

## Operations / Information Technology September 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. The DoO was also appointed to the IT Project Governance Committee.
- Continuity of Operations Plan (COOP)-KSBN staff held a tabletop exercise discussion August 7, 2024, with all staff to discuss the reporting and processes of the agency COOP.
- 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 completed the ACFR and SEFA audit reporting for the Office of Accounts and Reports.
- The DoO attended the State of Kansas, Leadership and Supervisory Issues (LSI) Training in August 2024, the Gartner Security & Risk Management Summit and NCSBN Annual Meeting.
- The DoO was asked to participate in a debate at the [2024 NCSBN Annual Meeting | NCSBN Knowledge Network](#) on the topic of “Can/Will AI replace regulatory processes in the coming years?”
- The DoO was asked to present at the [Kansas Digital Government Summit 2024 \(govtech.com\)](#). The DoO will be presenting in two sessions.
  - AI: The Art of Possible in Government – *(As AI steadily advances into the public sector, it has the potential to enhance constituent services, improve efficiency, drive innovation and more. This session explores the possibilities of AI to change government for the better. Learn practical applications, success stories, and the strategic considerations necessary for integrating these important tools to help deliver services for the people.)*
  - Lightning Talks: Beware of the Dangers – *(IT leaders from across the state will present a series of rapid-fire lightning talks, highlighting key topics and trends shaping the current and future technology landscape.)*
    - Topic #2: Ethical Impacts of AI – *(Learn the profound effects that artificial intelligence will have on our state’s professions and citizens, emphasizing the balance between innovation and ethical responsibility.)*

### HR:

- KSBN has posted three [employment opportunities](#) on the web. Current vacancies are,
  - Assistant Attorney General
  - RN Investigator

- KSBN welcomed Senior Administrative Assistant - Investigative, Stephanie Wiley to the team August 2024.
- KSBN held a staff learning session for the new and existing staff with the KPERS retirement office. This session was a general overview of the benefits to our employees and permitted for individual sessions with the representative.

### 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 7 orders has been updated this quarter.
- Social Media & Website: Approximately 1307 currently follow the sites on X, formally known as [Twitter](#) and 2957 on [FaceBook](#).
- KSBN was notified that the service we use to process several our web submissions form (ex. IOA, KORA mailing, IV Therapy, FQR's etc.) is going out of business in September 2024. KSBN had been in the process of migrating the solution to a new vendor before we knew about this situation, however this project has just begun and is not slated for full go-live until late Oct, early Nov 2024. As a result, KSBN is creating a "soft copy PDF" for the interim while we migrate and will attempt to expedite the replacement system if possible.

### 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 System and Communications Protection Policy
  - KSBN Maintenance Policy
  - KSBN Configuration Management Policy
- 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 was completed in May 2024.

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 29<sup>th</sup>, and the project plan was submitted to System Automation. Due to changes in project management staff, the Phase 2 was delayed until August 2024.

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 3,932,298 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 remained in the Mills Building ready for scanning. KSBN received quotes for the remainder of the scanning project and was awarded another state grant to complete the project. This project has begun and will continue over the coming months.

### **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.

## **Agency Efficiencies & Successes:**

- 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 remained in the Mills Building ready for scanning. KSBN received quotes for the remainder of the scanning project and was awarded another state grant to complete the project. This project has begun and will continue over the coming months.

With this last set of boxes transferred to BTCO for scanning, this brings to completion the lease and storage at the Mill Office Building. The lease has been allowed to expire and will be a fiscal savings for the agency.

- Office Remodel – KSBN has been embarking on a multi-phased comprehensive office space and furniture remodel project to replace the three-decade-old furniture in efforts to work towards modernization and enhanced workplace functionality.

The existing furniture, with all its state-vintage charm, was showing great signs of wear and might not cater to the evolving needs of a contemporary modern hybrid office environment.

The phased remodel project provides an opportunity to revitalize the workspace, fostering a more efficient and aesthetically pleasing atmosphere.

Throughout the assessment of the current furniture's condition review for ergonomic aspects was imperative. This evaluation fostered informed decisions on whether to refurbish certain pieces, retire others, or invest in entirely new, technologically advanced furniture that aligns with current office trends. The remodel process also involves a thoughtful focus on the hybrid layout design to optimize space utilization, promote collaboration, and create a more dynamic work environment.

Ultimately, this project has not only breathed new life into the office space, but has also contributed to increased productivity and employee satisfaction.

This year's project was to replace the dated 30-year-old Herman Miller furniture in the Licensing, Discipline, Investigative, CNE and Scanning support staff's work areas.