Staff Report

DATE: December 2024

TO: KSBN Executive Administrator & Board
Members

FR: Adrian R. Guerrero, CPM / Director of Operations

RE: Director of Operations, Staff Report

Purpose of the Agenda Item and/or the Board Action Requested:
This report is an update on the activities of the Director of Operations and IT Staff from September – December 2024.

- o *Board Action Requested: Review and Approval the Continuity of Operations Plan (COOP) for formal submission in quarter one, 2025.*

Situation:
Since the last Board of Directors meeting, projects and timelines were completed in several sections that are detailed below.

Background:

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 Kansas IT Project Governance Committee.

- The DoO attended the various training and conferences.
    - 2024 Governor's Cybersecurity Summit for Non-Cabinet Agencies
    - SHI Infrastructure, Hybrid Cloud, and Cybersecurity Foundations for AI Success Summit
    - SHI AI.NOW Executive Briefing Conference
    - Kansas Agency Business Summit (KABS) Summit
    - SystemAutomation (SA) Users Conference
    - NASCIO Annual Meeting
- RaeAnn Byrd – Licensing Manager
    - SA Users Conference
    - NCSBN Leadership & Public Policy Conference
- Tony Blubaugh – Applications Developer III
    - SA Users Conference
    - Hyland Perceptive CommunityLive

- Sharon Oxby – Senior Administrative Assistant
  - Appointed Sherri to the Safety/Security Liaison Team (SSLT) along with Licensing Front Desk Staff, Jackie Mercer.
  - They attended Active Shooter Training at KBI in with Licensing Front Desk Staff, Jackie Mercer - August 2024.

- Continuity of Operations Plan (COOP)-KSBN was updated in October 2024. Drive away kits were issued and located to their remote locations. KSBN will be asking the board to review the COOP for approval to submit for annual state approvals in quarter one 2025.

- 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.

Human Resources:

- KSBN has posted three employment opportunities on the web. Current vacancies are,
  - Assistant Attorney General – Part-Time
  - RN Investigator

- KSBN welcomed Assistant Attorney General – Sydney Winslow to the team September 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 1 order has been updated this quarter.

- Social Media & Website: Approximately 1309 currently follow the sites on X, formally known as Twitter and 2964 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 partial go-live is December 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 Digital Certificate Management Policy
  - KSBN Program Management Policy
  - KSBN PII Processing and Transparency
  - KSBN System and Information Integrity Policy

- - KSBN Risk Assessment Policy
    - KSBN Audit and Accountability Policy
    - KSBN Assessment, Authorization, and Monitoring 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.

- KSBN IT rolled out the multifactor authentication for KSBN hybrid staff.

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 includes 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 2023: KSBN Staff from Administration, IT/Operations, Licensing, and Investigative Departments attended the System Automation Users Conference in Baltimore, Maryland at SA's headquarters.
    - November 2023: Set up and install all servers, prepare migration scripts, set up Verification.
    - December 2023: UAT for test environment (MLO/eGov/Verification), set up Jasper server.
    - January-April 2024: Project configuration work and User Acceptance Testing.
    - September 2024: KSBN Staff from Administration, IT/Operations, Licensing, and Investigative Departments attended the System Automation Users Conference in Baltimore, Maryland at SA's headquarters.
    - May 2024: KSBN went live for MLO/eGov/Verifcation upgrade
        - As part of the upgrade KSBN deployed a new "real-time" verification database for the public to use for nursing status verifications.
            - https://ksbn.kansas.gov/license-status-verification/

- 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. Due to changes in project management staff, the Phase 2 was slightly delayed. Phase 2 started in June 2024 and will continue until the project is complete. Weekly cadence meetings with Investigative & IT staff have begun.

  Tentative project timeline for Phase 2 (High-End Timeline) 12 months.

Imaging & Records:

- The indexing of microfilmed and paper documents into the KSBN Imaging System continues to steadily increase. Currently KSBN has over 3,956,396 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 KSBN IT has started downloading the files. This project will continue until all files have been scanned, downloaded and uploaded for linking in Perceptive Content.

- KSBN has begun boxing up the historical 3x5 cards and green bar lists for transfer to the State Archives.

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 several demos and Q&A sessions for relevant staff for training. They system underwent stress and security testing and creation of end user guides.

  The system is in trial launch phase and will be rolled out for the public tentatively in December 2024.

Agency Efficiencies & Successes:

- As part of the office remodel and to enhance cost containment and flexibility, we are transitioning all staff from desktop computers to laptops equipped with docking stations for both in-office and hybrid work setups. This change allows employees to seamlessly shift between office and remote environments without duplicating technology resources. By consolidating device purchases and reducing maintenance costs associated with stationary desktops, the move supports budget efficiency. Additionally, laptops provide greater flexibility for hybrid work models, enabling staff to remain productive regardless of location, ultimately aligning with our goal of a modern, adaptable, and cost-conscious workforce.

- KSBN IT continues to host the monthly "Tech Check" day for KSBN staff in conjunction with the all staff meeting. This time allows staff to bring tech issues to IT and provides for tech time to review inventory, security patches or perform maintenance on IT devices issued to staff.

Attachments:
- None