



Staff Report

DATE: May 23, 2025

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 April –June 2025.

- *Board Action Requested: No recommendations this quarter.*

Situation:

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

Background:

Administrative Update:

- The DoO and IT/Operations staff attended various state meetings this quarter that included the Non-Cabinet Agencies [NCA] HR Meeting, KS Information Technology Executive Council, Kansas IT Project Governance Committee and SB 291 Consolidation Planning Meetings
- The DoO attended the various training and conferences.
 - NCSBN Leadership Succession Committee Meeting
 - KSBN Strategic Meeting
 - 2025 FBI & KU Cybersecurity Conference
 - SHI Transforming the Workplace with Modern Devices, A.I. & Cybersecurity
 - Kansas Public Sector Cybersecurity Summit 2025
- The Applications Developer III attended the various training and conferences.
 - Backup Software Conference
 - Comprehensive Cybersecurity Defense Training – (Certificate of Completion Attained)
 - 2025 FBI & KU Cybersecurity Conference
 - Certified Ethical Hacker (CEH)
- 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 IT extended access to the PIO for project tracking.

- State of Kansas – IT Integration Project Website – (DoO Representing KSBN / Non-Cabinet Agencies)
 - The recently passed [Senate Bill 291 \(SB 291\)](#) has initiated the IT Assessment Project, which mandates the development of a comprehensive plan to consolidate information technology services under OITS. Through October 2025, OITS, state agencies, and Gartner Consulting will assess the current state of state agency IT infrastructure to create a plan for potential 2026 integration projects.
 - Website to Track the Study & Status: <https://www.ebit.ks.gov/resources/it-integration-project>

Human Resources:

- KSBN has no employment opportunities open at this time.
- KSBN Leadership Team is performing the required KSBN staff midyear reviews for 2025.

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 94 order has been updated this quarter.
- Social Media & Website: Approximately 1291 currently follow the sites on X and 2986 on FaceBook.
- KSBN was notified that the service we use to process several our web submissions form (ex. IOA, IV Therapy, FQR's etc.) was going out of business in September 2024. KSBN had been in the process of migrating the solution to a new vendor before KSBN knew about this situation, however this project took upon new expediency. A soft launch of one form for internal staff use was launched in January 2025. KSBN has begun creating new forms for the other processes. In the interim, KSBN created a "soft copy PDF" 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, in conjunction with NCA KISO ISO's completed the following policies and updates this quarter.
- Security Program PSPGs (Policies, Standards, Procedures and Guidelines)
 - Updated KSBN All-In-One Security Policy and Procedures Manual
 - KSBN Access Control Policy
 - KSBN Account Management Plan
 - User Access Reviews (various systems)
- 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 Board Members were sent an email for the 2025 cybersecurity awareness training. Please try to have these completed by June 2025 board meetings. To date, we still have

pending completions of the course needed. DoO will remind board members at the June meeting.

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.

- 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/Verification 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/>
 - February 2025: KSBN started work with Hyland Perceptive Content to implement the API in MyLicense One for document uploads.
- 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) 10-12 months.
 - November 2024-January 2025 (Sprint 1): KSBN began weekly working meetings for Evoke Case Management Project. The first phase included gathering business requirements with the KSBN Practice Specialist and Special Investigators.
 - February 2025 – March 2025 (Sprint 1 & 2): KSBN working with SA to begin the Evoke Case Management Configuration. with the KSBN Practice Specialist and Special Investigators.
 - March – April 2025 (Sprint 3 & 4): – Configuration and testing work on MLO1 and Evoke.
 - May 2025 (Sprint 5 & 6): – Continued work on MLO1 and Evoke as well as an in-person visit with System Automation with Investigative, Discipline, IT and Administration.

Imaging & Records:

- The indexing of microfilmed and paper documents into the KSBN Imaging System continues

to steadily increase. Currently KSBN has over 3,967,765 images in the system.

- KSBN historical licensing 3x5 index cards were transferred to the State Archives.
- 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 also received a grant to scan the historical board and committee meeting binders. This project has not yet begun. No estimated dates for completion at this time.

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.

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 completed the soft trial launch phase for KORA mailing lists and will be rolled out for the public tentatively July 2025.

Agency Efficiencies & Successes:

- 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