

Operations / Information Technology June 2024

Administration Update:

- 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. The DoO was appointed to the State Enterprise Resource Planning (ERP) System Workgroup. The goal of this workgroup is to develop an ERP strategy and related roadmap that enhance organization efficiency, agility, and user satisfaction.
- Continuity of Operations Plan (COOP) Update Project - COOP manager, Michelle Brown, updated various components of the COOP system. Michelle completed 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 – July 24, 2023 Governor Kelly issued [Executive Order 23-03](#) directing all executive branch state agencies to update their [Continuity of Operations Plans \(COOP\)](#).

KSBN has completed the two submission requirements for 2023 & 2024 and submitted to the Kansas Department of Emergency Management (KDEM) for their review and received a 100% completion.

KSBN, KISO and KDEM held a tabletop exercise on March 6, 2024, with all staff.

- 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.

HR:

- KSBN has posted three [employment opportunities](#) on the web. Current vacancies are,
 - Assistant Attorney General
 - RN Investigator
 - Senior Administrative Assistant - Investigative
- KSBN welcomed Part-Time Special Investigator, Christine Ryan to the team May 2024.

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 2 orders have been updated this quarter.
- Social Media & Website: Approximately 1299 currently follow the sites on X, formally known as [Twitter](#) and 2942 on [FaceBook](#).

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 completed the following policies.

Security Program PSPGs (Policies, Standards, Procedures and Guidelines)

- KSBN Personnel Security Policy
 - KSBN Data Leakage and Loss Prevention Policy
 - KSBN System and Services Acquisition Policy
 - KSBN Supply Chain Risk Management Policy
 - KSBN Physical and Environmental Protection Policy
 - KSBN Information Security Planning Policy
 - KSBN Access Control Policy
- KSBN Staff have started the the required State of Kansas 2024 Information Security Awareness (ISA) trainings. **KSBN requests KSBN Board Members complete their 2024 ISA training by 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. KSBN is working with KISO to extend our scanning technology and has secured software services for malware detection, patch scanning and a new antivirus for new KSBN laptops.
 - System Automation Licensing System Upgrade.

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 modernization upgrades to the KSBN licensing system.

Project plan paperwork has been approved and signed. KSBN began the modernization project plan discussions with the licensing software vendor, System Automation. This project will be a multiphase project. Phase 1 will include the following deliverables. Project Management Plan, Requirements Documentation, MyLicense Upgrade in Test Deploy Jasper Reports Server, Perform Jasper Reports Training, Configure KSBN Data Model, Deploy Hyland Perceptive Integration, Install and Configure Verification, User Acceptance Testing Go-Live and Operational Support. Total for Phase 1 (High-End Timeline) 5-6 months. Current progress and tentative plans for Phase 1 is as follows:

- October: KSBN Staff from Administration, IT/Operations, Licensing, and Investigative Departments attended the System Automation Users Conference in Baltimore, Maryland at SA's headquarters.
- November: Set up and install all servers, prepare migration scripts, set up Verification.
- December: UAT for test environment (MLO/eGov/Verification), set up Jasper server.

- January-April: Project configuration work and User Acceptance Testing.
- May: KSBN went live for MLO/eGov/Verification upgrade

Phase 2 – Implement MyLicense One Online Services and Case Management, MyLicense One Setup Fee, Online Services and Case Management Requirements Documentation, MyLicense One Administrator Training, Online Initial Application Configuration, Online Renewal Configuration, Demographics Update Configuration, Case Management Configuration, User Acceptance Testing of Online Services and Case Management, Perform End User Training for Case Management, Go-Live and Operational Support, Total for Phase 2 (High-End Timeline) 12 months. KSBN has received the quotes and high-level project plan and submitted to the Kansas Information Technology Office (KITO) for project approval. This was approved Feb 29th, and the project plan was submitted to System Automation.

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.

Imaging & Records:

- The indexing of microfilmed and paper documents into the KSBN Imaging System continues to steadily increase. Currently KSBN has over 3,916,066 images in the system.
- BTCO – KSBN continues to work with BTCO on the Importing of the scanned files. All project files have been scanned date; 561 boxes have been scanned. Approximately 150 boxes remain in the Mills Building ready for scanning. KSBN received quotes for the remainder of the scanning project and will work with KSBN leadership to determine if the agency can fund or request funding via grants to complete the project.

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 is working with the ArkCase vendors. They provided a demo and Q&A session for relevant staff for training. They system underwent stress and security testing. The system is in trial launch phase for the month of July and will be rolled out for the public shortly after.