity management through the use of Public Key Infrastructure (PKI) The group is chaired by Ivan Weichert, Kansas Geographic Information Officer)

- Met February 14th.
- Committee continues to work with Entrust to understand their offering as a replacement for the current Symantec solution.
- KState continues to work with Entrust to develop personal identification verification (PIV) card for all students and faculty of KState.
- Discussed membership to the committee and submission to ITEC.
 - Suggested additions: KState Bioscience Authority and KState University

INK Executive Director Board Meeting Follow Up Items:

August 2013 Meeting

- Send Gary the template of the nomination letter: **COMPLETED**
- Move KBC discussion to September: **COMPLETED**

October Meeting

- Schedule strategic discussion at November meeting: **COMPLETED**
- Move KBC report to November meeting: **COMPLETED**

November Meeting

- Schedule Data Sharing discussion at December meeting. Invited Dr. Marilu Goodyear to discuss report results: **COMPLETED**
- Schedule an Executive Session in December to discuss KIC's contract: **COMPLETED**

December Meeting

- Add KBC report discussion to January meeting: **COMPLETED**

January Meeting

- Schedule February meeting agenda with 2 hours of strategic discussion: **COMPLETED**

February Meeting

- Send Governor's 25 IT Initiatives to the board: **COMPLETED**

INK Executive Director 2014 Goal Tracking:

- Finalize migration of state data to Avamar
 - Spent early part of November reducing the size of the backup on the Avamar server. Required cooperation between OITS personnel, NIC and INK consultants.
 - Recovery test began 12/3/13. Infrastructure put in place.
 - Discovered database size substantially larger than expected. Cordero server crashed. VMs built and ready.
 - Authorized 3Tb volume be added to Cordero infrastructure.
 - 12/5/13, VPN tunnel between Avamar and Cordero down.
 - 12/11/13, VPN tunnel re-established.
 - 12/12/13, network issue encountered with Cordero
 - 12/17/13, network issue resolved
 - 12/18/13, core dump discovered during recovery initiation, Operating System mismatch identified
 - 12/20/13, First restores begin
 - 12/26/13, Cordero identified backups do not match disk layout. Documentation provided to KIC/NIC
 - 12/28/13, Restores proceeding, expectation is to have backup completed by January 2nd.
 - 12/2/13, All app servers restored, seven utility servers in progress
 - 12/2/13, All servers are up except database. Will begin in morning of the 2nd. File servers identified as not part of the list of servers. Waiting on response from KIC/NIC. Have reached out to network manager for scheduling teleconference to resolve. The effort is frustrated with changes being made to the backup files and file structure without notification of the change.
 - Conference call held 1/6/14 with NIC/KIC/INK and INK contractor. Issues with backup methodology utilized by NIC/KIC identified and resolution described by INK contractor. NIC requested time to review the suggested changes with a follow up call scheduled on 1/9/14.
 - Conference call held 1/9/14 with NIC/KIC/INK and INK contractor. NIC has agreed with and implemented creation of proxy NFS server. Server has been integrated into the backup files on the INK Avamar. INK contractor to begin restoring NFS server and continuing with the development of recovery documentation.
 - Conference call held 1/28/14 with Brady and Minihan. Brady reported the size of the files contained on the Avamar have doubled and the throughput between the OITS and Cordero hosting environment will require greater than 6 days to recover. Options were discussed and we decided to move forward with the recovery in order to test the applications. Once recovery is completed, we will review the issues identified in this year's recovery and work with NIC, OITS and Cordero to develop resolutions.
- Lead effort to obtain input for RFP/RFI
 - Strategic plan discussion will lead next steps
- Develop and present to Board a communication plan for legislative, judiciary and agency partners in the third quarter of evaluation
 - Did not receive written evaluation response until second quarter.

- Have reached out to Terri Clark to schedule a meeting with Legislative CITO to discuss scheduling meetings with Legislators.
 - Will be working with members for input.
- Develop and implement tool for monitoring customer satisfaction among major customers. Conduct annual survey to identify successes and improvement areas.
 - Researching various customer satisfaction survey companies for development of brief and effective responses. Will bring to board once completed. It will be important to understand what measurements the board desires to track from our customers.
- Monitor and report on INK's Strategic plan on a monthly basis.
 - Provided monthly in Executive Director report.
- Identify executive leadership development opportunities for the Executive Director.
 - Continue to seek out opportunities.
 - Have been invited to speak at Mobile Marketing Strategies Summit in Feb.
 - Travel approved by Board Jan. 2014
 - Received email from Summit organizer stating attendance volumes were less than expected and they deleted the portion of the summit in which INK would have spoken. Basically, we got told thanks.
 - Have spoken with Anthony for additional appropriate opportunities
- Develop set of action items following each board meeting.
 - Included in monthly Executive Director Report.
- Continue to maintain open communication with the Network Manager.
 - Ongoing
- Develop orientation plan for new Board members
 - Developed board member packet for new members.
 - Have met with all new members to review.
 - Encourage any clarifying questions.
- Continue to construct a Board calendar for monthly re-occurring agenda items.
 - Included in monthly Executive Director Report.



Information Network of Kansas Board of Directors

Kansas Information Consortium General Manager's Report

Month Ending February 28, 2014

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Highlights

*Focus On 2014
Portal Refresh
Continues*

*16 Kansas.gov
Products and
Services
Launched*

*INK Board
Member's
Referral
Encourages
Growth*

*Kansas.gov
Participates in
Amber Alert
Testing*

Executive Summary

Kansas.gov is staying very busy and productive as the month of February is wrapping up. Some of the high points for this month include:

- The Kansas.gov Portal Refresh team remains focused and determined in their pursuit of producing a mobile first, responsive, user-focused version of the Kansas.gov Web site. During the month of February, revisions were made to the homepage, as well as secondary pages. Beta user testing sessions are slated to take place in early March 2014.
- Business development and growth continues to stay at the forefront for the Marketing team. In February, Kansas.gov Business Development Managers launched a total of 16 products and services to new and existing partners.
- INK Board Member, Gary Landeck, provided an introduction to Kim Rutter, Library Consultant with the Southeast Kansas Library System. This represents an opportunity to discuss Kansas.gov products and services with a consortium of over 40 libraries in Southeast Kansas.
- In February, the Kansas.gov Development Team, in coordination with technical resources from the Kansas Bureau of Investigation performed a scheduled, quarterly test of the Amber Alert system. Provided as a no-charge service, the Amber Alert system is a shining example of how participation in the self-funded model benefits all Kansans.

Please contact me if you have any questions at 785.296.7171 or via email at smyers@egov.com.

Respectfully submitted,

Shane Myers

Shane Myers, General Manager

New Service Requests & Contracts for Approval

Service Requests

No service requests during the month of February.

Contracts for Approval

Kansas Secretary of State, TPE Direct Payment Processing (TPED) – Kansas Secretary of State requests an online service for collecting payment for Annual Reports Bulk Filing chargeable services provided by KSOS. Development of the INK application for this service is at no cost to the contracted government agency. This is a fee service.

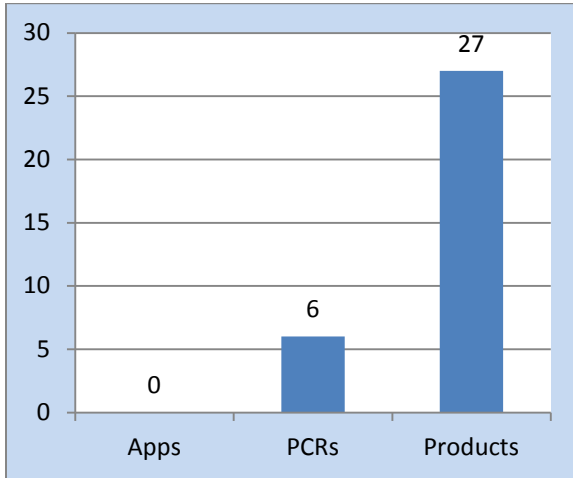
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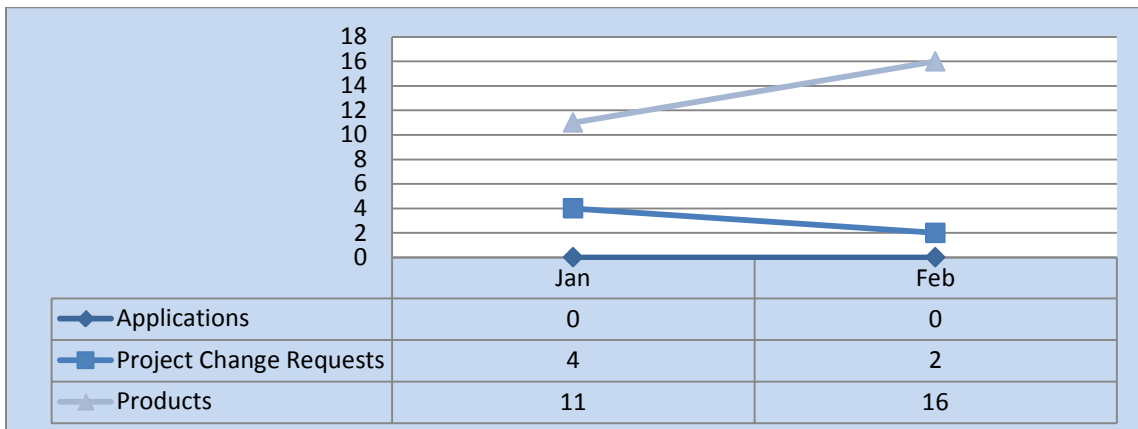
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Deployment Summary

Year-to-Date



Monthly Deployments (since January 2014)



Applications Deployed

Agency	Project Name	Deployment (Month)
	None at this time	

Project Change Requests Deployed

Agency	Project Name	Deployment (Month)
KDOR	Title Lien and Registration Search (TLR) 2013 Updates	Jan-14
KDOR	WebFile Homestead Claim 2013 Tax Year Update	Jan-14

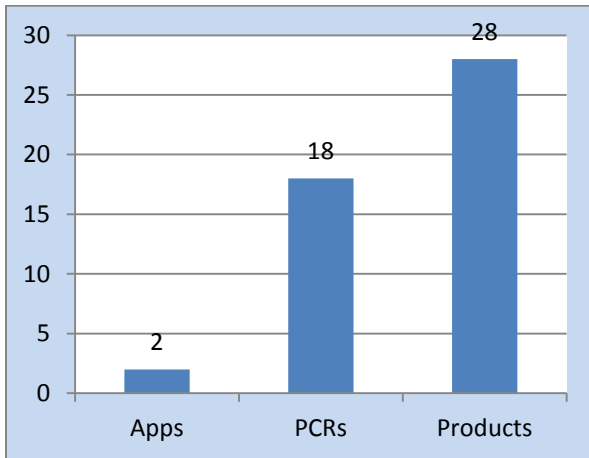
KDOR	WebFile Income Tax Return 2013 Tax Year Update	Jan-14
KDADS	HOC Criminal History Record Check Change Backend Host	Jan-14
KSSOS	Corporate Annual Report New AKP029 File	Feb-14
KDOR	IFTA Additional Decals Google Analytics and Survey Gizmo Update	Feb-14

Products Deployed

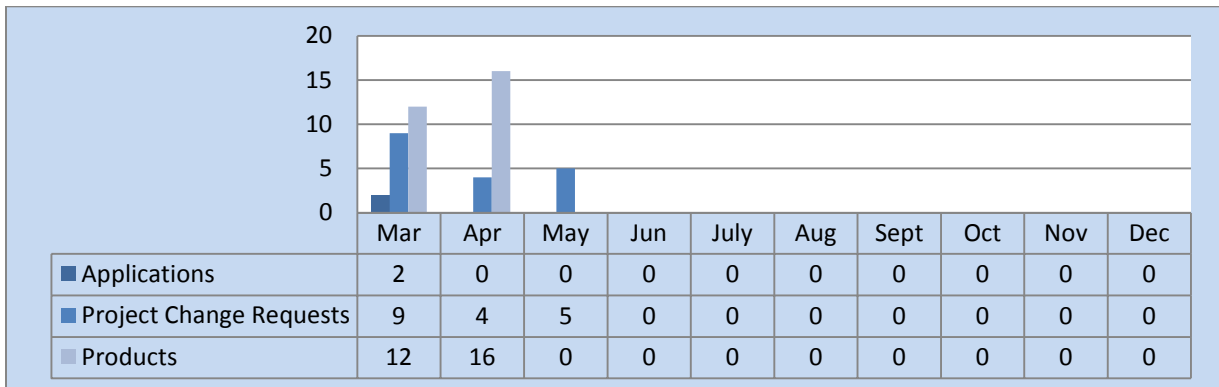
Agency	Project Name	Deployment (Month)
CYHL	KanPay Counter: City of Highland Water and Sewer	Jan-14
CYHL	KanPay Counter: City of Highland Court	Jan-14
FNCO	KanPay Counter: Finney County Treasurer	Jan-14
FNCO	KanPay Counter: Finney County Motor Vehicle	Jan-14
RLCOGIS	KanPay Counter: Riley County GIS	Jan-14
WYCO	KanPay Counter: Wyandotte Planning	Jan-14
KBOB	KanForm: Expired License Restoration as of 2014	Jan-14
KBOB	KanForm: License New and Renewals (Non-Expired) as of 2014	Jan-14
KBOB	KanForm: Licensed Barber College - New and Renewal Licenses	Jan-14
KDOC	KanForm: Rural Opportunities Conference Registration 2014	Jan-14
KUCR	KanForm: Aerospace Engineering: 70th Reunion	Jan-14
KDOC	KanForm: Rural Opportunities Conference Sponsorship	Feb-14
TRCO	KanPay Counter: Trego County Clerk	Feb-14
LGCO	KanPay Counter: Logan County Health Department	Feb-14
LGCO	KanPay Counter: Logan County Clerk	Feb-14
FNCO	KanPay Counter: Finney County Clerk	Feb-14
FNCO	KanPay Counter: Finney County Community	Feb-14
KSUEXT	KanPay Counter: Jackson County	Feb-14
KSUEXT	KanPay Counter: Nemaha County	Feb-14
KSUEXT	KanPay Counter: Pottawatomie County	Feb-14
USD446	KanPay Counter: Independence Senior High	Feb-14
USD446	KanPay Counter: Independence Middle School	Feb-14
USD446	KanPay Counter: Independence Jefferson Elementary	Feb-14
USD446	KanPay Counter: Independence Eisenhower Elementary	Feb-14
USD446	KanPay Counter: Independence Board of Education	Feb-14
USD254	KanPay Counter: Medicine Lodge USD 254	Feb-14
ATCHLIB	KanPay Counter: Atchison Public Library	Feb-14

In-Development Summary

Through End of Year 2014



Monthly Deployments (through end of year 2014)



Applications in Development

Agency	Project Name	Scheduled Deploy (Month)	Schedule Variance Reason
KSSOS	TPE Direct Payment Processing	Mar-14	
OJA	Court Case eFile Court Case	Mar-14	

Project Change Requests in Development

Agency	Project Name	Scheduled Deploy (Month)	Schedule Variance Reason
KSSOS	Corporate Annual Report Remove Director Limits	Mar-14	
KDADS	HOC License Renewal Change Backend Host	Mar-14	Awaiting Partner
KDB	Dental License Verification 2013 Responsive Design and Common Look and Feel	Mar-14	Awaiting Partner
KSSBEO	Optometry License Portal 2014 Cycle Update	Mar-14	
KSSOS	Business Entity Name Reservation Coop Name Rule	Mar-14	
KSSOS	Articles of Incorporation (AOI) Coop Name Rule	Mar-14	
KSSOS	Corporate Name Change Coop Name Rule	Mar-14	
KSSOS	Articles of Incorporation (AOI) Update URL and eMail	Mar-14	
KSSOS	Dissolutions Google Analytics Update	Mar-14	
BSRB	BSRB License Renewals 2014 Enhancements	Apr-14	
KDA	Seed Business Registration 2014 Cycle Updates	Apr-14	
KREAB	Appraiser License Renewal 2014 Updates	Apr-14	
KDB	Dental License Verification Status Update	Apr-14	
KDOR	DLR Interactive DMV Modernization	May-14	
KDOR	Driver License Reinstatements 2011 Rewrite	May-14	
KSSOS	Nightly Corporations Batch	May-14	
KSSOS	Live Corporations Batch	May-14	
KDOR	Tax Payment Portal 2011 Update	May-14	Awaiting Partner

Projects On-Hold

Agency	Project Name	On-Hold Date	On-Hold Reason
KSBN	KANN Check 2009 Enhancements	Jan-13	Partner intends to restart this project in July.
KDADS	HOC Criminal History Record Check Convert Data Transfer Format for Subjects	Jan-13	Partner is working with third partner vendor to setup new hosting environment.
KREC	KREC License Renewal - KanPay only KanPay Only	Jan-13	Partner is working with third partner

			vendor to setup new networking environment (Cox).
KDOR	KanPay Payment Portal ABC Licensing Implementation	Feb-14	Partner is working with third partner vendor to setup new hosting environment.
KDA	KDA System Automation Payment Process System Automation Implementation	Feb-14	Partner is working with third partner vendor to setup new hosting environment.

Products in Development

Agency	Project Name	Scheduled Deploy (Month)
KCJIS	KanForm: KCJIS Conference Registration 2014	Mar-14
KCJIS	KanForm: KCJIS Conference Vendor Registration 2014	Mar-14
KDHE	KanForm: KS Environmental Conference Complimentary Regis	Mar-14
KDHE	KanForm: KS Environmental Conference Regis	Mar-14
KDHE	KanForm: KS Environmental Conference Regis Late	Mar-14
KDHE	KanForm: KS Environmental Conference Vendor Regis	Mar-14
KDOR	KanPay Counter: Driver Control Office	Mar-14
KDOR	KanPay Counter: Titles and Registrations	Mar-14
CHCO	KanPay Counter: Cherokee County Treasurer	Mar-14
CKCO	KanPay Counter: Cherokee County Health Department	Mar-14
ANCO	KanPay Counter: Anderson County Treasurer	Mar-14
LNCO	KanPay Counter: Linn County Treasurer	Mar-14
KSBN	KanPay Counter: KSBN	Apr-14
FOCO	KanPay Counter: Ford County Landfill	Apr-14
FOCO	KanPay Counter: Ford County Health Department	Apr-14
FOCO	KanPay Counter: Ford County Register of Deeds	Apr-14
FOCO	KanForm: Ford County Register of Deeds	Apr-14
FOCO	KanPay Counter: Ford County Expo Center	Apr-14
CYKINSLEY	KanPay Counter: City of Kinsley Water and Sewer	Apr-14
CYKINSLEY	KanPay Counter: City of Kinsley Courts	Apr-14
CYKINSLEY	KanForm: City of Kinsley Water and Sewer	Apr-14
CYKINSLEY	KanForm: City of Kinsley Courts	Apr-14
USD501	KanPay Counter: Chase Middle School	Apr-14
USD501	KanPay Counter: Ross Elementary School	Apr-14

CYBUFFALO	KanPay Counter: City of Buffalo	Apr-14
CYBUFFALO	KanForm: City of Buffalo	Apr-14
CYCHERRY	KanPay Counter: City of Cherryvale	Apr-14
CYCHERRY	KanForm: City of Cherryvale	Apr-14

Support Statistics

Summary of the number of Live Chats, E-mails and Cases Reported from February 1 – February 21.

Month	Live Chats	E-mails	Cases Reported
Jan-14	109	787	188
Feb-14	227	884	213

Site Promotions

The following site promotions were launched on Kansas.gov from January 20 – February 20.

Main Feature Position	Service Promoted	Visits
1	KDOR: WebFile	2,187
1	GOV: State Offices Close	786
1	GOV: State Offices Close Day 2	310
1	GOV: Flag Honors-Rep. Mike Peterson	83
1	LEG: 2014 Leg in Session	16
2	KDOR: WebFile	198
2	KSDC: Civic Alert	98
2	LEG: 2014 Leg in Session	71
2	KSDC: Civic Alert	14
2	KDHE: KSquit.org	9
3	LEG: 2014 Leg in Session	43
3	KDHE: KSquit.org	30
3	Kansas.gov blog	28
3	KSDC: Civic Alert	18
4	Kansas.gov blog	75
4	KDHE: ksquit.org	14
4	LEG: 2014 Leg in Session	12
4	Flickr: Featured Photo	6
5	Kansas.gov blog	39
5	Flickr: Featured Photo	29

6	Flickr: Featured Photo	38
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The below table summarizes the top 5 visited pages on Kansas.gov from January 20 – February 20.

Page	Page Views	Time on Page
Government	32,493	1:34
Search	26,656	2:14
Services	20,777	1:13
Community	18,491	6:31
Employment	17,245	1:34

Marketing

Agency	Service	Type	Description
KDOL	Worker's Comp Seminars	Social Networking	Statewide Interest
GOV	State offices closed	Social Networking	Official Site Promo
GOV	State offices closed Day 2	Social Networking	Official Site Promo
KDOT	#BeKansasNice	Social Networking	Statewide Interest
KDA	Go Red for Women	Social Networking	Statewide Interest
Flickr	#KansasBeautiful	Social Networking	Official Site Promo
KSFHP	Healthy Plate to a Healthy Weight article	Social Networking	Statewide Interest
Lawrence LIB	V-Day Promo	Social Networking	Statewide Interest
KSDE	CTE Month	Social Networking	Statewide Interest
KDOC	Employment Opportunity	Social Networking	Statewide Interest
NWSTK	Weather Update	Social Networking	Statewide Interest
NetWork Kansas	FHSU Presentation	Social Networking	Statewide Interest
KDA	FLK Membership	Social Networking	Statewide Interest
N/A	Coca-Cola Casting Call	Social Networking	Statewide Interest
KSDE	Education Post Card	Social Networking	Statewide Interest
NetWork Kansas	Center for Entrepreneurship	Social Networking	Statewide Interest
KDA	Tracy Brunner Elected NCBA VP	Social Networking	Statewide Interest
KANSAS! Magazine	Olympics: Katie Uhlaender, KS	Social Networking	Statewide Interest
KDHE	Radon Action Month	Social Networking	Statewide Interest
KDA	Basics of Beef Nutrition	Social Networking	Statewide Interest
Kansas Tourism	Snow Daze	Social Networking	Statewide Interest
KFAC	2014 Manhattan Summer Institute	Social Networking	Statewide Interest
KWO	Drought Update	Social Networking	Statewide Interest
Kansas Tourism	Brown v. Board Site	Social Networking	Statewide Interest
GOV	Announces Appointments to Commissions and Boards	Social Networking	Statewide Interest
KDHE	John Mitchell appointed to Central Interstate Low-Level Radioactive Waste	Social Networking	Statewide Interest

	Commission		
KDOT	Graco Carseat Recall	Social Networking	Statewide Interest
Kansas Transportation	Words with an Olympian	Social Networking	Statewide Interest
KHRC	2014 Kansas Housing Conference	Social Networking	Statewide Interest
KDWPT	Angler Instruction Certification	Social Networking	Statewide Interest
Flickr	Featured Flickr Photo	Social Networking	Official Site Promo
GOV	Task force for Seismicity	Social Networking	Statewide Interest
KDA	National FFA Week	Social Networking	Statewide Interest
KDOL	Initial Unemployment Claims	Social Networking	Statewide Interest
KDOT	Winter Weather Road Conditions	Social Networking	Statewide Interest
KDHE	Assessment for Underused and Vacant Properties for Redevelopment	Social Networking	Statewide Interest
Kansas Tourism	Visit the State Capitol	Social Networking	Statewide Interest
KDWPT	Vote for Kansas Fishing Competition	Social Networking	Statewide Interest
GOV	Flag Honors: Rep. Mike Peterson	Social Networking	Official Site Promo

Post Project Surveys

	Date collected	Treated respectfully by Kansas.gov staff	Understood the process your project was to go through	As involved in the process as you wanted to be	Kept informed of projects progress	Kansas.gov met their commitments to the project timelines	Quality of the product (application or Web site)	Timely responses of Kansas.gov staff to requests/messages	Kansas.gov staff demonstrated expert knowledge in web design and development	Comments
USD 223 – KanPay Counter	Jan 9	5	5	4	4	4	4	4	4	N/A
KDOR – TLR Features	Jan 9	5	5	5	5	3	5	5	5	The original agreed upon implementation date was 9/16/13 and the actual implementation date was 1/2/14.
KSBTP – 2013 Updates	Jan 14	1	1	1	1	1	1	1	1	On August 15, 2013 we requested that 2 words be added to one page of our on-line renewal process. Request [sic] was sent to Jenna [sic] Coates. On Sept. 25 we received a request for information from Jenna. On Sept. 30 we received a message from Jenna stating that the change would be made before the renewal period opened on Nov. 1st. We assumed that everything was done and opened our renewal cycle as scheduled. On Dec. 3 we received a PCR from Barbie Flick stating a completion date of Dec. 31st. The process was finally [sic] completed on December 23rd. The renewal period ended on December 31st. Those who renewed from Nov. 12 to Dec. 23 did not respond to a complete disciplinary question.

											<p>In 2013 we had to dismiss two counts from a disciplinary matter because we did not know that the wording in the online question was not the same as the wording in our paper documents. That is what prompted the change request. We were extremely disappointed that we were never informed that this wording was not changed before the renewal period opened. The service we receive from Kansas.gov is not reliable. It takes entirely too long to make a very simple change. Sometimes we don't have the six to twelve months that it takes to make a change in our process.</p>
KDOC – 2 Forms for Rural Opportunities Conference	Feb 22	5	5	5	5	5	3	5	4	<p>Todd Smith is very pleasant to work with.</p>	
Total		16	16	15	15	13	13	15	14		
Average		4.00	4.00	3.75	3.75	3.25	3.25	3.75	3.50		