

**Operations / Information Technology / Licensing Report
December 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.
- Adrian Guerrero was asked to co-present with Carl Nagin of the Louisiana Board of Nursing, at the 2020 NCSBN IT/Operations Conference. They presented on the agenda item titled *“Preparing for the Move to the Cloud: Avoid the Pitfalls by Proactive Planning” - Cloud computing is one of the hottest trends of the modern government data center! However, this trend is not without its potential pitfalls. Explore what a cloud migration entails and learn about the benefits of incorporating it into your disaster recovery plan.* There was a Q&A session after the presentations that was well received by the membership.
- The Director of Operations (DoO) attended various state meetings this quarter that included the, Non-Cabinet Agencies [NCA] HR Meeting, Information Technology Advisory Board and is representing non-cabinet agencies on the ITEC Project Management Advisory Team. All meetings and any future meetings are being held virtually due to the COVID-19 until conditions are deemed safe for attendance by state employees.

COVID-19 Emergency:

- 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 and the KS AG's Office, performed remote interviews and hired Rachel Kenney as the second Assistant Attorney General. She is slated to start in December.
- KSBN received approval and posted the RN Investigator position. We will continue to review applications and will interview once a qualified candidate is identified.

Online Updates:

- 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 7 orders have been updated this quarter.
- Social Media: Approximately 1293 currently follow the sites on Twitter and 2490 on FaceBook.

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 continues to work with OITS/ISG on the testing to advance our steps to move to the new location.
- KSBN DoO is working with the new Chief Information Security Officer, Jeff Maxon of the KS Information Security Office (KISO) and the ISO assigned to Non-Cabinet Agencies, Nathan Kunst. They are assisting with the review of agency information security polices and helping identify areas of risk from vulnerability scans and from the required bi-annual state IT security assessment, that was submitted this quarter.
- Network security scanning continues to be a priority for KSBN IT. OITS & KISO are assisting with this effort. KSBN has met with KISO several times this quarter to refine our search reports to be more specific to KSBN's needs. KSBN continues to place system patching and network security and policy review as a high priority.

Imaging / Records:

- The indexing of microfilmed and paper documents into the KSBN Imaging System continues to increase. Currently KSBN has over 3,649,468 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 began 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. 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 re-evaluated the project to determine if it will be permitted to advance under the current funding grants provided by the state. It appears that KSBN continues to have approval and is working on the final agreements. KSBN plans to start the project in the Licensing Department once agreements are signed, then will begin conversion of investigative and discipline files.

Agency Efficiencies:

- KSBN procured laptops as part of the CARE Act Funding to assist with the deployment of remote staff for the COVID emergency. A small subset of the laptops is being tested in each KSBN department to determine the best method for remote configurations and to create help guides for the remainder of the staff. The project is pending the deployment of state softphones from OITS. It is undetermined what level of effort will be needed for this solution. The intent is to deploy the new laptops with the softphone technology. Given the current social distancing requirement due to COVID, we wish to reduce the in-person time to configure the equipment. The goal is to deploy the remainder of the laptops in December/January timeframe.