

Operations / Information Technology / Licensing Report September 2020

Admin Update:

- NCSBN: As part of the duties associated with the NCSBN Board of Directors, Treasurer, Adrian Guerrero attended the Board of Directors Meetings and NCSBN Finance Committee Meetings. All meetings and any future meetings will be held virtually due to the COVID-19 until conditions are deemed safe for travel. Adrian also participated in weekly Board of Directors and Executive Officer update meetings associated with the COVID-19 emergency and represented NCSBN at the 2020 Delegate Assembly.
- The Director of Operations (DoO) attended various state meetings this quarter that includes, Small Agency HR and Information Technology Advisory Board. All meetings and any future meetings will be held virtually due to the COVID-19 until conditions are deemed safe for attendance by state employees.
- Adrian Guerrero was asked to represent small agencies and present at the 1st 2020 Kansas Digital Government Summit. He presented on the agenda item titled "Acceleration of the Government Experience" - *The evolution of the consumer experience has been underway for decades, with its many stages unfolding at a reasonably comfortable pace. But 2020 is a tipping point. We are facing the possible demise – or severe limitation – of traditional brick-and-mortar services. Online is fast on its way to becoming the only way. It is time to up the ante! This session discusses ways to remove friction and speed up your progress in creating state-of-the-art government experiences.*

COVID-19 Emergency:

- The KSBN Executive Administrator and Director of Operations activated the Continuity of Operations Plan (COOP) for Pandemic Responses. KSBN leadership members took various proactive steps to help reduce exposure within the KSBN office including, providing disinfectant wipe, tissues, hand sanitizer and have instituted enhanced cleaning schedules and implemented the teleworking components of the COOP plan. Zoom meetings were operationalized for all staff and the KSBN Board Executive Committee. Over 58 meetings & training sessions were held via Zoom to date. KSBN also had to plan for virtual board meetings that included procuring the Zoom webinar option with YouTube streaming capabilities.
- This quarter the Operations, Licensing and IT departments have been stretched to full capacity in response to the COVID-19 global emergency. KSBN IT continues to support teleworking capabilities for 2/3 of the KSBN staff. Given that this was an unprecedented event, some staff's ability to telework was not possible. KSBN made some emergency procurements in areas where need was determined. KSBN IT made rapid configuration changes to the licensing system in response to Executive Order's issued by Governor Kelly. KSBN IT created a COVID Information Center and social media channels to rapidly inform the public of updates regarding the agency and continues to update the site with up-to-date information.

Licensing / HR:

- KSBN performed remote interviews and hired Megan Hughes to be the new Senior Administrative Assistant in the Discipline Department. She will start in September.

Online Updates:

- KSBN deployed the Online Initial, Reinstatement and Endorsement applications in mid-October 2016. KSBN has received over 25,691 20,952 applications via the online applications system. This is an increase of 4739 from last quarter.
- Discipline Case List Orders: KSBN deployed the case list in a data driven format on the new content management system in early 2017. A total of 12 orders have been updated this quarter.
- Social Media: Approximately 1286 currently follow the sites on Twitter and 2350 on FaceBook.
- KORA: The Kansas Open Records Act data mailing list has filled approximately 821 mailing list requests via the online solution for a total of 32 this quarter.

Network Updates:

- Per the Boards request, KSBN IT researched options for a warm co-location (CoLo)/DR site for the KSBN IT infrastructure. KSBN purchased the hardware and began working with the State Office of Purchasing & OITS to determine the path to allow KSBN to secure the CoLo site hosting. KSBN was given approval in December 2018 to move the KSBN production and offsite locations to a private vendor for hosting. This is a major effort for the agency will require some downtime once the move begins. The data center in Topeka is almost ready for our move. KSBN procured the purchase of the new firewalls and they have been installed and have been configured for the connections. KSBN procured an additional switch for additional data ports and is working with OITS/ISG to procure a failover switch control for redundancy. KSBN reached a major milestone this quarter and established connectivity to the location. A new server was set up to allow for testing. After all testing is completed and cleared for approvals, KSBN will begin to migrate the network hardware to this location.
- Network security scanning continues to be a priority for KSBN IT. OITS is assisting with this effort. KSBN has placed system patching and network security review as a high priority and will be performing the required bi-annual state IT security assessments over the next quarter.
- Due to end of life status for the Window 2008 Server OS, KSBN IT replaced one virtual machine that was associated with the KSBN Reports Server and powered off 4 retired Windows 2008 servers associated with the licensing system prior to migration.

Imaging / Records:

- The indexing of microfilmed and paper documents into the KSBN Imaging System continues to increase. Currently KSBN has over 3,643,160 individual images in the system. KSBN signed the agreement to upgrade the imaging system with Hyland. The upgrade will include some record retention maintenance and script creation to move online eGov applications to the system automatically. This system will also be migrated to a new Windows Server and database platform during the upgrade. The project is slated to begin in mid to late October.
- KSBN received a generous financial grant from the State of Kansas to assist with our Paper-to-Digital conversion. KSBN Admin and Operations is working with state approved vendors to finalize a demo

batch of files for the project. If the demo was successful but was unfortunately placed on hold due to the COVID emergency. The project was slated to begin in late May; however, funding became an issue. KSBN is re-evaluating the project to determine if it will be permitted to advance under the current funding grants provided by the state. If all parties reach an agreement on the contract as set forth by the State of Kansas, this project will begin conversion of investigative and discipline files.

Agency Efficiencies:

- KSBN Education worked with IT to modernize the Controlled Substance (CS) Verification submission process for individuals requesting verification of CS from KSBN. KSBN also created the IV Therapy Rosters submission form. These processes replaces the paper form process and greatly eased the transition due to staff teleworking for the COVID emergency.