

STATE OF KANSAS

EXECUTIVE BRANCH INFORMATION TECHNOLOGY
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GOVERNOR JEFF COLYER, M.D.
DONNA R. SHELITE, INTERIM CHIEF INFORMATION TECHNOLOGY OFFICER

ITAB Minutes 5.15.18 (Information Technology Advisory Board)

Attendees:

Glen Yancey, Jeff Neal, Cole Robison, David Marshall, Deb Edwards, Rod Blunt, Julie Niehues, Joe Acosta, Chris Mitchell, Travis Combes, Nolan Jones, Megan Rohleder, Todd Standeford, Sarah Gigous, Lee Allen, Jim Haugh, Todd Eubanks, Joe Mandala, Sara Spinks, Randy Drum. Conference Phone was live as well.

Donna Shelite, Interim Executive Branch Chief Information Technology Officer (CITO) welcomed everyone.

Donna introduced Courtney Fitzgerald, Communication Director for EBIT.
Contact at: Courtney.Fitzgerald@ks.gov

Donna prefaced that the Office of Technology Services (OITS) is not overseeing the CGI contract nor associated with the IT staff reduction at Kansas Department of Revenue (KDOR).

Information Technology Executive Council (ITEC) Legislation & Membership

SB56 – ITEC Membership portion

- Legislation has passed.
- This will begin July 1st.
- Quarterly meetings are mandated in legislation

Membership:

Included in the legislation was a breakdown of members and included representatives for city, county and private sector. Private sector member cannot currently do business with the state or bid on business with the state. If you know someone that you feel would be a good private sector member, **send name to Donna.Shelite@ks.gov**.

ITEC Policies:

Since ITEC will begin meeting quarterly during the new fiscal year, Donna has asked for volunteers to work on committees to update policies. Many policies haven't been updated in 10 years or more. If you would like to volunteer please either contact the lead directly or email Shelly Bartron at Shelly.Bartron@ks.gov so we can get you put on the team.

1000 Series – Applications/Software – Policies set minimum requirements for the usage of software (Need Volunteer to be lead for the 1000 Series) Sarah Gigous volunteered Josh White to help with 1000 Series

- 1100 – Software Licensing (last updated 1/24/08) (Need Volunteer)
- 1200 – Acceptable Internet Use (10/26/06) - Jeff Neal
- 1210 – Web Accessibility Requirements (4/23/09) - Cole Robison
- 1500 – Software Code (1/24/08) – Travis Rail

2000 Series - Mike Wilkerson can work on the 2000 Series team. If you are interested in being on this team, contact Michael.Wilkerson@ks.gov

- 2000 Series – Project Management – Policies set requirements for IT project oversight and reporting
- 2400 – IT Project Approval (1/25/10)
- 2400A – IT Project Plan Instructions (12/29/10)
- 2500 – IT Project Status Reporting (7/15/10)
- 2510 – IT Project Oversight (7/15/10)
- 2510A – IT Project Oversight Guidelines (7/15/10)
- 2530 – IT Project Management (10/14/99)

3000 Series – Sara Spinks

- 3000 Series – Governance – Charter establishing ITAB as an advisory board to the E-CITO and ITEC
 - 3100 – ITAB Charter (4/27/06)

4000 Series - Chris McGinley's Arch & Standards Committee will take the 4000 series.

- 4000 Series – Architecture – Policies governing the Kansas Information Technology Architecture (KITA)
 - 4000 – Ks Technical Architecture Review Board (KTARB) Charter (10/26/06)
 - 4010 – KITA Compliance (10/26/06)
 - 4020 – KITA Change Management (10/26/06)
 - 4210 – Network Security Architecture (10/14/99)

5000 Series – Glen Yancey will talk to Mike McNulty the KDHE Division of Preparedness, in Bureau of Public Health Systems to reach out to Adjutant General for assistance with this area to work on this team.

- 5000 Series – Business Contingency – Policies set requirements for the development of business contingency plans
- 5300 – Business Contingency Planning (4/27/06)
- 5310 – Business Contingency Implementation (4/27/06)

6000 Series – Ken Nelson

- 6000 Series – Data / Records / Content – Policies set a standard for documentation for GIS databases
 - 6100 – Ks GIS Metadata Standard (10/14/99)
 - 6120 – GIS Cadastral Policy (6/1/98)
 - 6120A – GIS Cadastral Standard (8/1/97)
 - 6180 – Water Utility Data Policy (10/23/08)
 - 6180A – Water Utility Data Standard (9/1/08)
 - 6200 – Date Data Policy (7/26/07)

7000 Series – Joe Acosta has a team that has already worked on this series.

- 7000 Series – Security – Policies set minimum requirements for IT security policy, standards and procedures
- 7220 – KANWIN Security Policy (4/27/06)
- 7230 – Enterprise Security Policy (11/5/14)
- 7230A – Default Security Requirements (11/5/14)
- 7300 – Security Council Charter (1/16/15)
- 7305 – Portable Electronic Device/Media Encryption (10/21/10)
- 7310 – IT Security Self-Assessment (4/11/07)

8000 Series - (Need Volunteer to be lead for the 8000 Series)

- 8000 Series – Shared Solutions – This policy was created to commit the State to the development of a formal Data Administration Program that recognizes and promotes the importance of data and information as valuable resources requiring management of their creation, use, storage, documentation and disposition
 - 8000 – Data Administration Program (10/14/99)

9000 Series – Larry Peterson, OITS Contact: Larry.Peterson@ks.gov

- 9000 Series – Infrastructure – Policies set minimum requirements for the implementation and use of key IT infrastructure
 - 9200 – Public Key Infrastructure (7/26/07)
 - 9200A – Ks PKI Certificate Policy (6/26/09)
 - 9210 – Identity Management Group Charter (7/24/08)
 - 9500 – Wireless LANs (4/27/06)

6401 - ITEC Guidelines - Matt Veatch, Travis Combes

- 6401 – Email Guidelines – Provide and explain requirements, guidelines and best practices for email messages that meet the criteria for records as defined by KSA and KAR, and come under the jurisdiction of the State Records Board (5/2/02)
- 9501 – Interim Wireless Security Architecture – defines WLAN security and technical architecture (10/6/05)

Donna asked that the teams meet and be prepared to present at the next ITAB Meeting on August 21, 2018 at 2722 SW Topeka Blvd Rm 166.

Security Brief – Joe Acosta

SB56- Establishes the Kansas Information Security Office (KISO) and the Chief Information Security Officer (CISO) as well as defines Executive Agency responsibilities.

- Provides authority for background checks on employees and provides statutes that allow Kansas Bureau of Investigation (KBI) to do the background checks.
- Provides fee funded agencies a vehicle to pay for security.
- Communication from the KISO to come soon including reporting responsibility of agencies included in this legislation.

Security Training – KISO has obtained a security training solution that is at no charge to the agencies. It is made to take the place of any current training your agency may have and can be customized to your individual agency needs. Communication from KISO will be sent soon to agency CIOs and Secretaries. Joe would like to move all staff into this training as soon as possible, noting some agencies may be delayed due to existing training contracts with vendors.

Phishing- Joe explained what phishing is and how malicious emails can jeopardize state information and finances. New KISO security training covers phishing.

Rod Blunt explained what services are included in your node rate. KISO also offers Service Level Agreement (SLA)-based services that can help your agency meet ITEC, Legislative Post Audit (LPA) and other agency-specific requirements. If you would like to discuss your agency's security plans or review a list of offered service, please send an email to Rod.Blunt@ks.gov.

Security is working to get scanning started in every agency that are within the network. This is also a service that is included in your node rate.

KISO also offers Virtual Private Network (VPN) access with updated Netscalers and load balancers included in the node rate/baseline services. The load balancers are for state use. If you would like to be included, contact Rod Blunt and they will get you queued.

Multi-Factor Authentication (MFA) is not included, so additional agency cost would be required.

Agency Highlights/Updates:

Todd Standeford - Board of Healing Arts

They assist other Small Licensing Boards with their applications, i.e., Board of Cosmetology, Healing Arts, etc.

Small agencies use a lot of Access Databases.

Using a license that Department of Agriculture purchased.

Travis Rail – Department of Agriculture CIO – Presentation

Annual IT End User Satisfaction Survey

- Evaluate the employee perspectives on agency IT innovation, IT agility, and satisfaction with how technology enables them to do their job
- Identify opportunities to improve.
- Ensure IT is meeting the needs and expectations of the business
- Able to measure progress from year to year, helps with goal setting and identifying areas of improvement

Used End User Diagnostic vendor (InfoTech)

- Worked with vendor to customize survey
- Emailed survey to agency employees
- Provided a window of 15 business days to complete survey
- Sent our follow-up emails

Results – 315 KDA Employees

- 139 employees responded 44%
- Scored 90% overall, 42-page report
- Looked at Business & IT Communication 91%
- IT Services 92% - How favorable service
- Suite applications – 89%
- Showed who supporters & detractors are
- The report broke down showing level of satisfaction by level of employee and area. This will allow Ag IT to improve in areas where specific areas rated their services.
- Overview allowed them to see that remote locations have slow connection speeds
- Report allowed employees to offer comments.
- Results were communicated to agency executive and leadership teams, created 2018 goals based on survey, met with program areas and addressed specific issues where we scored poorly. Doing a follow-up survey to check scores, Scores were higher than most other areas the vendor analyzed.
- Analysis was included in the service that was about \$4500. Department of Agriculture owns the survey.
- Survey took about 10-15 minutes to take.
- Need to keep same questions year after year.

Question:

How do we quantify what our constituents don't know, that they don't know? How will the agency staff know if there is something better in the marketplace?

Answer: Questions can't account for individual user knowledge of the IT landscape, but rather their satisfaction with what is being provided to them.

Jim Haugh – Department of Commerce IT Director

Working on transition of Microsoft Dynamics Customer Relationship Management (CRM) to salesforce. Project going well. Looking at June for completion.

Sara Spinks – Kansas Information Technology Office (KITO) Interim Director

Legislative Post Audit (LPA) – suggested to raise the threshold dollar amount that would trigger the KITO oversight process. This will be something that will be presented to ITEC when we review the current policies.

Looking at improving the KITO process to be of greater value to the agencies.

Joe Mandala – Kansas Bureau of Investigation (KBI)

- Rewriting the civil applicant system. This will be a comprehensive portal.
- Automated Fingerprint Identification System (AFIS) System is nearing end of life. Will be replacing this system with the Automated Biometric Identification System (ABIS). The new system will include more biometrics than just fingerprints.
- KBI has 29 active projects.

Glen Yancey – Kansas Department of Health & Environment (KDHE) CIO

- KS Medicaid enterprise system – significant accomplishment
- Working with Bureau of Environmental Remediation – State Regulatory Bureau
- Vendors are adding document management solutions to their suite at an enterprise level. Retention periods are forever in some areas such as Water. Permits last for many years or forever. This may be the case for a business-specific system as an enterprise-wide system with retention periods for ‘forever’ since these are difficult to plan for.

Lee Allen – Department of Children & Families (DCF) & Kansas Department for Aging & Disability Services (KDADS) CIO

- October Go-Live of Low Income Energy Assistance Program (LIEAP) is moving into the Kansas Eligibility & Enforcement System (KEES) platform. This is an extremely public facing program. Retires one of their oldest Legacy systems.
- The focus and concern is child welfare. 23 different systems make up the child welfare landscape. Working on Request for Information (RFI) and Request for Proposal (RFP) processes. There are a number of large vendor platforms that do this currently. Working with staff to determine high level needs to write the RFI & RFPs.
- Working with Medicaid to rewrite application.
- State hospitals – Doing an assessment of financials. In the process of identifying which systems can be shared between facilities. Want platform to allow Secretary to develop budgets, etc. Hopefully, reduce silo issues.

Sarah Gigous – Department of Administration IT Director (DofA)

Peoplesoft update– Go Live in February

Jeff Neal – Kansas Department of Transportation CIO (KDOT)

- Learning Management System – using Learn Soft
 - Other cabinet agencies and boards can use the contract

Donna Shelite – Interim CITO

- Data Center as a Service (DCaaS) contract with Unisys will be put into action this week. We will be making an amendment to contract, will be doing discovery, planning, etc. Will ramp up within the next week or two.

Thank you to all that attended and those of you that were on the conference call.

Next Meeting is August 21, 2018, 2722 SW Topeka Blvd, Rm 166 (Armory at 27th & Topeka Blvd)