

**Operations / Information Technology / Licensing
Board Report
Sept 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, NCSBN Annual and Post Delegate Assembly and NLC Meetings. All meetings were held virtually. Adrian was also on the Slate of Candidates and was re-elected as the NCSBN Treasurer.
- 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 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 was procured and KSBN is working on learning the new software to allow for more formal project management tracking.
- The KSBN Leadership Team worked with the newsletter publishing company, Arthur L Davis (ALD), to update the format and style of the KSBN Agency Annual Report. <https://ksbn.kansas.gov/wp-content/uploads/2021/07/KS-Annual-Report-2021.pdf> - KSBN is now working with ALD to reformat the agency's strategic plan. Draft versions were presented to staff and will be reviewed by the Board.
- KSBN DoO is working with Executive Administrator on the agency's budget plan as well as updating the agency's three-year IT plan as required by the state. Both plans are due in September.
- KSBN performed the new board member orientation in August. Board iPad were mailed to the new board members with instructions on how to contact IT for assistance setting up their KSBN email accounts.

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 received notice that Governor Kelly has directed state agencies to return to remote work - <https://governor.kansas.gov/governor-laura-kelly-directs-state-agencies-to-return-to-remote-work/> - KSBN had a hybrid schedule in place but is reviewing this directive to see how it will impact staff.

- KSBN posted communications on the agency's website and social media regarding the renewal extensions deadlines - <https://ksbn.kansas.gov/covid-19/>

Licensing / HR:

- Per the Executive Order 21-09 that expired on January 26, 2021. If a Kansas nursing license had a normal expiration date of March 31, 2020, through July 31, 2021, and the nurse had NOT renewed by August 28, 2021, and any nursing license that have the normal expiration dates of March 31, 2020, through July 31, 2021, and had not been renewed have an expiration date of August 28, 2021, their license status could be impacted. Because of the expiration extension due to the Executive Order, any of these licenses that were NOT renewed by August 28, 2021, would lapse at 11:59 pm on August 28, 2021. A nurse with a lapsed Kansas nursing license cannot work until the license is reinstated. KSBN began to send notices to these nurses that were impacted in May via mail and multiple email methods. Likewise, notices were placed on the website and social media. KSBN was concerned that the number of non-renewed individuals remained high. KSBN reached out to NCSBN to do analysis of which licenses that were not yet renewed and may be due to having a multistate license in a party state. Given this was one of the first instances of renewals since the NLC was put into place, it appeared to be a substantial number. However, KSBN took the initiative to reach out to professional associations, other state agencies as well as the Governor's Office. A press release was created to highlight the important need. <https://governor.kansas.gov/governor-kelly-urges-nurses-to-renew-licensing-before-august-28-deadline/> KSBN also authorized some licensing and IT staff to work during a non-standard workday (Saturday) to be available for inquiries from nurses and posted contact information on the websites <https://ksbn.kansas.gov/wp-content/uploads/2021/08/COVID-Expiration-Coverage-August-28-2021-.pdf>
- KSBN received approval and interviewed for the RN Investigator and Sr Administrative Assistant (Operations) positions. Applications have been received and interviews have occurred, however the recruitment continues.
- 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 meet this new requirement. Meetings with KSBN Leadership, AAG's, and other regulatory agencies were held to discuss the data tracking variables. KSBN fulfilled the requirement, and the solution was put into place.
- 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 email. We are requesting that board members also complete this training and provide the Director of Operations with the completion certificate before our next KSBN September board meeting in order for the agency to stay within compliance with state and agency policies. KSBN will need ALL board members to complete this requirement.

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 11 orders have been updated this quarter.

- Social Media: Approximately 1288 currently follow the sites on Twitter and 2675 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. The report results were presented to the NECO. KSBN will need to determine if we will continue to use this platform and if we want to retire the Kansas.gov Online Education Annual Report.

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 also completed Phase 2 and replaced the entire data center hardware for the upgrade in the new production data center in May. Phase 3 has now started and will include procuring new offsite data center infrastructure and moving the Topeka Offsite Data Center to that new location that is located out of state. There is a slight delay in this project due to industry slowdowns in hardware chipsets. KSBN hopes to have the gear arrive soon, however timelines look to be 4 to 5 months out due to the shortages and staffing at IT companies. KSBN will adjust schedules as needed once the hardware arrives. KSBN will need to increase the bandwidth speeds between the Topeka data center and the offsite data center so that the backups work as designed. 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 and surplus items were taken to State Surplus Division or decommissioned per their requirements.
- 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 policies 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 policies. 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.
- Laptop Orders: KSBN has ordered additional laptops to further allow for the hybrid working, however due to computer industry supply

shortages, this equipment and docking station orders are currently delayed. We hope they will arrive soon.

- KSBN began initial discussions with our licensing software vendor to add and update the enforcement components in the system. This was only a kick-off meeting and additional meetings with investigative and discipline departments will follow.

Imaging / Records:

- The indexing of microfilmed and paper documents into the KSBN Imaging System continues to increase. Currently KSBN has over 3,684,814 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. – This project is slightly delayed due to COVID impacting vendors staffing levels.
- 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 only cost approximately \$13,000. Deployment of these new stations will occur after the server is upgraded. That is slated to begin this next quarter.

Agency Efficiencies / Success:

- Office Carpet Project – KSBN was approached by the State Department of Administration, Facilities Management (DFM) about replacing the remainder of the carpet in the office. As a historical update, KSBN had some of its carpet replaced a couple years earlier due to the wear and tear of the 17-year-old carpet that was in the office. However, they would only replace the public spaces leaving staff offices without repair due to funding. The agency was contacted by DFM who stated they had some remaining funds, but KSBN had to start the replacement project in July, or the funds would run out. We made the decision to shift priorities to add this project. This was not a small effort and was slated to be 3 weeks long and would require the staff to pack up their offices and move some furniture. KSBN staff stepped up and packed up their offices into boxes and cleaned file rooms and the KSBN Library. The KSBN IT staff performed moving of all office cabinets, laterals, and cubical furniture. Given this work was performed at a steady pace, staff was able to keep ahead of the carpet contractors which completed the project 1 week ahead of schedule. This allowed the staff to clean up our offices and reorganize the public spaces.

