Operations / Information Technology / Licensing Report
June 2020

Admin Update:

- NCSBN: As part of the duties associated with the NCSBN Board of Directors, Treasurer, Adrian Guerrero attended the Board of Directors Meetings and NCSBN Finance Committee Meetings. All meetings and any future meetings will be were held virtually due to the COVID-19 until conditions are deemed safe for travel. Adrian also participated in weekly Board of Directors and Executive Officer update meetings associated with the COVID-19 emergency.

- The Director of Operations (DoO) attended various state meetings this quarter that includes, Small Agency HR and Information Technology Advisory Board. All meetings and any future meetings will be were held virtually due to the COVID-19 until conditions are deemed safe for attendance by state employees.

COVID-19 Emergency:

- The KSBN Executive Administrator and Director of Operations activated the Continuity of Operations Plan (COOP) for Pandemic Reponses. KSBN leadership members are took various proactive steps to help reduce exposure within the KSBN office including, providing disinfectant wipe, tissues, hand sanitizer and have instituted enhanced cleaning schedules and implemented the teleworking components of the COOP plan. Zoom meetings were operationalized for all staff and the KSBN Board Executive Committee. Over 58 meetings & training sessions were held via Zoom to date. KSBN also had to plan for virtual board meetings that included procuring the Zoom webinar option with YouTube streaming capabilities.

- This quarter the Operations, Licensing and IT departments have been stretched to full capacity in response to the COVID-19 global emergency. KSBN IT has rapidly implemented teleworking capabilities for 2/3 of the KSBN staff. Given that this was an unprecedented event, some staff's ability to telework was not possible. Old KSBN computers were repurposed and deployed for staff that did not have laptops available. The struggles included, rapid deployment timelines, internet connectivity for staff who lived in rural areas, limited IT computer resources for all staff, and the state telephones limited remote capabilities. KSBN made some emergency procurements in areas where need was determined. KSBN IT made rapid configuration changes to the licensing system in response to Executive Order's issued by Governor Kelly. KSBN IT created a COVID Information Center and social media channels to rapidly inform the public of updates regarding the agency.

- KSBN Licensing did a magnificent job keeping licensing operations running during this emergency. Staff were moved to telework as well and given that many of the agency's processes were automated and available remotely, this added to the capabilities to ensure the department continued to issue licenses. Statistics on the response effort are listed in the KSBN Executive Administrator's report. Areas of struggle were primarily caused by KSBN's third party business partners that included the lack of fingerprinting locations for criminal background checks and closure of NCLEX testing locations. KSBN contacted law enforcement centers across the state and secured several locations for applicants to get printed. NCSBN rapidly addressed the closure of Pearson Vue testing centers and then

opened as many centers as possible in areas that social distancing restrictions were not prohibiting such openings.

Licensing / HR:

- KSBN performed remote interviews and hired Nicki Snodgrass to be the new RN Investigator and Evan Faulkner to be the new Special Investigator in Investigative Department.

- KSBN HR had posted vacancies that include the RN Investigator and Senior Administrative Assistants, however due to the COVID hiring freeze, these positions are on hold until further notice.

Online Updates:

- KSBN deployed the Online Initial, Reinstatement and Endorsement applications in mid-October 2016. KSBN has received over 20,952 applications via the online applications system. This is an increase of 2766 from last quarter. The breakdown of apps received is as follows:

Count of Online Applications by License Type Last Updated 05/27/2020			POWERED BY MyLicense
Profession	**License Type**	**Count**	
Nursing	Clinical Nurse Specialist	15	
Nursing	Nurse Midwife	29	
Nursing	Registered Nurse Anesthetist	291	
Nursing	Licensed Practical Nurse - Single-State	568	
Nursing	Licensed Practical Nurse - Multi-State	720	
Nursing	Registered Nurse - Single-State	1341	
Nursing	Nurse Practitioner	1634	
Nursing	Licensed Practical Nurse	2480	
Nursing	Registered Nurse - Multi-State	6335	
Nursing	Registered Nurse	10308	

- Discipline Case List Orders: KSBN deployed the case list in a data driven format on the new content management system in early 2017. A total of 30 orders have been updated this quarter.

- Social Media: Approximately 1277 currently follow the sites on Twitter and 2291 on FaceBook.

- KORA: The Kansas Open Records Act data mailing list has filled approximately 789 mailing list requests via the online solution for a total of 28 this quarter.

Network Updates:

- Per the Boards request, KSBN IT researched options for a warm co-location (CoLo)/DR site for the KSBN IT infrastructure. KSBN purchased the hardware and began working with the State Office of Purchasing & OITS to determine the path to allow KSBN to secure the CoLo site hosting. KSBN was given approval in December 2018 to move the KSBN production and offsite locations to a private vendor for hosting. This is a major effort for the agency will require some downtime once the move begins. The data center in Topeka is almost ready for our move. KSBN procured the purchase of the new firewalls and they have been installed and have been configured for the connections. KSBN procured an additional switch for additional data ports and is working with OITS/ISG to procure a failover switch control for redundancy. The next phase will be to fully test the environment.

- Network security scanning continues to be a priority for KSBN IT. OITS is assisting with this effort. KSBN has placed system patching and network security review as a high priority. Since January, industry

has seen an increase of **30,000%** in phishing, malicious websites, and malware targeting remote users—all related to COVID-19.

- o https://www.zscaler.com/blogs/research/30000-percent-increase-covid-19-themed-attacks

- Due to end of life status for the Window 2008 Server OS, KSBN IT replaced one virtual machine that was associated with the KSBN Reports Server.

Imaging / Records:

- The indexing of microfilmed and paper documents into the KSBN Imaging System continues to increase. Currently KSBN has over 3,640,102 individual images in the system.

- KSBN received a generous financial grant from the State of Kansas to assist with our Paper-to-Digital conversion. KSBN Admin and Operations is working with state approved vendors to finalize a demo batch of files for the project. If the demo was successful but was unfortunately placed on hold due to the COVID emergency. The project started up in late May. If all parties reach an agreement on the contract as set forth by the State of Kansas, this project will begin conversion of investigative and discipline files. here is also a batch of licensing files that will also be scanned during this project.

Agency Efficiencies:

- KSBN Education worked with IT to modernize the Controlled Substance (CS) Verification submission process for individuals requesting verification of CS from KSBN. This process replaces the paper form process and greatly eased the transition due to staff teleworking for the COVID emergency.