

Operations / Information Technology / Licensing  
Board Report  
June 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, NLC Technology Taskforce Meetings, NCSBN Midyear Meeting, Cybersecurity Roundtable and attends the bi-weekly Board of Directors / Executive Officer update meetings associated with the COVID-19 emergency. All meetings were held virtually and will continue in that manner until conditions are deemed safe for travel. Adrian is also on the Slate of Candidates for re-election as the NCSBN Treasurer. Elections will be held in August at the NCSBN Annual Meeting.
- Adrian Guerrero will receive the 2020 NCSBN Meritorious Service Award at a virtual awards ceremony on July 29<sup>th</sup>. The Meritorious Service Award is granted to a member for significant contributions to the mission and vision of NCSBN. Due to COVID restrictions NCSBN plans to also recognize these same recipients in person at the Annual Meeting in 2022.

**NCSBN** FY20 Annual Report [www.ncsbn.org](http://www.ncsbn.org)

### Membership Achievements: 2020 NCSBN Awards

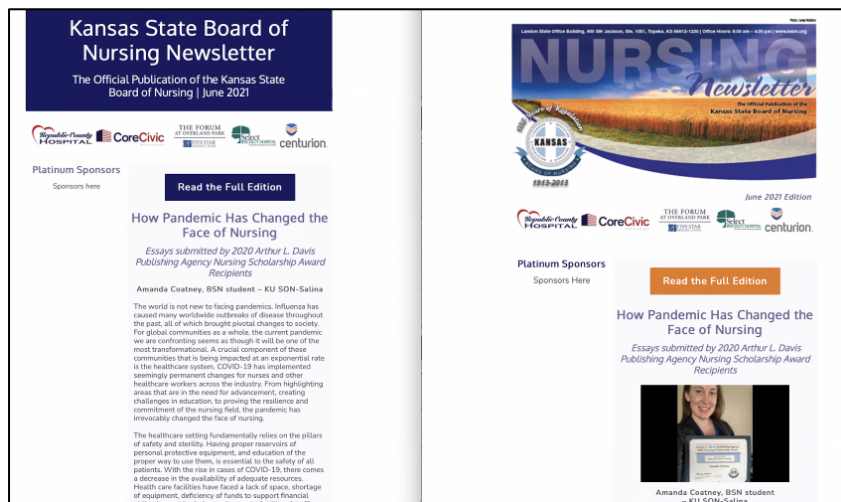
NCSBN Honored its Dedicated and Exceptional Membership with Special Awards

R. Louise McManus Award	Founders Award	Meritorious Service Award
		
<b>Lori Scheidt, MBA-HCM</b> Executive Director, Missouri State Board of Nursing	<b>Carmen A. Catizone, MS, DPh, RPh</b> Former Executive Director/Secretary National Association of Boards of Pharmacy	<b>Adrian Guerrero, CPM</b> Board Staff, Kansas State Board of Nursing
The R. Louise McManus Award is the most prestigious award. Individuals nominated for this award shall have made sustained and significant contributions through the highest commitment and dedication to the mission and vision of NCSBN.	This prestigious award is given only upon occasion that an individual with ethics, integrity and sincerity has demonstrated the highest regard for the ideals and beliefs upon which NCSBN was founded.	The Meritorious Service Award is granted to a member for significant contributions to the mission and vision of NCSBN.

- NCSBN released the 2020 Annual Report. This annual report functions as a formal summary of NCSBN's performance and activities during fiscal year 2020. It includes NCSBN membership achievements, financial and business information including operating statements and listings of the Board of Directors, committees and staff that follows NCSBN's fiscal year spanning Oct. 1, 2019 to Sept. 30, 2020. <https://www.ncsbn.org/15798.htm>
- 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 and was appointed as a member of the NCA Information Security Governance Committee. This committee will facilitate development and execution of security program objectives. The Mission Statement: Advance the maturity of NCA Information Security Programs through

setting goals, developing common security standards and processes, and sharing ideas. 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.

- The DoO, Adrian Guerrero, was asked participate on a panel for the 2021 Kansas Virtual Digital Government Summit titled, “The Cloud Surge” <https://events.govtech.com/Kansas-Virtual-Digital-Government-Summit.html>
- 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 up-to-date on the status of various projects. A solution, cost, and timeframe has not yet been identified; however, Kolton Colhouer has been reassigned to help manage this and the MLO enforcement project that will begin after the fiscal year. He currently serves as primary Tier 1 eGov support calls. KSBN reassessed the position description of the vacant Senior Administrative Assistant in Licensing to assign that position to take these Tier 1 calls, to allow Kolton more time to work on these new initiatives. This position vacancy will be posted after the fiscal year.
- The KSBN Leadership Team is working with the newsletter publishing company, Arthur L Davis, to update the format and style of the KSBN Agency Annual Report. Draft versions were received in late May and will be reviewed by the board in the June board meeting. (More discussion on this topic in the Executive Administrator’s Board Report)
- KSBN is also working with Arthur L Davis on updates to our KSBN Nursing Newsletter. This quarter we launched a pilot project to see how “click through rates” are impacted by formatting of email newsletter notices. Early results are leaning towards a higher click through rates via the enhanced design. Further results will be reported to the board as the pilot project progresses.



### COVID-19 Emergency:

- The KSBN leadership team has been working on policies and procedures regarding post COVID office operations. The agency is following guidelines provided by the Office of Personnel.
- KSBN posted communications on the agency’s website and social media regarding the renewal extensions deadlines - <https://ksbn.kansas.gov/covid-19/>

## Licensing / HR:

- KSBN received approval and interviewed for the RN Investigator and Sr Administrative Assistant (Education) positions. We have selected two candidates. They will start in June 2021.
- KSBN was notified that the HB-2066 was signed by the Governor and must be implemented by July 1, 2021. This new law has a short six-week timeframe to modify all applications and online services in order to meet this new requirement. Meetings with KSBN Leadership, AAG's, other regulatory agencies were held to discuss the data tracking variables. We will begin work with the software vendors to update our systems to modify our systems for this requirement. Given the short notice and other competing projects and staff resources, this project is being fast tracked to reach the goal.
- KSBN staff have been conducting two of their annual educational web-based trainings for Harassment Prevention and the State of Kansas Information Security Awareness trainings. We are asking staff to complete these requirements by the end of June. The Board was also sent email for the Information Security Awareness trainings via their KSBN emails. We are requesting that board members also complete these trainings and provide the Director of Operations with the completion certificate before our next KSBN September board meeting. This will help agency to stay in compliance with state and agency policies.

## 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 19 orders have been updated this quarter.
- Social Media: Approximately 1290 currently follow the sites on Twitter and 2617 on FaceBook.
- KSBN Education and DoO deployed the 2021 Education Annual Report with NCSBN and the previous system with Kansas.gov. This project was discussed at the Education Committee by the Nursing Education Compliance Officer last meeting and the decision was to pilot the NCSBN report this year. Training was held in Mid-April and report was launched for entry. The previous version with Kansas.gov is live, however is only to be used as a backup should the pilot run into any unforeseen issues. If the Board approves of the new version, the Kansas.gov annual report will be retired.

## Network Updates:

- Per the Board's 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 was extremely happy to report at the last board meeting, that this long-term project has been completed for the production data center. KSBN is now in Phase 2 and procured the replacement hardware for the upgrade in the new production data center. The upgrade and migration began on May 25<sup>th</sup>. Once completed, Phase 3 will immediately start and will include procuring and new offsite data center infrastructure and moving the Topeka Offsite Data Center to that new location that is located out of state. As part of this project, the data center documentation will need updated to match the new environments. There remains lots of work to do to fully upgrade our infrastructure, but we would like to again recognize the

efforts of the IT staff for the work they did on this massive effort.

- KSBN vacated the former Landon State Office Building data center. During this time, we decommissioned and sent the legacy storage area network to state surplus due to end-of-life status. All appropriate data security procedures were followed during the decommission process.
- 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 CRHI 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.
- 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 worked with OITS in March to replace the agency desk phones that had reached end-of-life status. This is part of a standard upgrade and has no fiscal impact. KSBN continues to work with OITS' to enable the smart phone software. KSBN will need to procure headsets for staff that use softphones in offsite settings. Information was sent KSBN leadership team to allow for their feedback on the headset styles. Additionally, KSBN assigned agency cell phones to staff assigned COOP duties including for the KSBN Board President.

#### **Imaging / Records:**

- The indexing of microfilmed and paper documents into the KSBN Imaging System continues to increase. Currently KSBN has over 3,658,799 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 started the project in the Licensing Department and sent files to BTCO in late April. After the licensing project, we will begin conversion of investigative and discipline files if time and funds allow.
- Scanners – Due to the heavy use and age of current agency document scanners, it is time to replace them. KSBN IT requested at the March Board meeting for up to \$30,000 for the project, however the project came in significantly under budget and will cost approximately \$13,000.

#### **Agency Efficiencies:**

- KSBN is renewing and procuring needed resources as part of the end of fiscal year processes (ex. office supplies, software licenses, etc.) We are reviewing the internal agency office supplies inventory to determine if less, paper, pens, tape, envelopes, etc., will be needed this next fiscal year. This is due to streamlining of processes and due to providing more services electronically and online. Less inventory could reduce the cost for on-hand office supplies.