



Regular Meeting of the ITEC
June 9, 2020
Minutes

The Regular Meeting of the ITEC was held on June 9, 2020 Virtually using Microsoft Teams. This meeting was properly noticed and posted in the Kansas Public Square prior to the meeting. <https://publicsquare.ks.gov/>.

Board Members:

DeAngela Burns-Wallace, Executive Branch CITO
Kelly O'Brien, Judicial Branch CITO
Alan Weis, Legislative Branch CITO & Chairman
Larry Alley, Senate Ways & Member #1
Tom Hawk, Senate Ways & Means Member #2
Emil Bergquist, House Govt Tech & Security Committee #1
Jeff Pittman House Govt Tech & Security Committee #2
Greg Gann, County Representative
Judy Corzine, Private Sector Representative

Duncan Friend, INK Network Manager
Steve Funk, Board of Regents IT Director
David Marshall, KCJIS
Dr Lee Norman, KDHE, Cabinet Agency Head #1
DeAngela Burns-Wallace, Dept of Admin, Cabinet Agency Head #2
Erik Wisner, Non-Cabinet Agency Head #1
Alexandra Blasi, Non-Cabinet Agency Head #2
Mike Mayta, City Representative
Vacant, CITA (Non-voting) Board Secretary

THIS MEETING IS IN COMPLIANCE WITH
SENATE BILL 56 THAT AMENDED K.S.A. 75-7202.

OPENING CEREMONIES – CALL TO ORDER

Chairperson Kelly O'Brien called the meeting to order at 1:31 pm.

Shelly Bartron took Role Call

Present: DeAngela Burns Wallace, Kelly O'Brien, Alan Weis, Senator Tom Hawk, Representative Emil Bergquist, Representative Jeff Pittman, Greg Gann, Judy Corzine, Duncan Friend, Steve Funk, David Marshall, Erik Wisner, Alexandra Blasi, Mike Mayta

Note: Some members joined the call after role call was taken.

Absent: Senator Larry Alley & Dr. Lee Norman

APPROVAL OF AGENDA

Motion to Approve Agenda by Senator Tom Hawk as written. No amendments or added agenda items.

Seconded by Secretary/CITO DeAngela Burns-Wallace, no discussion, all in favor. Approved as written.

APPROVAL OF MINUTES

Motion to Approve Minutes from March 9, 2020 by Representative Emil Bergquist as written. No amendments or added agenda items. Seconded by Senator Tom Hawk, no discussion, all in favor. Approved as written.

ADVISORY BOARD UPDATES/EDUCATION SEGMENT:

ITAB Update

An update from the Information Technology Advisory Board meeting held May 19 was given by CITO DeAngela Burns-Wallace.

The ITAB meeting was a virtual meeting and had about 60 participants on the call. Samir Arif provided a review of what has happened in the legislature to date. Cole Robinson provided an overview of the state's accessibility requirements and available assistance. Alan Weis, Legislative CITO, provided an overview of the projects planned and in progress for the Legislative branch this year. Matt Veatch gave an overview of Email Guideline 6401 that will be presented later in the meeting agenda today. The group also had a discussion regarding the COVID response and documenting the lessons learned for future projects, planning and response improvement.

Action Item Log Update

CITO DeAngela Burns-Wallace provided a review of the outstanding action item log:

Topic	Date Assigned	Owner	Status
OITS Legislative Liaison (Courtney Fitzgerald) will work with Representative Pittman to draft and present proposed legislation for statutes regarding House membership changes.	3/5/2019	Representative Pittman / Courtney Fitzgerald	Representative Pittman stated that the legislative leadership is ok with the current members that have been appointed and don't have any need to change things at this time. Legislative language can be looked at further prior to next session.
DeAngela Burns-Wallace is to re-establish the ITIMG (Information Technology Identify Management Group).	6/20/2019	DeAngela.Burns-Wallace@ks.gov	DeAngela Burns-Wallace reviewed previous notes when this directive was given. She is working on some background research on the state's current status and will then make a proposal when that work has been done.
Obtain a legal opinion regarding deleted or junk email policy	3/10/2020	DeAngela.Burns-Wallace@ks.gov	DeAngela Burns-Wallace received legal feedback and has been incorporated into what Matt will present today.
Review and make edits to Policy 6401 in regard to mentioning specific vendors.	3/10/2020	Matt Veatch	Will be addressed by Matt in his presentation

PRESENTATIONS - DISCUSSION AND POSSIBLE ACTION

Email Guidelines 6401 Presentation

Matt Veatch, State Archivist for the Kansas Historical Society, gave a review of the work conducted by the assembled policy committee. The group took into account the changes requested at the March ITEC meeting, including the removal of specific email vendors and incorporating legal feedback. (see attached policy document)

Questions:

How does the email guidelines impact a document management policy?

Historically in KS, ITEC and the state records board have elected to call out email specifically as part of managing records in Kansas. There is no overall document management policy for the state. Each state agency maintains their own policies. The KS Historical society determines record retention recommendations for each agency and it is up to each agency to develop policies and procedures to implement these recommendations.

Action:

Representative Jeff Pittman made a motion to adopt the Email Guidelines 6401 as presented
CITO Burns-Wallace declared a second.

Discussion - none

The motion passed without opposition.

COVID-19 Response Update

CITO DeAngela Burns-Wallace provided an update regarding the state's response to the COVID-19 pandemic.

Our agencies have been responding to a situation that has never been experienced before. The short downtime of 2-4 weeks between mid-March to April allowed IT to make significant changes to allow for remote work and provision of citizen services in a new manner. This included firewalls, VPN, hardware, etc. We feel that the Executive Branch reached about a 75% remote work figure. Some agencies were able to achieve nearly 90% and that is just due to the type of work conducted.

We are now in the "new normal" but are not settling in a steady state. We are using this opportunity to assess our shortfalls and systems and determining what needs to be done over the next few months in case we need to revert to a remote situation this fall/winter again.

Microsoft Teams is our current platform. We have trained more than 2,000 employees to date. Microsoft partnered with the state using their trainers across state government. This software isn't just for video meetings but is also for project management and document sharing.

Most agencies still have a significant number of staff working remotely and will begin to gradually bring people back in the offices in July while still maintaining social distancing.

Questions:

Will you be systemic as to how and when staff return to the office?

Agencies are reviewing all staff and roles now and determining who, how and when staff need to return to the office. Agencies are also implementing telework policies for those that may work differently moving forward.

What is the status of upgrading KDOL's platform? (Senator Hawk)

Currently, they are making the necessary programs and changes coming down from the Federal guidance. These changes will still take another 2-4 weeks. KDOL also experienced a CIO change in the midst of all of this with the previous CIO accepting a new role back in February. They plan to finalize their feasibility study and submit all of their project documentation as the new CIO gets on board.

Does ITEC need to make an adjustments or changes to better enable remote work? (Representative Pittman)

There is a state remote work policy and other agencies have their own. As we look at those, we have found that IT related items aren't laid out as explicitly as they should be in those policies.

****Added Action Item #19 for agencies to review existing policies and capabilities and document needs moving forward.****

Will our IT organizations be able to make use of the CARES Act funding? I feel like some of that should go to IT infrastructure. (Representative Pittman)

We feel like we will be able to utilize some of this funding. To be able to better enable telework capabilities for agencies to provide services. We are seeking additional guidance to see if anything else fits. The SPARK committee is also looking at a broadband piece that could also fit into this.

We have an opportunity to look at disruption and surge capacity. How do we look and understand where we are vulnerable for the next surge? What might be a policy or goal we could implement to prevent these capacity constraints in the future? (Representative Pittman)

This is very in line with the work that we are currently doing with these lessons learned. We will take this as an action item to capture where we are constrained. We are currently looking to get a landscape overview of our architecture over the next couple months so that we can identify these things moving forward.

****Added Action Item #20 to discuss strategy for statewide inventory of IT capacity and failure-risk identification.****

Where is the state in relation to soft phones? (Erik Wisner)

We know we need soft phone capabilities. We are doing the work now to figure out the needs and how to roll out these solutions moving forward. This was the earliest and most immediate needs experienced by this crisis response.

As a standards board, how can we create a type of framework or risk assessments to provide guidance moving forward? (Representative Pittman)

Alan Weis mentioned the importance of the state architecture and the first step is conducting an all-encompassing inventory of what we have and their current capacities.

STAFF REPORTS - DISCUSSION AND POSSIBLE ACTION

Legislative Update

Session ended early due to COVID crisis

Legislature returned briefly for Sine Die where an emergency response bill was passed

Governor Kelly vetoed this bill and called for a special session

LPA committee authorized an audit documenting the Department of Labor's response to the COVID emergency and CARES Act requirements

COMMENTS FROM BOARD MEMBERS

CITO O'Brien – This pandemic has showed that remote work is not as scary as anticipated. We may not have had all of the policies and structure to make it as easy as possible, but we will get those in place moving forward. This shutdown has greatly slowed the Judicial Branch's ability to implement the statewide case management system. We have also seen that some courts are better enabled to work remotely than others. The people are unified court system but the facilities and equipment are county funded. There will be a few grant programs available to help those counties that aren't set up for remote working. Doesn't think that we will ever go back to where we are all sitting in an office for 40 hours a week.

CITO Burns-Wallace – Where the Executive Branch sits in terms of financial impact is that we are trying to best understand where we are for expenses and contracts. We are waiting to see where the financial estimates land. We are

currently working through some big projects like a data center migration. We need to continue with these vital infrastructure projects as we see what can happen due to outdated technology in an emergency.

CITO Weis – Legislature transitioned to remote work in March. Nearly all staff is already set up for remote work due to the nature of the Legislature’s business. May 21 ended the biennium with Special session June 3-4. The legislative staff will now be closing out the biennium, including bill and resolution, calendars, legislation summary, state updates, etc. In the interim, there will be various special committees using the current system. Staff will also be working to upgrade the systems for the 2021-2022 biennium. Will be replacing legislator laptops and replacing legislative printers. They will also be revisiting the COOP plans and remote work plans for the future. LAS takes direction on budget from the LCC.

Steve Funk – Regents had been exploring the idea of remote work. Realized that the need for office space is very different than prior to the pandemic. Conference rooms now may be too small to incorporate social distancing. Great that universities already had remote teaching infrastructure in place, they just needed to adjust the scale. Repopulation of the campus is much more difficult than the initial depopulation. Repopulation is challenging due to the future unknowns.

Mike Mayta – Went faster due to the size initially had 500+ remote working and now it is down to 250 remote working. Cautions everyone as staff will return to their previous way of business even though those may not be as safe or efficient. Don’t give up the efficiencies and the good gains experienced during this time.

If you could do anything differently knowing what we know now? (CITO Burns-Wallace)

Trying to make sure the sure environment and equipment looks like what we would want (Mike Mayta)

Having a stable broadband statewide (Steve Funk)

Are we going to try and standardize meeting platforms? (Senator Hawk)

Both and... We as the Executive Branch are encouraging Teams as it is included with O365 and includes much more than the virtual meeting capabilities. Zoom and others are also great as long as they are secure and meet state requirements.

Alan Weis – ITEC could draft some guidelines for teleconference platforms and how to use them moving forward.

Joe Mandala (KBI) – There could be an opportunity for all of these systems to talk to each other due to the common transmission standards they use. Not sure if there is a tool available to do that.

** Added Action item #21 to explore options for integration of commonly used tele-conferencing platforms.**

Greg Gann – Had the capacity but had never tested it. Was able to get everyone remote quickly. They had multiple solutions used from Zoom to WebEx and Goto Meeting. It is essential to have SMEs to teach the rest of the staff how to use the technology and share the ground rules to interact using the technology. Moving back to the office will be much more difficult. Staff is currently working really well remotely and are more productive than they were prior.

Megan – Archivist from Historical Society – we all need to do a better job of considering records management as they way we work changes and new tools come about? Surprised by how little the historical society is contacted by agencies to assist with records management policies and record retention schedules. Historical society is the permanent records custodian for the state and wants to advocate for their services and abilities.

Action Item – Have historical society come back and discuss what exists and how they can help. They may also want to review current ITEC policies

COMMENTS FROM THE FLOOR BY THE PUBLIC

Not Applicable

CLOSING REMARKS

Transition of Chair

Annually, the position of ITEC Chair is to rotate between the three CITO's per KSA 75-7202. Alan Weis, Legislative CITO, will begin his role as chair beginning at the September meeting.

New Action Items

19. Review possibilities for need of new policies related to remote work. (DBW and Sara Spinks)
20. Discuss strategy for statewide risk identification for potential capacity constraints or high-risk of failure systems and the role of ITEC (3 CITO's)
21. Research possibility of integration tool for video conference platforms as well as security direction (ITAB)
22. Historical Society presentation regarding records policies and how they assist agencies (Megan and Matt)

ADJOURNMENT

Adjourned at 3:25 p.m.

NOTE: Any individual with a disability may request accommodation in order to participate in committee meetings. Requests for accommodation should be made at least 5 working days in advance of the meeting.

Public attendees that were visible in participant list.

Those that called by phone were not identified.

Cole Robison, OITS
Carolyn Bogan, OITS
Kelly Johnson, KHP
Mark Abraham
Ethan Anderson
Andy Sandberg
Ben Errebo
Bob Doane
Mike Wilkerson
David Miller
Kristy Nissley
Tom Sparling

James Adams, KIC
John Cahill, KPERS
Joe Mandala
Hope Burns
Cindy Green
Kevin Comstock
Jason Dickson
Eric Theel
Glen Yancey
Ken Nelson
Chris Rodriguez
Matt Veatch

Shelly Bartron, OITS
Courtney Fitzgerald, OITS
Sara Spinks, OITS
Samir Arif
Adrian Guerrero
Jeff Neal
Joe Mandala
Katrin Osterhaus
Jeff Maxon
Julie Niehues
Megan Rohleder

ITEC BOARD MEMBERS



Kelly O'Brien, Chairman thru 6/2020
Judicial Branch CITO



DeAngela Burns-Wallace
Executive Branch CITO



Alan Weis, Chairman eff. 7/2020
Legislative Branch CITO



Steve Funk
Board of Regents IT Director



Senator Larry Alley
Senate Ways & Means



Senator Tom Hawk
Senate Ways & Means



Representative Emil Bergquist
House Govt Tech & Security



Representative Jeff Pittman
House Govt Tech & Security



Dr Lee Norman, Secretary
Dept of Health & Environment



DeAngela Burns-Wallace, Secretary
Dept of Administration



Erik Wisner
Real Estate Commission



Alexandra Blasi
Board of Pharmacy



Mike Mayta
City of Wichita



Nolan Jones, Manager
INK Network



David Marshall
KS Criminal Justice



Greg Gann
Sedgwick County

VACANT BOARD SEATS



Judy Corzine
Private Sector Representative



Vacant
CITA/CTO, Board Secretary (Non-Voting)