

**Operations / Information Technology / Licensing
Board Report
June 2023**

Administration 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 Committees as well as represented the NCSBN Board of Directors at the CLEAR International Congress and NCSBN Discipline Case Management Conference. The Licensing Supervisor, RaeAnn Byrd, was asked to represent KSBN on an NCSBN focus group that is focusing on prioritizing enhancements and streamlining the Licensure processes that met at NCSBN headquarters in May 2023.
- NCSBN In-Focus: KSBN Director of Operations (DoO), Adrian Guerrero, was asked to contribute to the NCSBN In-Focus Magazine with colleagues from the Texas and Missouri Boards of Nursing, regarding how Nursys e-Notify benefits boards of nursing (BONs), individual nurses, employers and the public.
https://www.ncsbn.org/public-files/InFocus_Vol1_2023.pdf
- The DoO and IT/Operations staff attended various state meetings this quarter that included the Non-Cabinet Agencies [NCA] HR Meeting and the KS Information Technology Executive Council and the Ks Information Technology Advisory Board meeting.
- Continuity of Operations Plan (COOP) Update Project - COOP manager, Michelle Brown, is updating various components of the COOP system. Michelle is working in conjunction with the DoO and KS Information Security Office (KISO) on procedural operations review per [ITEC 5000 Series - Business Contingency](#).

COOP Department Process Documentation – KSBN is working in conjunction with KISO to establish departmental process documentation. This is being done to support the COOP update requirements. To date, the Education Assistant section has been completed. Other KSBN departments will follow as the project progresses.

- Project Management Software – A project initiative from the DoO was created 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. KSBN is learning the new software to allow for more formal project management tracking. KSBN DoO met with OITS to gather standardized guidelines based on OITS project management processes.
- KSBN completed the various technical steps associated with the CE Broker project. Meetings have occurred and secured data transfers are staged for the go live. KSBN project management and investigative staff have participated in informational sessions with representatives of CE Broker and are working through the final details to determine the go live date.

HR:

- KSBN currently has one position open for recruitment for the senior administrative assistant in education.
<https://ksbn.kansas.gov/employment/>

Licensing:

- Licensing Supervisor, RaeAnn Byrd, will begin to issue a licensing update report at KSBN board meetings. RaeAnn and the DoO are reviewing possible statistical content that could be added to such reports. This report will be established and will evolve over time as needed or requested.
- Licensure Statistics:

License Type	Total
Clinical Nurse Specialist	365
Licensed Mental Health Technician	37
Licensed Practical Nurse - Multi-State	1888
Licensed Practical Nurse - Single-State	7324
Nurse Midwife	96
Nurse Practitioner	7190
Registered Nurse - Multi-State	15447
Registered Nurse - Single-State	37468
Registered Nurse Anesthetist	1287
Total	71102

Online Updates:

- [Discipline Case List Orders](#): KSBN updated the case list in a data driven format on the agency content management system. A total of 31 orders have been updated this quarter.
- Social Media & Website: Approximately 1298 currently follow the sites on [Twitter](#) and 2858 on [FaceBook](#). During this quarter, Kolton Colhouer in IT performed several updates to the agency website to refresh relevant content and remove outdated information. Kolton also redesigned the agency YouTube, FaceBook and Twitter headers and navigation screens to allow for a more streamlined look, as well as provide visual guidance keys on the Board Meeting YouTube archived meetings.

Cybersecurity & Network Updates:

- KSBN DoO continues to work with Information Security Officer's from the KS Information Security Office (KISO). They are assisting with the review of agency information security polices and helping identify areas of risk from vulnerability scans and update the agency risk assessment. This is a continuous weekly effort to review all information security policies and includes consultation time with KSBN Admin and IT staff. These sessions do require extra time commitments by KSBN IT staff, however, have proven very beneficial for agency cybersecurity operations. KSBN is almost complete with the licensing system, system security plan and has completed the required [ITEC 8000 series](#) updates on data inventories. (ITEC 8010-B Data Sensitivity Worksheet).
- KSBN Staff have completed the required State of Kansas 2023 Information Security Awareness (ISA) trainings. KSBN requests KSBN Board Members complete their 2023 ISA training by or shortly after the June board meeting.
- Network security scanning continues to be a priority for KSBN IT. OITS & KISO are assisting with this effort. KSBN continues to place system patching and network security and policy review as a high priority. This is a continuous ongoing effort. The network VPN security was also upgraded this quarter.
- Data Center Move – Due to the closure of the ISG data centers, KSBN IT researched options for a production and secondary co-location (CoLo)/Disaster Recovery (DR) site for the KSBN IT infrastructure.

KSBN had been working with vendors and business partners to organize the primary and secondary data centers move. The production data center move occurred on December 15, 2022, and we are happy to report that the secondary data center move was successfully completed on May 17th, which also included installing a new agency firewall at this location. KSBN IT will be updating the documentation at the two locations in the coming months. This project is now considered a success and is in completed state.

- Agency Laptops: Five existing staff members and one board member will have their laptops upgraded and will be upgraded during the second quarter of 2023.
- KSBN began initial discussions with our licensing software vendor to add the enforcement components as well as updates to the system core platform. This topic was also discussed at the KSBN Strategic Plan meeting. KSBN is prepared to commit the needed resources to move forward with the upgrades that are needed to implement the enforcement, mobile and reporting modules. This project will be completed in phases over two fiscal years pending budget and KITO project approvals by state officials.

Imaging & Records:

- The indexing of microfilmed and paper documents into the KSBN Imaging System continues to steadily increase. Currently KSBN has over 3,839,411 images in the system.
- BTCO – KSBN completed the agreement regarding the scanning of the investigative and discipline files in 2022. The first set of files were transferred to BTCO on July 8, 2022. The second phase of the project has started, and 256 boxes were sent to BTCO on February 6, 2023, to begin scanning. Importing of the scanned files occurs on a weekly basis.

KORA Updates:

- The number and complexity of KORA requests continues to increase significantly, which places the agency, and the State of Kansas, under strict and tight timelines to comply with the law. However, the expectation placed upon the agency continues to increase and requires they be processed as soon as possible (*Regardless of the rise in both quantity and intricacy, including large-scale redactions, eDiscovery processes, and so on*). The cloud based ArkCase software solution will assist KSBN with the processing and compliance processes of the Kansas Open Records Act (KORA) requests. This will be accomplished within the same timeframe and within the same budget (*no additional FTEs were requested to process the requests*).

ArkCase is a cloud-based, low code, no code, case management solution. This flexibility enables KSBN to bring our KORA offerings to a whole new level of effectiveness and modernizes our current “low-tech” approach. Our current offering is high maintenance and has the potential to miss strict deadlines which can lead to errors or lawsuits. ArkCase will allow for workflow and tracking management of these requests to from the top down, which will ensure all levels of the agency compliance, from the initial submission to the executive administrator oversight of all levels of processing.

KSBN has met with the ArkCase vendors. They provided a demo and Q&A session for relevant staff. KSBN DoO and staff are currently working on the technical specification and requirements documents. Go live date has yet to be determined. The projected timeframe is third quarter 2023.

Agency Efficiencies & Successes:

- KSBN received a generous financial grant provided under the federal American Rescue Plan Act of 2021, as recommended by the Strengthening People and Revitalizing Kansas (SPARK) Taskforce and the approved by the State Finance Council for the State Efficiency and Modernization Program. Funding acceptance was approved by the KSBN Board President. This funding will be used as part of the upgrades to the KSBN licensing system.

KSBN administration attended a webinar on the requirements for tracking the projects including that included a general overview of the State Efficiency and Modernization program, guidance for awards, managing awards in eCivis system and compliance expectations and best practices. KSBN also signed a memorandum of agreement as part of the project. Monthly reporting is also required for this grant.