

## MINUTES

### JOINT COMMITTEE ON INFORMATION TECHNOLOGY

November 20-21, 2008  
Room 535-N—Statehouse

#### Members Present

Senator Tim Huelskamp, Chairperson  
Representative Joe McLeland, Vice-Chairperson  
Senator Janis Lee  
Senator Chris Steineger  
Representative Mike Burgess  
Representative Nile Dillmore  
Representative Harold Lane  
Representative Jim Morrison

#### Staff Present

Don Heiman, Legislative Chief Information Technology Officer  
Aaron Klaassen, Kansas Legislative Research Department  
Norm Furse, Office of the Revisor of Statutes  
Scott Wells, Office of the Revisor of Statutes  
Gary Deeter, Committee Secretary

#### Conferees

Denise Moore, Chief Information Technology Officer, Executive Branch  
Patrick Tierce, Enterprise Services, Division of Information Systems and  
Communications, Kansas Department of Administration  
Ivan Weichert, State GIS Coordinator, Kansas Information Technology Office  
Bill Roth, Chief Information Technology Architect, Kansas Information Technology  
Office  
Scott Rohleder, Director of Information Technology, Hays Medical Center  
Ken Abendshien, Director of Information Systems, Midwest Systems Data Center  
Mark Thurman, Chief Information Officer, Kansas Highway Patrol  
Steve Montgomery, Chief Information Officer, Kansas Bureau of Investigation  
Robert Waller, Executive Director, Kansas Emergency Medical Services Board  
Bradley Williams, Executive Director, KAN-Ed  
James Lyall, Associate Vice-Provost for Information Technology Services, Kansas  
State University  
Tony Folsom, Deputy Director, Division of Property Valuation, Kansas Department  
of Revenue

Deann Williams, Bureau Chief, Motor Carrier Services, Kansas Department of Revenue  
Carmen Alldritt, Director of Vehicles, Kansas Department of Revenue  
Dale Dennis, Deputy Commissioner, Kansas Department of Education  
Kathy Gosa, Director of Information Technology, Kansas Department of Education  
Jeff Scott, Chief Compliance Enforcement Officer, Kansas Department of Revenue  
Jim Garner, Secretary, Kansas Department of Labor  
Candy Shively, Deputy Secretary of Integrated Service Delivery, Kansas Department of Social and Rehabilitation Services  
Stephanie Mickelsen, Deputy Assistant Secretary of State, Business Services, Kansas Secretary of State

### **Thursday, November 20 Morning Session**

Denise Moore, Chief Information Technology Officer (CITO), Executive Branch, reported on the quarterly projects for July through September 2008 ([Attachment 1](#)). She said that, of the 34 active projects, 27 are in good standing, 3 are in alert status, 2 are in caution status, and 2 have been recast. She commented on several projects:

- The Kansas Department of Administration's (DOA) Financial Management System (FMS), a \$44.0 million project, has completed pre-planning and moved to implementation.
- The Attorney General's Office is planning a new Case Management System, the estimated cost to be \$490,000.
- The Kansas Corporation Commission (KCC), which presented its new Project 2010 at a previous JCIT meeting, has received Kansas Information Technology Office (KITO) approval. The project will be completed in May 2010.

Answering questions, Ms. Moore said that the KCC received high-level approval, that the project was funded from various fee funds, and that she would obtain further information regarding the project as to whether the project will reduce docket overload. She continued reporting on other agency projects:

- The Kansas Department of Corrections, following previous JCIT recommendations, created an Enterprise Architecture Project, which went active September 29 and will be completed May 2009 at a cost of \$500,000.
- The Kansas Emergency Medical Services Board's information system is 86 percent complete, with the pilot project going well. The project is funded entirely from fee funds.
- The Kansas Department of Health and Environment's (KDHE) planned Laboratory Information Management System, which will replace the aging HAWK system at an estimated cost of \$1.4 million, has yet to receive KITO approval.

- The Kansas Health Policy Authority (KHPA) has two new projects, the Data Analytic Interface Project (cost, \$2.3 million) and the Document Imaging Project (\$419,378); the latter, which will centralize all document imaging, was begun October 19, 2008, and will be completed January 2010.

Ms. Moore responded to several questions regarding KHPA projects. Details of the planned Eligibility/Enrollment System Project, a \$15.0 million to \$20.0 million project, are not yet available. KHPA is partnering with Kansas Social and Rehabilitation Services (SRS) on one aspect of the project called "Avenues." KHPA has yet to determine funding for the project, although the agency has obtained funding for the present year. Ms. Moore will provide line-item information later. Regarding the Kansas Highway Patrol digital video project, the Traffic Records Coordinating Council will explain further details at the December JCIT meeting. Ms. Moore continued with agency reports:

- The Kansas Department of Labor's (KDOL) Unemployment Insurance Modernization III Project has been working out problems with vendor IBM and has stopped making payments on the system until the project is back on track;
- The Request for Proposal (RFP) for the Kansas Lottery's On Line Gaming, Communications Network and Related Services has been completed; and
- The Kansas Racing and Gaming Commission has three planned projects: a financial reporting system, an integrated information system, and a casino infrastructure project.

Members expressed a desire to obtain more information regarding agency staffing to assure that casino operators provided accurate information. Ms. Moore continued with agency projects:

- Kansas Department of Revenue (KDOR) has three planned projects. Members expressed special interest in the costs and details of the prototype Drivers License Photo First Model Office project (cost, \$927,291, to begin January 2009 and be completed March 2010). The project has not yet received KITO approval;
- The new SRS Automated Medication Dispensing System at Larned State Hospital received high-level approval; however, the contract for the vendor was awarded prematurely. SRS central office has addressed the problem; and
- The Kansas Department of Transportation's (KDOT) Financial Management System Integration Project will not be replaced by DOA's FMS; KDOT's system is much more complex.

A member requested information regarding how Emporia State's Enterprise Resource Planning System is related to Wichita State's Banner system. Another member requested the total cost of all completed projects for the past three years.

Patrick Tierce, Enterprise Services, Division of Information Systems and Communications (DISC), DOA, briefed the Committee on Kansas' wireless architecture and services ([Attachment 2](#)). He explained how wireless works in the Capitol, the various permutations of the system for different agencies, and access points in the Capitol Complex. Answering a question, Terri Clark, Data Center Manager, Computer Services, Legislative Administrative Services, said legislators have their own virtual private network (VPN).

Ivan Weichert, State GIS (Geographic Information Systems) Coordinator, KITO, reviewed the functions of the GIS and the Data Access and Support Center (DASC), noting that GIS architecture is aligned with the Kansas Strategic Information Management Plan ([Attachment 3](#)). He provided examples of support for various agencies, such as providing data for KDOR's Streamlined Sales Tax Project and the Computer Assisted Mass Appraisal (CAMA). He related various ways that GIS is able to assist local units of government, noting that Kansas has 8,000 separate taxing units. Answering questions, Mr. Weichert said when counties realize how many services GIS can provide for them, they are more willing to share their data. He replied that water data is a significant part of GIS services and that Kansas GIS is one of the best success stories in the nation.

### **Afternoon Session**

Bill Roth, Chief Information Technology Architect, KITO, reported on his survey of imaging activities in various state agencies ([Attachment 4](#)). He noted that imaging activities include document input from hard copy and document management, the latter integrating document images with other content to carry out business processes. The entire process includes scanning, storage, indexing, retrieval, version control, and security. Answering questions, Mr. Roth said meta-tags are done manually, that some indexing is done full-text, and that different agencies use different systems. He noted that hosted solutions are better for some smaller agencies. He responded that 36 agencies use document imaging and that four vendors dominate the imaging field. He replied that about half the agency systems can share data with other systems. He explained that costs range from about \$10,000 into the millions and that set-up and training costs are significant with imaging systems.

Scott Rohleder, Director of Information Technology, Hays Medical Center, presented information regarding the Medical Center's use of technology in health care ([Attachment 5](#)). He explained how electronic medical records, interoperable electronic health records for local clinics, report distribution for referring physicians, and a regional physician portal have streamlined health-care delivery, lowered costs, and improved communication among regional physicians, local clinics, and 25-plus community hospitals. A member expressed amazement that the system cost was only \$2.5 million. Mr. Rohleder replied to a question that the system does not yet link to Emergency Medical Services.

Ken Abendshien, Director of Information Systems, Midwest Systems Data Center, continued the report, saying that the Hays Medical Center sponsors hosted services for community hospitals. He commented that the present need is for the clinical professions to adopt standardized assessment terms. Don Heiman noted that standards usually are developed by professional organizations working from a common vision and creating best practices policies. He said universities and licensing bodies also play a part in developing standards. Mr. Abendshien replied to a question that Medicare requires certain documents, but does not set standards.

Mark Thurman, Chief Information Officer, Kansas Highway Patrol (KHP), reported on the In-Car Digital Video Camera Project ([Attachment 6](#)). He said the present VHS analog equipment has no vendor support; the new system will provide DVD technology, useful for training and for court cases. He said the \$2.7 million system will be completed in December 2009. Mr. Thurman also gave a PowerPoint presentation on the Kansas Law Enforcement Records System, a collaborative effort among KDOT, the Kansas Bureau of Investigation (KBI), Kansas Criminal Justice Information System (KCJIS), and KDOR. He illustrated the efficiency of the system in assisting law enforcement officers to develop accurate records. Terry Maple, Superintendent, KHP, responding to questions, said the cost for the in-car video would average about \$5,000 per car. Mr. Thurman replied that WatchGuard is the leading national vendor for mobile video systems.

Commenting on a planned project, E-Citation, Mr. Thurman said KHP will collaborate with KCJIS to develop an electronic ticket; he noted that legislation would be needed to omit the signature on the citation.

Steve Montgomery, Chief Information Officer, KBI, briefed Committee members on the Central Message Switch Upgrade and the Kansas Incident-Based Reporting Replacement (Attachment 7). He explained that the message switch handles 300 different transactions, a total of 2.5 million per month, connecting Kansas criminal justice users to national, interstate, and state-level data sources. He stated that the current system, built in 1998, is obsolete, excluding the KBI from current technology such as XML and disallowing national grant funds. To upgrade to Computer Projects of Illinois OpenFox Messenger and Gateway switch will cost \$300,000 and take about a year to implement.

Regarding the incident reporting replacement, Mr. Montgomery commented that the KBI is assigned to collect statewide crime data for the FBI. The replacement system will allow the KBI to use data for more than statistical reporting and will provide integration into other data systems, such as the KCJIS Data Exchange Project. A needs assessment was completed; the next steps are to complete a technical architecture and identify funding for continuation of the project. He estimated the project costs exceeding \$4.0 million and a completion date extending five to six years.

Robert Waller, Executive Director, Kansas Emergency Medical Services Board, gave a status report on the Kansas Emergency Medical Information System, a project to report ambulance incidents statewide (Attachment 8). Mr. Waller said the project, initiated by SB 546 and approved by KITO on July 17, 2008, has contracted with vendor Image Trend to implement the project; Phase I selected 28 services. Later 25 more services were added, with another 25 to be added each six months. Local services can participate at no cost unless they want to obtain a mobile unit; hospitals pay a one-time fee to participate. Answering a question, Mr. Waller said participation is voluntary; a few services, mostly in the larger cities, have not been willing to participate.

Terri Clark updated the Committee on legislative e-mail, explaining that the data center would be converting from GroupWise to Microsoft Exchange e-mail during the second week of December 2008. She said the Legislative System Review Team and the Legislative Coordinating Council had approved the conversion.

*The Committee minutes for October 6-7 were approved. (Motion by Representative McLeland, seconded by Representative Lane)*

**Friday, November 21  
Morning Session**

Bradley Williams, Executive Director, KAN-Ed, reported on a recent funding study, explaining that the study recommends that KAN-Ed be fully funded by the Kansas Universal Service Fund (KUSF); presently the \$10 million in operation costs are shared: KUSF, \$8.0 million; State General Fund (SGF), \$2.0 million. Mr. Williams requested that the JCIT consider a legislative initiative to return KAN-Ed to being fully funded by KUSF. He said that the KCC, which authorizes eligibility, has ruled that KAN-Ed is eligible for KUSF funds. He noted that regulatory changes now require Voice-over Internet Protocol (VOIP) users to pay into the KUSF, assuring stability for the fund; he further noted that the 833 members across the state depend on KAN-Ed services. He commented that the availability of federal funds through e-rate is unpredictable, but can be used to build KAN-Ed's statewide Advanced Virtual Private Network, labeled KAN-Ed 2.0, which will, among other things, provide the backbone for the Health Information Exchange (Attachments 9 and 10).

Mr. Williams responded to a number of questions:

- The e-rate monies will be used for grants;
- Administrative costs for KAN-Ed run about 7-10 percent;
- E-rate grant requests for FY 2008 and FY 2009 are each \$1.5 million;
- Bandwidth pricing is established by AT&T, not KAN-Ed;
- Local members can use local resources rather than KAN-Ed connections, but usually KAN-Ed is lower than local resources for T-1 lines;
- KAN-Ed pricing includes hardware such as routers and QOS support; KAN-Ed can usually provide better pricing than local entities are able to; and
- If KAN-Ed is abandoned, members would not be able to match resources and price elsewhere.

James Lyall, Associate Vice-Provost for Information Technology Services, Kansas State University, gave a status report on the Mainframe Data Archiving Project, which converts databases to Oracle (Attachment 11). He commented that the project will significantly reduce costs by using only internal resources. The project will begin December 2008 and be completed June 2009.

Tony Folsom, Deputy Director, Division of Property Valuation, KDOR, provided a progress report on the new CAMA system, which, under Tyler Technologies, is phasing in Orion in the remaining 95 counties (Attachments 12, 13 and 14). Orion is a centrally hosted prototype to offer counties a choice of central hosting or installing the software on a county's local system; to date 52 counties are using the hosted software. Field staff are available to assist counties for installation and training. The system, with costs of \$1.2 million for FY 2008 and FY 2009 (paid from the VIPS-CAMA fund), is scheduled for completion by December 2010.

Deann Williams, Bureau Chief, Motor Carrier Services, KDOR, reviewed the replacement of the Kansas Apportioned Information Registration System with the new Kansas Apportioned Registration Data System, a system for registering interstate trucking (Attachment 15). She said that,

following an RFP in October 2006, the contract was awarded to 3M in December 2006. The federally funded project was tested and accepted as complete June 10, 2008.

Carmen Alldritt, Director of Vehicles, KDOR, provided information on the pilot program Photo First Model Office (Attachments 16 and 17). She explained that, after the year's pilot project is evaluated, it will be rolled out to all 37 Kansas driver's license offices and 76 county treasurers' offices. The project is a response to the federal REAL ID requirements, and nearly all the cost of \$933,335 will be funded by a Department of Homeland Security grant. She said the pilot will test the process of driver's license renewal: taking a photo first, then asking for verification documents. She noted that the new system will exchange data with KDHE and will be interoperable with the System Alien Verification Exchange. She stated that the subsequent rollout, through the authority of SB 23, will add \$4 to each renewal fee, the funds going into the VIPS/CAMA fund for the project.

Members raised many questions regarding the project, to which Ms. Alldritt gave the following answers:

- Kansas does not recognize common-law marriage unless a document is provided by a judge;
- Juveniles can offer proof of residence through school records;
- The scanned images will be stored at KDOR and, to meet federal requirements, also at KDHE;
- The Social Security number will determine a woman's identity if she has had several married names;
- The original federal grant is for the pilot program. Another \$50 million will be available next year to be divided among states implementing REAL ID;
- KDOR will sign a sole-source contract with Digimark for implementation of the project beyond the pilot program;
- Kansas is far below most states in the per-card cost of a REAL ID system, and most states are not receiving as thorough a product as is Kansas; and
- The federal deadline for REAL ID is 2017; Kansas is far ahead of the target date.

Glen Yancey, IT Architect, KDOR, answered other members' questions:

- KDOR retains the photo image; the system references the KDHE data only for verification;
- Images are compressed to reduce storage costs;
- KDOR needs immediate verification of identity; the new system will provide it;
- Digimark, even though it is the sole-source vendor, is providing comparable costs from other vendors to assure KDOR that its costs are competitive; and
- KDOR owns the data, but Digimark owns the software.

A member commented that one of the most important issues was to assure that the new system is interoperable. Another member suggested that county appraisers could provide verification of physical addresses electronically so that paper was not essential.

Dale Dennis, Deputy Commissioner, Kansas State Department of Education (KSDE), reviewed the Enterprise Data System to Support Decision-Making and Reporting Project, saying it was on schedule and within budget parameters ([Attachment 18](#)). He stated that the project is beginning Phase 3, which will verify ETL processes (Extract, Transform, Load) to load data into the Enterprise Data Warehouse.

Kathy Gosa, Director of Information Technology, KSDE, illustrated the enterprise architecture, picturing the collection systems, the data warehouse, and the business uses for the data. She commented on the original system, the new processes completed, and the work in progress ([Attachment 19](#)). Answering questions, she replied that individual schools send data to the district office, which signs off on it before sending it to KSDE. Standards for data and metadata were developed in consultation with school districts and experts in the field. The new data will be online within a year.

At the request of the JCIT, several agencies presented information regarding call centers.

Jeff Scott, Chief Compliance Enforcement Officer, KDOR, outlined the Automated Call Distribution (ACD) at the agency ([Attachment 20](#)). He said historical data are used to estimate call volume and alarms notify staff so that queue waiting time is minimized. He stated that the agency has achieved a 95 percent answer rate with the average wait time one minute six seconds. A member noted that the wait rate is misleading, since a customer must negotiate a selection menu before the wait time rate is started. Mr. Scott stated that, using Mosaic 9.1 software with a predictive dialer system, the call center handles both inbound and outbound calls and can create call campaigns to disseminate information to large audiences. A member commented that the statistics belie his experience, since some listed numbers do not make connection with any KDOR office and that the menus are confusing. Raf Lorie, Acting CIO for the call center, said he will verify the member's assertions and correct any problems.

Jim Garner, Secretary, KDOL, explaining the evolution of the agency's call centers, said that recently the call centers in Wichita and Kansas City were centralized to the Topeka office. Noting the 80 call center staff, he said call volume for inbound initial claims totaled 83,838 and outbound calls totaled 98,848 for FY 2008. The agency uses VOIP rather than 800 numbers, saving the agency about \$500,000 per year. He stated that the new Interactive Voice Recognition System will make it easier for callers to obtain information quickly, and that a web chat will be initiated soon ([Attachment 21](#)).

Candy Shively, Deputy Secretary of Integrated Service Delivery, SRS, presented information on two call centers, the Kansas Protection Report Center and the Child Support Enforcement (CSE) Customer Service Center ([Attachment 22](#)). She stated that the Protection Report Center has operated statewide for 10 years using toll-free numbers and in FY 2008 received 53,000 calls regarding children and another 14,000 regarding adults. She explained that a new system initiated September 1, 2008, utilizes a single 800 number, which is automatically routed to appropriate regional offices using the caller's area code. The CSE Service Center was established in 2007 to provide better customer service and to more efficiently allocate staff resources. Using Nebraska's system as a model, the agency contracted with 800-USA to handle routine calls, allowing SRS staff time to deal with more complex issues. She noted that 75 percent of the calls are resolved without use of SRS staff.



Stephanie Mickelsen, Deputy Assistant Secretary of State, Business Services, Kansas Secretary of State (SOS), briefed the Committee on the SOS Customer Service Center, which handles about 5,000 calls per month except during April, when about 7,000 calls are received (Attachment 23). She said 96 percent of calls are answered by staff. She observed that many callers misinterpret the office of the Secretary of State and have questions relating to other agencies; she said SOS staff often can answer the questions without referring the caller to another agency.

The next meeting is scheduled for Monday and Tuesday, December 8-9, 2008.

Prepared by Gary Deeter  
Edited by Aaron Klaassen

Approved by Committee on:

December 9, 2008

(Date)