

**Operations / Information Technology / Licensing Report
March 2021**

Admin Update:

- NCSBN: As part of the duties associated with the NCSBN Board of Directors, Treasurer, Adrian Guerrero attended the Board of Directors Meetings, NCSBN Finance Committee, NLC Policy Committee and NLC Technology Taskforce 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 bi-weekly Board of Directors and Executive Officer update meetings associated with the COVID-19 emergency and will be attending the NCSBN Midyear and Cybersecurity Roundtable Meetings virtually.
- 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.
- Project Management Software – A project initiative request from the DoO is to establish a more formalized project management solution to track timelines, dates, and progress, which would allow the DoO to keep the Executive Administrator and KSBN Leadership team updated on the status of various projects. A solution, cost, and timeframe has not yet been identified.

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. Select KSBN staff have been issued laptops with VPNs. 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 has made several rapid configuration changes to the licensing system in response to Executive Order's issued by Governor Kelly.
- KSBN established a COVID vaccination plan and submitted to the state Dept of Administration as instructed. Staff have been notified and have begun to receive vaccinations. This is not a requirement of employment and staff can decide if they wish to receive the vaccinations.

Licensing / HR:

- KSBN promoted Chelsey Stephenson to the CNE Specialist. The position she is vacating has been posted on the website and KSBN is accepting applications.
- KSBN received approval and posted the RN Investigator and Sr Administrative Assistant (Education) positions. 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 10 orders have been updated this quarter.

- Social Media: Approximately 1300 currently follow the sites on Twitter and 2575 on FaceBook.
- KSBN Education and DoO are working on the 2021 Education Annual Report. This project will be discussed at the Education Committee by the Nursing Education Compliance Officer.

Network Updates:

- Per the Boards request, KSBN IT researched options for a warm co-location (CoLo)/Disaster Recovery (DR) site for the KSBN IT infrastructure. KSBN was given approval in December 2018 to move the KSBN production and offsite locations to a private vendor for hosting. KSBN is extremely happy to report that this long-term project has been completed for the production data center. KSBN is now in Phase 2 which will include procuring the replacement hardware, upgrading it within the new production data center. We will then procure the new DR site gear and move the Topeka Offsite Data Center to that new location that is located further away out of state. As part of this project, the data center documentation needs updated. There is much work to do yet, but we would like to recognize the staff for the work they did on this massive effort.
- KSBN DoO is working with the Chief Information Security Officer, of the KS Information Security Office (KISO) and the ISO assigned to Non-Cabinet Agencies. They are assisting with the review of agency information security polices and helping identify areas of risk from vulnerability scans. The current policies that were recently updated included the vendor non-disclosure agreement and the CJIS polices. This is a continuous effort and bi-weekly meetings have been scheduled to review all information security policies and includes consultation time with KSBN Admin and IT staff.
- KSBN IT retired two virtual servers associated with the legacy imaging system prior to migration and one physical server due to end-of-life status.
- 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 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. This is a never-ending ongoing effort.
- KSBN IT is working with OITS to replace the agency desk phones which have reached end-of-life status. This is part of a standard upgrade and has no fiscal impact. The date for upgrades is March 8. This upgrade will not fix the issues associated with remote workers. OITS' solution is to enable the smart phone software. KSBN IT continues to work with OITS on this solution, however OITS stated in late February that the issues with enabling this solution may be with their vendor due to syncing software from OITS to KSBN. KSBN continues to promptly and regularly meet with OITS and any parties associated with this project. We are patiently awaiting a workable solution. KSBN will need to procure headsets for staff that use softphones. Information was sent KSBN leadership team to allow for their feedback on the headset styles. If the soft phone solution doesn't materialize, KSBN IT and Leadership teams have began to do a risk/benefit analysis of migrating some staff members to agency issued cell phones.

Imaging / Records:

- KSBN signed the agreement to upgrade the imaging system with Hyland in October. The upgrade included record retention maintenance and migrating to a new Windows Server and database

platform during the upgrade. A web interface for standard system image retrievals was also implemented. The project included developing a test/development system for testing out new imaging processes. The project began in mid to late October and was successfully completed in January 2021.

- The indexing of microfilmed and paper documents into the KSBN Imaging System continues to increase. Currently KSBN has over 3,652,416 individual images in the system.
- KSBN received a generous financial grant from the State of Kansas to assist with our Paper-to-Digital conversion. KSBN Admin is working with KISO and the vendor to finalize the details for the contract. KSBN plans to start the project in the Licensing Department once agreements are signed, tentatively in early April, then will begin conversion of investigative and discipline files.
- Scanners – Due to the heavy use and age of current agency document scanners, it is time to replace them. A funding request being requested at the March Board meeting for up to \$30,000 for the project.

Agency Efficiencies:

- KSBN is reviewing some paper heavy processes to determine if we can streamline any further processes to migrate from paper to digital. This will be an on-going endeavor; however, some areas have been identified as an area of focus.