



## Staff Report

DATE: November 19, 2025

TO: KSBN Executive Administrator & Board Members

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

RE: Director of Operations, Staff Report

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### **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 June - August 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, Legislative Post Audit Committee, Joint Commission on Information Technology, Kansas IT Project Governance Committee and SB 291 Consolidation Planning Meetings.
- Executive Branch agencies, including KSBN, submitted the State of Kansas three-year strategic IT plans outlining the current and anticipated technology needs as required by [KSA 75-7209\(c\)](#) and [75-7210](#). The executive branch CITO uses these plans to forecast statewide IT requirements and ensure adequate infrastructure and support for all agencies. While the plan will mature over time as agency stability improves, current challenges stem from high citizen expectations for digital services contrasted with limited resources that have not kept pace with growing IT demands.
  - <https://www.ebit.ks.gov/resources/3-year-it-plan>
- The DoO, Adrian Guerrero, was asked to contribute to two publications of NCSBN.
  - [NCSBN In Focus Magazine - 2025 Vol 3](#) – “A Steward of Purpose: Reflecting on My Leadership Journey with NCSBN”
    - The article reflects on Adrian Guerrero’s eight years of service on the NCSBN Board of Directors, including two terms as treasurer, and how this experience shaped his leadership philosophy. Guerrero describes his journey as transformative, grounded in public protection, collaboration, and ethical decision-making. He highlights the importance of financial stewardship, trust-building, and elevating diverse voices while navigating major challenges such as the pandemic, workforce pressures, and emerging technologies like AI and cybersecurity. Guerrero emphasizes that true leadership is defined by impact rather than title, urging future leaders to

- embrace opportunities, contribute their expertise, and support the ongoing mission of regulatory excellence across the nursing profession.
  - [NCSBN Journal of Nursing Regulation](#) – “Regulatory Reflection: AI, cybersecurity, and the new tools of the trade”
    - This article explores the transformative role of artificial intelligence (AI) and cybersecurity in the evolving landscape of nursing regulation. As regulatory agencies manage increasingly complex responsibilities, AI offers opportunities to enhance decision-making, streamline processes, and deliver more consistent and efficient public protection. From automating licensure workflows to enabling predictive analytics, AI is emerging as a powerful advisory tool for boards of nursing while maintaining the necessity of human oversight. Simultaneously, cybersecurity has become a critical priority, requiring regulators to adopt proactive strategies to safeguard sensitive data, strengthen governance, and ensure ethical implementation of emerging technologies. Highlighting initiatives at the Kansas State Board of Nursing, the article underscores the need for cultural adaptation, workforce training, and cross-jurisdictional collaboration. It calls on regulators to embrace digital literacy, demand algorithmic transparency, and prepare for a future where AI-driven insights and robust cybersecurity frameworks become integral to effective, ethical, and innovative regulation.
- The DoO attended the various training and conferences.
  - NCSBN Leadership Succession Committee Meeting
  - [Kansas Digital Government Summit 2025](#)
    - Facilitator for the Future-Ready Workforce session - This session will focus on identifying the digital skills essential for tomorrow’s leaders, effective succession planning, and strategies to cultivate and attract the next generation of IT talent.
  - [Kansas Agency Business Summit \(KABS\)](#)
    - The KSBN Executive Administrator, DoO & Executive Assistant attended this two-day meeting that primarily focused on the Understanding the State of Kansas Procurement Process.
  - Governor's Cyber Summit for Non-Cabinet Agencies
    - The KSBN Executive Administrator, DoO & Public Information Officer attended this summit. The State Chief Information Security Officer delivered the State of Cybersecurity address, and the KISO team led a hands-on incident tabletop exercise simulating a real-world event to help identify needed updates to agency plans, policies, and procedures.
- 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 Investigator, Ruth Humbert, transitioned from Part Time to Full Time investigator.
- KSBN Intranet - KSBN IT developed an internal staff only, KSBN intranet site.
  - This site is a work in progress and has or will host, links to KSBN systems, Help guides, HR, IT security, policy information and more.

#### *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 10 orders has been updated this quarter.
- Social media & Website: Approximately 1266 currently follow the sites X and 3084 on FaceBook.
- Senate Bill 66 – State License Verification System – **Go Live!**
  - <https://prolicenseverify.ks.gov>
  - The Kansas License Verification Portal was created in 2024 when the Legislature passed [Senate Bill 66 \(2023\)](#) which set forth that the Department of Administration create a central location for the purpose of verification of professional licenses. This verification portal is for organizations to verify a license. This data is updated at least daily and is not the primary record source. Please contact the licensing body/agency if more information is needed about a license.
  - This data is currently a manual update process and will be performed at least twice a week. KSBN IT will be working with System Automation to automate this and other extracts in the coming months.

#### *Cybersecurity & Network Updates:*

- KSBN IT, Administration, NCA KISO ISO's and Legislative Post Audit (LPA) participated in a multi-week audit regarding the KSBN cybersecurity program. The LPA proposal outlines a cybersecurity audit to evaluate whether selected state agencies and school districts, including the Board of Nursing, are adequately protecting sensitive data such as social security numbers, PII, and financial information. The audit uses standards from the Kansas Information Technology Executive Council (ITEC) and other best practices to review areas like employee security training, access controls, vulnerability remediation, and physical safeguards. The audit involved selecting 6–8 entities based on risk, examining records, conducting interviews, testing controls, and assessing compensating measures. A three-person IT audit team performed the work, with findings resulting in confidential, entity-specific reports that inform whether agencies are meeting required security practices and adequately mitigating risks of data breaches. The draft report was submitted to the DoO, Executive Administrator and NCA ISOs. Feedback was provided at the September board meeting in executive session pursuant to K.S.A. 75-7244(c)(2). KSBN attended and was available for questions at the Legislative Post Audit Committee & Joint Commission on Information Technology (JCIT) legislative committees.
- 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 policies 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 ISOs, completed the following policies and updates this quarter.
- Security Program PSPGs (Policies, Standards, Procedures and Guidelines)
  - KSBN Access Agreement
  - Disaster Recovery Plan
  - 2025 KSBN OITS Information Security Employee Guide
  - ITEC 7000-series Compliance Tracker
  - Legislative Post Audit Report

- 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.
- As of November 17, 2025, all KSBN board members have completed the required cybersecurity awareness training.

*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.
- June – August 2025 (Sprint 7 & 8): – Continued work on MLO1 and with Investigative, Discipline, IT and Previous Member of the Board.
- September – October - (Sprint 9 & 10) – Continued work on MLO1 and with Investigative, Discipline and IT teams. Reviewed the Voluntary Product Accessibility Template (VPAT) report & [Evoke Achieves SOC 2 Type 2 Certification](#).
- November – **Go Live!** - EVOKE Investigative / Discipline / Board Portal / Online Complaint Submissions. The initial launch is projected to be a slow rollout with focus on real-world submissions via the Risk Managers and internal training and data entry for internal teams.

#### *Imaging & Records:*

- The indexing of microfilmed and paper documents into the KSBN Imaging System continues to steadily increase. Currently KSBN has over 4,011,802 images in the system.
- BTCO – KSBN continues to work with BTCO on the importing of the scanned files. KSBN received a grant to scan the historical board and committee meeting binders. The former KSBN library room was cleared and boxed up in preparation for BTCO pickup in late August 2025. No estimated dates for completion currently.

#### *Agency Efficiencies & Successes:*

- [License Expiration Grace Period Survey](#) - In response to concerns voiced in the House Special Committee on Government Oversight, KSBN created a survey to seek the interest and needs for a grace period for nurse's license expiration date. The data will be reported to the decision-makers to assist in possible legislative changes to the Kansas Nurse Practice Act.
- [KSBN Information Center](#) - KSBN created an Information Center on its website to provide the public and stakeholders with a centralized, easy-to-access hub for key resources, current updates, FAQs, and other important information.  
Featured items include:
  - A section to host the KSBN Action Plans. This section continues to explore and implement changes to better serve our licensees and stakeholders based on concerns voiced by the House Select Committee on Government Oversight.
  - FAQ's: How do I know when my license expires?
  - A Nursing Education Dashboard: data on Kansas nursing programs (e.g., first-time pass rates for the National Council of State Boards of Nursing's indicators) are published.
  - Information on the KSBN Newsletter includes articles on nursing practice in Kansas, Board announcements and legal or disciplinary updates.
  - Committee application opportunities (e.g., openings for two-year terms beginning December 2025).
  - Notification of regulatory changes (for example, CRNA prescriptive authority under new legislation).
  - A description of the new Public Records Gateway for public records requests under the Kansas Open Records Act.
  - A real-time online license verification system: licensees and the public can verify status directly through KSBN's portal.
  - A caution/warning about phishing scams targeting nurses, reminding users to pay fees only through official channels.
 The page also provides quick links to:
  - "My Portal" (for license applications, renewals, address changes)
  - Address/name changes, emergency volunteer registration (SERV-KS)
  - Discipline case list, nurse practice act, employment opportunities, FAQs.
  - Staff Contact and agency logistic details

#### **Attachments:**

- KSBN 3 Year IT Plan



# Executive Branch 3-Year IT Plan Update

# 2025



Submitted by Jeff Maxon  
Executive Branch CITO  
October 31, 2025

# CITO'S MESSAGE

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I'm pleased to present the State of Kansas' 3-Year IT Plan, a critical framework that guides our efforts under KSA 75-7209 (c). This plan reflects our shared vision: "Seamless and secure access to digital government resources anywhere, anytime," and represents our continued commitment to improving the delivery of reliable, secure, and cost-efficient enterprise technology and services.

This effort builds upon successful, ongoing collaboration across the Executive, Judicial, and Legislative branches, ensuring a unified and consistent approach to IT planning statewide. The projects and strategic actions outlined are a collective effort to address the evolving needs of our citizens and internal stakeholders, aligning with our four major goals for this new three-year cycle: Operational Excellence, Data Driven Culture, a Cyber Secure and Cyber Aware Environment, and Strategic Technology Transformation.

Across the Executive Branch, we have executed several fundamental strategic advancements that are transforming state service delivery and security. This work includes the successful upgrade of legacy systems and modernization of infrastructure, which has significantly improved efficiency and paved the way for modern digital service offerings. Critical to our security posture was the launch of a full-scale, 24x7 Security Operations Center (SOC), providing continuous threat monitoring and ensuring that comprehensive cybersecurity measures protect citizen data, thereby building public trust. Furthermore, we have set in motion a powerful portfolio of data initiatives designed to fuel smarter, more informed decision-making and operational excellence across all state agencies. These advancements collectively ensure the State of Kansas meets the evolving expectations of Kansans in the digital era.

Thank you, Executive Branch IT, for your forward-thinking work. Your expertise and commitment are the driving force behind our progress, and we are grateful to be building the future of Kansas IT together.

A handwritten signature in black ink that reads "Jeff Maxon". The signature is fluid and cursive, with the first and last names being clearly legible.

Jeff Maxon, MSIAAC, CISSP, CISM  
Executive Branch Chief Information Technology Officer



## Kansas Board of Nursing



### ➤ **Digitization and Process Improvement**

**Digitization of Core Records:** In 2025, the agency successfully digitized its discipline and investigative records. This massive undertaking converted approximately 541 standard-size banker boxes, encompassing an estimated 2 million pages and more than 40,000 individual case files and meeting records, into an electronic format.

**Preserving Historical Documents:** KSBN launched a second phase in August 2025 to convert their Board Meeting Packet records. This includes 65 binders of historical documents dating back to the 1980s, which are being digitized to enhance accessibility.

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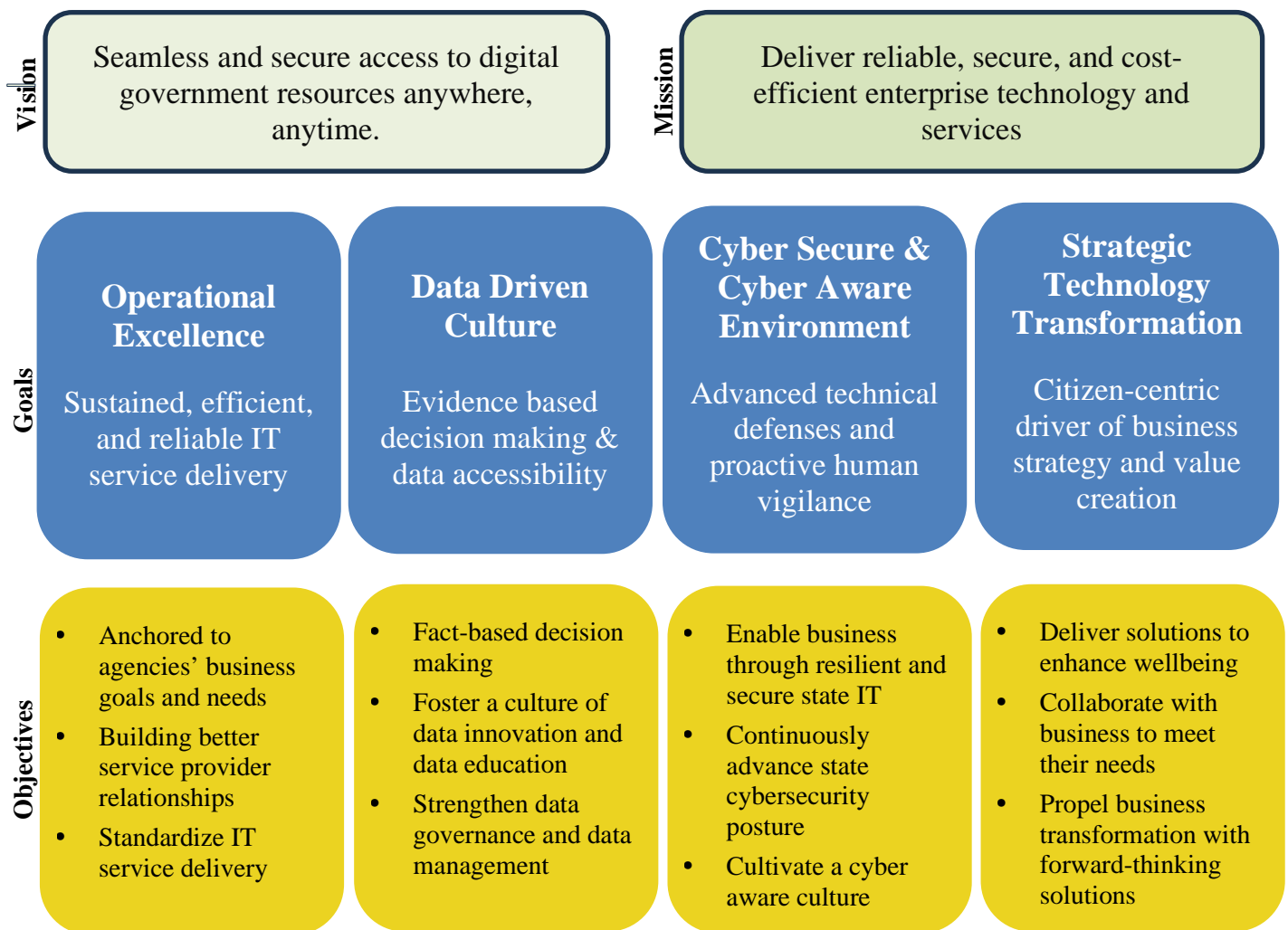
## Non-KSBN Information

# EXECUTIVE BRANCH IT FRAMEWORK & OBJECTIVES

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Executive Branch IT has updated the Strategic Framework this year to align with the vision and mission for the next three years. This framework will serve as a guide to ensure alignment of projects and initiatives with key goals, vision, and mission of the organization.

As agencies align their projects with this framework and its objectives, there is increased clarity on how each effort supports the overall Executive Branch IT Goals. The diagram below illustrates the framework and relationship between its goals and objectives.



# Board of Nursing (KSBN)

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## Agency/Organization Leadership:

**Carol Moreland, MSN, RN, CPM**

Executive Director:

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**Adrian R. Guerrero, CPM**

Director of Operations

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**Adrian R. Guerrero, CPM**

Chief Information Officer (CIO)

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## Agency Information:

**Vision:** The Board of Nursing will act in accordance with the highest standards of ethics, accountability, efficiency, and openness. The Board subscribes to the idea that safe nursing care is a public trust. We approach our activities with a deep sense of purpose and responsibility. The public and regulated community alike can be assured of a balanced and sensible approach to regulation.

**Mission:** The mission of the Board of Nursing is to protect and promote the welfare of the people of Kansas.

**Budget:** \$4,247,433

**Website:** <https://ksbn.kansas.gov/>

### Goals and Objectives:

- Goals - The KSBN goals and objective are contained within the KSBN Strategic Plan and Annual Report. They are both located under the KSBN website - Resources - Administrative Resources tab.

**Agency Number:** 482

**Agency Funding Mechanism:** Fee Funding

**Number of Employees:** 27

**Number of Kansas Citizen Customers:** 74,553

## Agency IT Information:

**Vision:** Citizen and Customer Focused - Technology Driven.

**Mission:** The mission of the Board of Nursing is to assure the citizens of Kansas safe and competent practice by nurses and mental health technicians

**Budget:** N/A

**Number of Employees:** 2

## Board of Nursing

IT Strategic Action	Objective	Risk and Dependencies	KPI and Metrics	3-Year Strategic Roadmap		
				2025	2026	2027
Business Application Modernization – Phase 2: Coordinated Licensure Information System	Infrastructure Modernization, Application Modernization, Continuous Improvement of Customer Experience, Cybersecurity, Digitization or Process Improvement, IT Skill Enhancement, Other	Potential multiple vendors; Internal Resources; Training Funding, Funding	Centralized repository for investigative and discipline cases; Deployment of mobile responsive online services; Case Management and MyLicense verifications.			
Business Application Modernization – Upgrade MyLicense System Automation Licensinq Platform	Application Modernization, Digitization or Process Improvement	Potential multiple vendors, Internal Resources, Training Funding, Funding	MyLicense System Upgrade to SA Evoke, data visualization and improving online services and user experiences.			
Develop succession plans for key KSBN staff	Cybersecurity, IT Skill Enhancement, Other	Funding, Staffing Retention and Expertise	Training plan for IT staff; staff expertise & retention			
Ensure effective methods for consumer feedback to the Board	Continuous Improvement of Customer Experience, Promotion of Agency Services, Other	Internal Resource Availability, Funding	High quality, clear, accurate, current communication that includes effective methods to give feedback to the Board; Expand digital communication			
Expand digital forms of communication. Create online videos	N/A	Staffing Retention and Expertise	high quality, clear, accurate, current communication that includes effective methods to give feedback to the Board; Expand digital forms of communication.			

## Board of Nursing

IT Strategic Action	Objective	Risk and Dependencies	KPI and Metrics	3-Year Strategic Roadmap		
				2025	2026	2027
Infrastructure Modernization - Maintain infrastructure	Infrastructure Modernization	Potential multiple vendors, Internal Resources, Training Funding, Funding	Speed of change to technology infrastructure			
KSBN Information Security Program	Cybersecurity, Statutory or Regulatory or Policy Compliance, Quality Assurance or Audit, IT Skill Enhancement	Schedule, Internal Resources, State Policy Reviews, KISO Staffing Retention and Expertise	Updated KSBN Information Security Posture and Policies; align with the KISO "Whole-of-State" approach			
Maintain Quality Customer Service – Audit accuracy and timeframes	Continuous Improvement of Customer Experience, Statutory or Regulatory or Policy Compliance, Quality Assurance or Audit	Internal Resource Availability, Funding	application submission to full licensure efficiency			
Migrate eForms Solution to New Platform	Infrastructure Modernization, Continuous Improvement of Customer Experience, Digitization or Process Improvement, Statutory or Regulatory or Policy Compliance, Quality Assurance or Audit	Funding and User Acceptance	Migrate software; develop digital eForms			
Monitor fiscal impact of Nurse Licensure Compact (NLC) implementation.	Statutory or Regulatory or Policy Compliance, Quality Assurance or Audit	Agency budget potentially impacted by reduction in active Kansas nurse licenses	N/A			



## Board of Nursing

IT Strategic Action	Objective	Risk and Dependencies	KPI and Metrics	3-Year Strategic Roadmap		
				2025	2026	2027
Paper-to-Digital Initiative - Board Meeting A.I. GPT LLM - PRA Project	Continuous Improvement of Customer Experience, Digitization or Process Improvement, Statutory or Regulatory or Policy Compliance, Quality Assurance or Audit, Other	Funding; BTCO's Staffing & Storage Availability; User Acceptance.	N/A			
Upgrade Document Management System (DMS)	Infrastructure Modernization, Continuous Improvement of Customer Experience, Statutory or Regulatory or Policy Compliance, Quality Assurance or Audit	Funding and User Acceptance	Upgrade software version; import the digital storage of agency records.			