



# 2021 EXECUTIVE BRANCH 3-YEAR IT PLAN UPDATE

Office of Information Technology Services

---

Submitted by DeAngela Burns-Wallace, Ed.D.

Executive Branch CITO

October 1, 2021



# CITO's Message



In accordance with the requirements set forth in KSA 75-7209 (c) and KSA 75-7210, attached is the 2021 Executive Branch Information Technology 3-year Plan.

This information contained in the 3-year plan is used to forecast and ensure appropriate infrastructure support and access to IT services for all Executive Branch agencies. We continue to evolve the format of this submission to better reflect the complexity and dynamic nature of our IT environment. This plan will evolve as the operations of state IT organizations mature, and as longer-term visioning becomes clearer.

Modernization of aging IT infrastructure has been a priority for many years, though the need to address out-of-date infrastructure was greatly magnified during the Covid-19 pandemic. In the midst of the pandemic, the state completed its transition to a cloud-managed data center. This project faced a series of setbacks in previous years, but through teamwork between vendors, agencies and executive branch leadership, the transition was completed in September of 2021.

With the support of the Governor and the Legislature, strategic investments were made in upgrading hardware infrastructure to support upgraded and modern systems. Additional strategic investments to modernize state systems will be needed in the future as technology and government operations change.

The pandemic affected all parts of state government operations, and Kansans needed government services in unprecedented numbers. To ensure proper social distancing, government service delivery moved to all-virtual, or hybrid models. Kansans expected to access government services in digital spaces during the pandemic, and this expectation significantly increased the demand on state agency IT systems. Providing digital government services will remain a model in the future, even after the end of the pandemic. State investment in IT resources will need to continue to focus on meeting the changing needs and expectations of the Kansans we serve.

Cybersecurity remains among the most pressing challenges facing federal, state, and local governments all over the country. The tactics of malicious actors have become more sophisticated, and with a greater reliance on digital services, there are more vulnerabilities for them to exploit. Addressing cybersecurity challenges will require focused attention from policymakers, but also strong collaboration between all levels of government, private business and critical infrastructure.

As you will see in the attached report, the future of executive branch IT operations will build upon the challenges we have faced, but will also underscore the need for strategic investment, thorough collaboration, and buy-in from policymakers and stakeholders.

This report is divided into three key sections. First, you will read through success stories through the Executive Branch. Next, is the Executive Branch IT Strategic framework with the aligned OITS 3-year IT Plan. The final section includes refreshed 3-year plans for each of the Cabinet agencies, updates on the non-cabinet agencies and Regent Institutions submissions.

On behalf of all the agencies represented in Executive Branch IT, I want to recognize the great work that state agency IT offices have undertaken under difficult circumstances. There will be challenges moving forward, but I am confident that we will meet those challenges and continue providing excellent service to the people of Kansas.



DeAngela Burns-Wallace, Ed.D.  
Executive Branch Chief Information Technology Officer

# Contents

<b>Success Stories</b>	<a href="#"><u>06</u></a>	<b>Non-Cabinet Submissions ( Cont'd)</b>	
Cabinet	<a href="#"><u>06</u></a>	Emergency Medical Services	<a href="#"><u>86</u></a>
Non-Cabinet	<a href="#"><u>09</u></a>	Examiners in Optometry	<a href="#"><u>90</u></a>
Regent	<a href="#"><u>12</u></a>	Fire Marshal	<a href="#"><u>92</u></a>
OITS	<a href="#"><u>14</u></a>	Healing Arts	<a href="#"><u>94</u></a>
<b>EBIT 3-Year IT Plan Format</b>	<a href="#"><u>17</u></a>	Hearing Aid Examiners	<a href="#"><u>97</u></a>
<b>EBIT Strategic Framework</b>	<a href="#"><u>20</u></a>	Historical Society	<a href="#"><u>98</u></a>
<b>OITS 3-Year IT Plan</b>	<a href="#"><u>23</u></a>	Human Rights	<a href="#"><u>104</u></a>
<b>Cabinet Submissions</b>	<a href="#"><u>24</u></a>	Indigents' Defense Services	<a href="#"><u>105</u></a>
Administration	<a href="#"><u>25</u></a>	KPERS	<a href="#"><u>108</u></a>
Aging and Disability Services	<a href="#"><u>28</u></a>	Mortuary Arts	<a href="#"><u>112</u></a>
Agriculture	<a href="#"><u>32</u></a>	Nursing	<a href="#"><u>113</u></a>
Children and Families	<a href="#"><u>37</u></a>	Office of the Governor	<a href="#"><u>120</u></a>
Commerce	<a href="#"><u>41</u></a>	Peace Officers Standards & Training	<a href="#"><u>123</u></a>
Corrections	<a href="#"><u>44</u></a>	Pharmacy	<a href="#"><u>124</u></a>
Health & Environment	<a href="#"><u>48</u></a>	Racing and Gaming	<a href="#"><u>126</u></a>
Highway Patrol	<a href="#"><u>52</u></a>	Real Estate Appraisal	<a href="#"><u>131</u></a>
Labor	<a href="#"><u>55</u></a>	Real Estate Commission	<a href="#"><u>132</u></a>
Revenue	<a href="#"><u>58</u></a>	Regents	<a href="#"><u>134</u></a>
Transportation	<a href="#"><u>61</u></a>	State Gaming	<a href="#"><u>136</u></a>
Wildlife and Parks	<a href="#"><u>64</u></a>	State Library	<a href="#"><u>138</u></a>
<b>Non-Cabinet Submissions</b>	<a href="#"><u>69</u></a>	Technical Professions	<a href="#"><u>141</u></a>
Abstracters Board of Examiners	<a href="#"><u>70</u></a>	Water Office	<a href="#"><u>142</u></a>
Accountancy	<a href="#"><u>71</u></a>	<b>Regent Submissions</b>	<a href="#"><u>144</u></a>
Bank Commissioner	<a href="#"><u>72</u></a>	Emporia State University	<a href="#"><u>145</u></a>
Barbering	<a href="#"><u>77</u></a>	Fort Hays State University	<a href="#"><u>147</u></a>
Behavioral Sciences Regulatory Board	<a href="#"><u>78</u></a>	Kansas State University	<a href="#"><u>150</u></a>
Citizens Utility Ratepayer Board	<a href="#"><u>79</u></a>	Pittsburg State University	<a href="#"><u>158</u></a>
Corporation Commission	<a href="#"><u>80</u></a>	University of Kansas	<a href="#"><u>160</u></a>
Cosmetology	<a href="#"><u>83</u></a>	University of Kansas Medical Center	<a href="#"><u>163</u></a>
Dental Board	<a href="#"><u>85</u></a>	Wichita State University	<a href="#"><u>166</u></a>

# Cabinet Success Stories

## KANSAS DEPARTMENT OF AGRICULTURE (KDA)



### > Data Center Migration

KDA migrated its data center to a new location on the Kansas State University campus. KDA, with guidance from the university, also began transitioning a portion of its servers to Microsoft Azure.

---

## KANSAS DEPARTMENT OF COMMERCE (KDC)



### > DocuSign Deployment

KDC deployed DocuSign for eSignatures which proved to be a huge asset during times when agency employees were teleworking due to COVID-19.

### > Transition to Remote Work

KDC moved all users from desktops to laptops to improve teleworking capabilities

---

## KANSAS DEPARTMENT OF CHILDREN & FAMILIES (DCF) KANSAS DEPARTMENT FOR AGING & DISABILITY (KDADS)



### > Data Center Migration

DCF completed its Data Center as a Service migration in July 2021 which included removing its hardware from Landon State Office Building and minimizing its infrastructure in Eisenhower State Office Building.

### > Virtual Contact Center Software

DCF entered a three-year contract with Accenture for Virtual Center Software AWS Connect to allow more staff to work remotely.

### > MS Azure Training

IT staff has begun training needed for the move to MS Azure.

### > Oracle Migration to Cloud

KDADS migrated its Oracle applications to the Oracle Cloud in January 2021.

### > Infrastructure Upgrades

KDADS completed infrastructure upgrades at Larned, Parsons and Osawatome state hospitals to prepare for implementation of the centralized Electronic Health Record (EHR).

---

## KANSAS DEPARTMENT OF TRANSPORTATION (KDOT)



- > **Migrated the agency's server infrastructure to a UniSys hosted data center**
  - > **Enabled remote work capabilities in response to the pandemic**
  - > **Completed virtual desktop pilot and began deployment**
  - > **Deployed a new search engine for agency intranet**
  - > **Redesigned agency intranet**
- 

## KANSAS DEPARTMENT OF REVENUE (KDOR)



- > **Security Infrastructure Upgrades**  
KDOR completed security upgrades to its remote offices' firewalls.
  - > **Modernize the National Motor Vehicle Title Information System**  
Through a federal partnership, KDOR modernized the system that protects consumers from fraud and unsafe vehicles and prevents the reselling of stolen vehicles.
  - > **Data Center Migration**  
KDOR migrated into multiple geographically separated tier 3 locations.
  - > **Completed mainframe modernization of vehicle rental tax.**
- 

## KANSAS DEPARTMENT OF HEALTH & ENVIRONMENT (KDHE)



- > **Deployed a customized Salesforce Contact Tracing system in partnership with Accenture**
- > **Migrated the agency's server infrastructure to a Unisys hosted data center and State of Kansas cloud environment**
- > **The KDHE Graphic Information Systems (GIS) team developed and deployed mapping applications and artifacts to show COVID data trends, hotspots, vaccine clinics and testing sites**
- > **Implemented KDHE Mobile Device Management for all KDHE mobile phones using the OITS InTune platform**

- > **Equipped seven conference rooms and three mobile carts with audio visual conference technology for virtual meetings**
- 

## KANSAS DEPARTMENT OF LABOR (KDOL)



- > **Implemented Identity Management Platform**

The implementation of the identity management platform reduced fraudulent claims and reduced the load on internal systems.

- > **Implemented New Federal Unemployment Programs**

The agency successfully implemented numerous new federal unemployment programs including extensions in timeline to existing programs.

- > **Progressing on Modernization of Unemployment and Tax System**

The ongoing project has completed a feasibility study, a high-level Kansas Information Technology Office, request for proposal documents and reviewed vendor submissions. The selection of a vendor is expected to occur in the fall of 2021.

---

## KANSAS DEPARTMENT OF WILDLIFE & PARKS (KDWP)



- > **Phone System Updates**

KDWP used \$75,000 in CARES Act funding to replace 11 out-of-date phone systems at different sites. In partnership with local internet service providers, KDWP also expanded Internet services in Cheney State Park, Sandhills State Park and Prairie Dog State Park. Cheney State Park now provides wireless internet for park patrons and staff.

- > **Agency Firewall Migration**

KDWP worked with the Office of Information Services (OITS) on a Saturday to migrate agency firewalls from Landon State Office Building to Eisenhower State Building. KDWP also migrated its public website from servers in Landon to the UniSys cloud and updated software in the process.

- > **Hybrid Commission Meetings**

KDWP worked with an audio consultant to provide video and audio from its commission meeting room to enable public interaction via online or by telephone. Prior to June 2021, commission meetings could be only held online via Zoom.

- > **Moved Tourism to the Kansas Department of Commerce**

Following Governor Laura Kelly's Executive Reorganization Order, the tourism division was moved to the Kansas Department of Commerce. In preparation, KDWP worked with Commerce, the Kansas Highway Patrol and OITS ensured all equipment and Office 365 accounts were migrated by July 1, 2021.



# Non-Cabinet Success Stories

## KANSAS BEHAVIORAL SCIENCES REGULATORY BOARD (KSBSRB)



- > Among the board's IT accomplishments, the board:
    - Launched My License Office, an online licensing database;
    - Created a YouTube channel to stream board and advisory committee meetings;
    - Obtained tablets to allow employees to continue to work on licensing practitioners;
    - Obtained soft-phone technology so that staff members could safely and securely call applicants while working remotely; and,
    - Began utilizing Desktop as a Service by replacing aging desktop computers with laptops and docking stations.
- 

## KANSAS BOARD OF REGENTS



- > The board worked with state purchasing to utilize an existing National Association of State Procurement Officials contract for phone service. This enabled the board to save time and resources that would have been spent moving through the full RFP process.
- 

## KANSAS EMERGENCY MEDICAL SERVICES BOARD (KBEMS)



- > KBEMS' 2021 highlights include:
    - Increasing cybersecurity awareness among staff, and
    - Enhancing the board's licensing management system which reduced workloads related to the paper processing of applications and freeing up staff who can provider end user support.
- 

## KANSAS STATE LIBRARY (KSL)



- > The library began implementing several changes that were indicated by its last post audit report including:
  - Utilizing the most recent version of Windows 10;
  - Enabling BitLocker encryption; and,

- Implementing multifactor authentication across Splashtop, the library's remote access service.

---

## KANSAS RACING AND GAMING COMMISSION (KRGC)



- > In 2021, the KRGC's accomplishments included:
  - Providing laptop devices and VPN services immediately to staff for remote work as the commission's continuity of operations plan had allowed for the stockpiling of laptop computers;
  - Utilizing collaborative contracts with KRGC contractors that allowed significant discounts for cellular service which enabled staff to work from home even if they did not have internet access;
  - Improving security awareness training which led to improved results during phishing tests;
  - Employing Tenable Nessus which has led to staff finding minimal vulnerabilities; and,
  - Transitioning to Office 365 and Microsoft Teams.

---

## KANSAS REAL ESTATE APPRAISAL BOARD (KREAB)



- > The board plans to complete implementation of a new database by November 2021.

---

## KANSAS STATE BOARD OF INDIGENTS' DEFENSE SERVICE (SBIDS)



- > In 2021, SBIDS:
  - Acquired new firewalls and servers needed for outlying offices which improved security protocols and productivity; and,
  - Implemented a telework plan (including acquiring laptops for all staff) that enabled the agency to more easily transition to remote work.

---

## KANSAS STATE BOARD OF NURSING (KSBN)



- > Early in the pandemic, the KSBN focused on meeting technical challenges because its workforce had never utilized teleworking. The KSBN's success was documented in the National Council of State Board of Nursing's In Focus, an e-magazine published by the national group. KSBN continues to be asked to provide feedback on other nursing regulatory bodies' operational plans and

has presented the “KSBN Story” at state and national virtual conferences in 2020 and 2021. The story can be found at:

[https://issuu.com/ncsbn/docs/infocus\\_summer2020-singlepages?fr=sMTM4MTE5MjU2Mw](https://issuu.com/ncsbn/docs/infocus_summer2020-singlepages?fr=sMTM4MTE5MjU2Mw).

---

## KANSAS STATE BOARD OF PHARMACY (KSBP)



- > The board’s five-year strategic plan enabled the board to quickly set up a remote workforce. The agency was one of the first state agencies to put out guidance on COVID-19 and was fully operational for remote work early in the pandemic.

---

## KANSAS OFFICE OF THE STATE BANK COMMISSIONER (OSBC)



- > In 2020, the agency pivoted towards a fully remote footprint in a single day and continued remote work for more than a year with nearly zero information technology complications. This is in large part due to the agency's continued allocation of resources to information technology and the preparedness of having staff equipped with the knowledge and tools to perform their jobs remotely. This allowed our mission of effective financial regulation to be unaffected by the pandemic and has opened the agency to new avenues of cost savings and employee benefits moving forward.
- > In March 2021, the Conference of the State Bank Supervisors performed its five-year accreditation review of the agency. The review noted that the OSBC's technology infrastructure and cybersecurity exceeded the accreditation standard to a notable extent and acts as a model for other states: "The Agency is commended for its extensive, cutting edge, well-funded technology and cybersecurity program that has been tested by external teams and found to be highly effective against external threats. The Agency IT department staff is skilled and very capable. Policies and procedures are thorough, and systems are regularly threat tested."

# Regent Success Stories

## EMPORIA STATE UNIVERSITY (ESU)



- > ESU successfully undertook several projects despite placing many projects on hold to support the university during the pandemic. Among its accomplishments, the university:
  - Retrofitted more than 100 classrooms for remote and hybrid instruction;
  - Provided laptops to more than 300 staff to accommodate remote work;
  - Completed in-house rebuild of Student Co-Curricular Portal;
  - Implemented eSignature Platform (DocuSign);
  - Implemented TeamDynamix - ITIL/ITSM for IT service management;
  - Implemented SMS/Nudge Communication for Student Advising; and,
  - Completed VoIP implementation.

---

## FORT HAYS STATE UNIVERSITY (FHSU)



- > FHSU is nearing completion of Workday, a five-year project to implement an Enterprise Resource Planning (ERP) system that replaces legacy administrative systems into a suite of applications that will link all components across the organization to a central data source.
- > The university also updated its classrooms for improved hybrid classes and expanded outdoor Wi-Fi access.

---

## KANSAS STATE UNIVERSITY (KSU)



- > KSU's Research Information Security Enclave, or RISE, was selected for inclusion in the 2021 EDUCAUSE Horizon Report | Information Security Edition, a national report that profiles key trends and emerging technologies and practices shaping higher education.

One of the innovative aspects of RISE is that that it leverages a cloud-based architecture to meet the federal controlled unclassified information safeguarding requirements. RISE also offers centralized management and oversight of expenses, while achieving economies of scale across all controlled unclassified information-related efforts at the university.

RISE enables K-State to meet contractual obligations and to be a trusted partner with other institutions as well as sponsors in safeguarding sensitive research.

## PITTSBURG STATE UNIVERSITY (PSU)



- > PSU has experienced several successes related to the pandemic as well as planned projects that align with the university's IT Strategic Plan. IT staff also continue to go above and beyond to meet student, faculty and staff needs. In 2021, the university:
  - Implemented a new exterior Wi-Fi system;
  - Developed a new degree audit and course catalog system in-house through a partnership with Academic Affairs;
  - Upgraded the University Police Department's security camera system;
  - Implemented the CircleIn app where students can study remotely, collaborate with peers, utilize group chats, hold video meetings or access other helpful educational resources;
  - Progressed toward a new Student Information System (SIS account) – beginning with a new financial aid module.

---

## UNIVERSITY OF KANSAS MEDICAL CENTER



- > The biggest success for the KU Medical Center's IT division has been its ability to meet the dynamic and changing needs of its campus as the pandemic has evolved. Faculty, staff and students have experienced gains in their work due to the flexibility of the IT systems and to the deployment of collaboration tools.

A second IT success that has started is the building of a virtual desktop infrastructure to allow for flexible computing for faculty, staff and students in a hybrid environment.

---

## WICHITA STATE UNIVERSITY (WSU)



- > Among WSU's successes in 2021, the university:
  - Transitioned to hybrid and remote instruction for students and remote/hybrid work for staff and faculty during the pandemic;
  - Expanded use of IT collaboration tools;
  - Implemented a standard catalog for end-user technology purchases;
  - Implemented more robust project management procedures; and,
  - Improved wireless networking across its campus.

# Office of Information Technology Services (OITS) Success Stories

OITS' accomplishments in 2021 included:

- > **COVID-19 Information Technology Enablement and Response**

Assisted the Kansas Legislature with its IT needs during the pandemic. OITS refreshed layer two equipment throughout the capitol to support the additional connected devices while providing services needed to assist with virtual meetings.



- > **National 2021 StateScoop 50 Awards**

Earned several nominations for the 2021 StateScoop 50 Awards which honors the projects and people driving state government technology and cybersecurity. CITO DeAngela Burns-Wallace, was honored with the State Leadership of the Year Award.

- > **National 2021 CSO50 Awards**

Honored with the CSO50 Award for implementing a security project that demonstrated outstanding business value and thought leadership. By implementing a centralized monitoring system, OITS captured and analyzed 56 billion logs in 2021 from state agencies, promoting a holistic, enterprise-wide approach to cybersecurity.

- > **National Governor's Association Policy Academy on Cybersecurity**

Selected as one of five states to help develop, refine and share best practices in cybersecurity governance.

- > **Strategic Framework Development**

Facilitated the development of an Executive Branch (EB) Information Technology strategic framework to guide all EB agency IT plans. Additional information can be found in the agency's three-year plan included in this report.

> **Financial Operational Improvements**

Simplified service rates to increase transparency with agencies and implemented new tools and processes, eliminating 16 hours of effort per month while improving the quality and quantity of financial information.

> **DNS Refresh and Security Enhancement**

Refreshed the OITS external DNS environment, replacing an older unsupported version.

> **Change Management using ServiceNow**

Stood up the Change Management process within ServiceNow for the Kansas Department of Labor (KDOL) and OITS.

> **Voice End User Device Refresh**

Replaced more than 8,000 Cisco VOIP handset devices that were no longer supported and were no longer covered for security vulnerabilities.

> **O365 Teams – Meeting Call-in Number Enhancement**

Purchased the Teams meeting call-in number enhancement (PSTN license) for all O365 customers in our tenant. This feature provides users with a dial-in capability to the Microsoft Teams meetings and created a much more feature-rich meeting service.

> **Network Access Layer 2 Refresh**

Refreshed a 10-plus-year-old network access layer switch hardware with new equipment that provides more secure and supportable services. OITS started migrating the switches for the remaining Phase 1 locations and have migrated 199 switches in 27 locations as of September 2021.

> **Unified End-point Management (UEM) – Mobile Device Management**

Utilized Microsoft Intune, which is part of Microsoft Endpoint Manager, for global configurations, agency training and enrollment of mobile devices. The service is available to all O365 customers with more than 1,250 devices being managed to date.

> **Eisenhower State Office Building Data Center – Migrations from Landon**

Repurposed the Eisenhower data center to host the remaining agency systems in Topeka that were not a fit for the Unisys-managed data center service. This data center also provides data center services for non-cabinet agencies not currently utilizing the Unisys service. The Eisenhower data center has sufficient environmental and power capabilities not found in the Landon State Office Building data center.

> **Soft Phone Roll-out**

Implemented Cisco Jabber for users with remote work needs outside of the standard state network. Call centers utilized this solution with a patch to the UCCX server and an upgrade to the existing expressway servers. OITS worked with 30 agencies to establish connectivity, update their active directory and create more than 4,300 soft phones.

> **Sophos (Antivirus) Migration to Cloud**

Migrated the on-premise Sophos anti-virus solution to a more robust cloud solution to offer an enterprise anti-virus solution for state agencies. The project included the global configurations, agency specific configurations and enrollment of workstations and on-prem servers. Currently, 26 agencies are using this service with 744 workstations and 88 servers enrolled.

> **Listserv Communications Migration to GovDelivery**

Replaced a legacy email distribution list solution, Lyris, with the Granicus GovDelivery vendor-hosted communications platform. The platform is more secure and offers more communication features and provides the ability for each agency to manage communications independently of OITS. Currently, 22 agencies are using this service.

> **2008 Server OS Upgrade**

Identified all OITS servers running on operating systems that had reached out of support status and performed a review of 103 servers resulting in 61 servers requiring attention. This project was completed a month ahead of schedule.

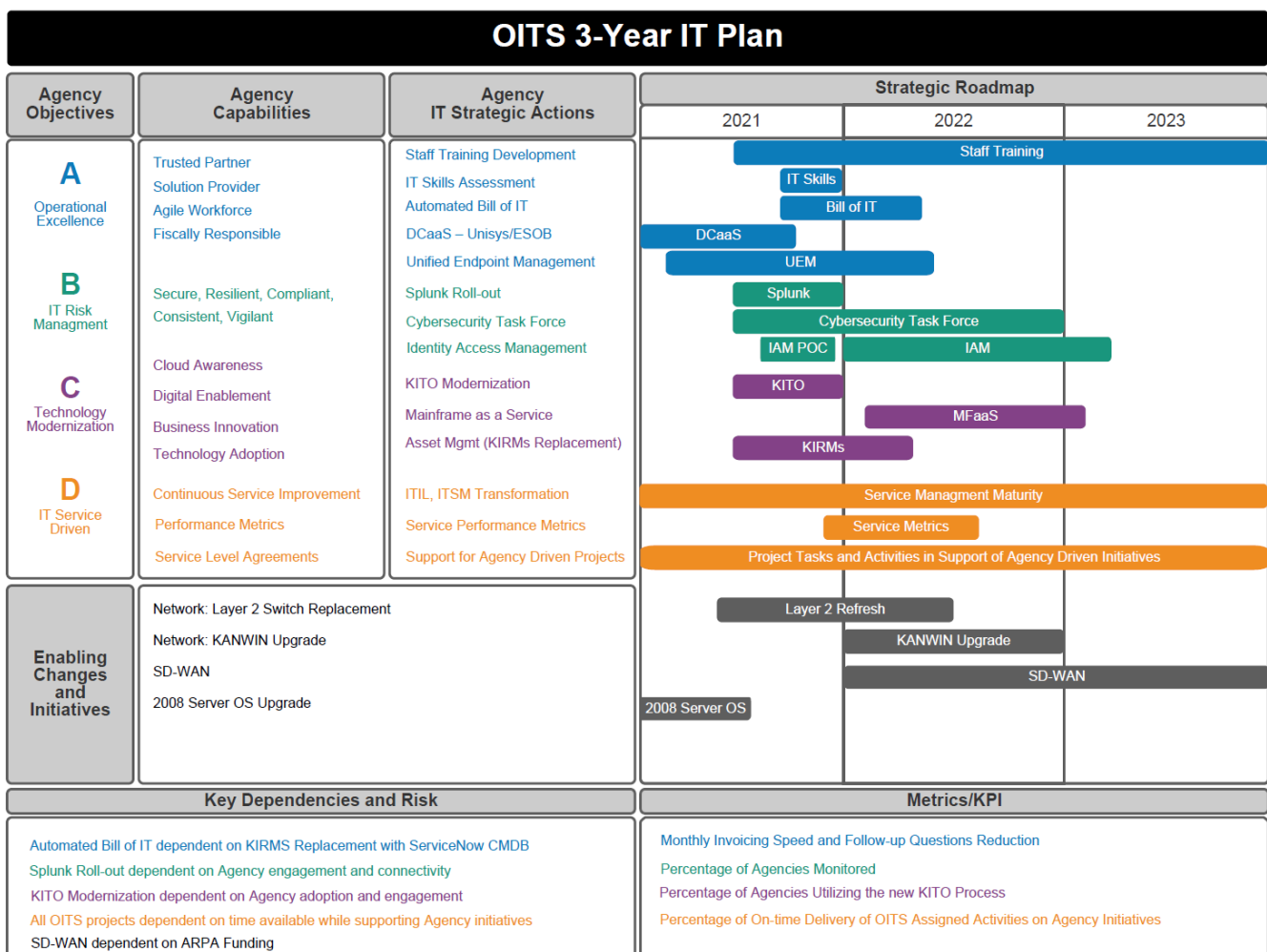


# Executive Branch 3-Year IT Plan Format

## Introduction

In this year’s 3-Year IT Plan, we are piloting a program with cabinet agencies to adopt a “One Page Plan” diagram. This diagram is for summarizing, visualizing, and communicating the link between agency objectives and IT initiatives. It defines a roadmap and shows what actions are required for agency IT to execute on agency objectives.

Example:

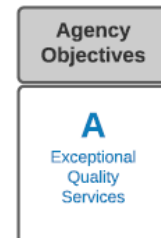


## Plan Diagram Components

Each plan diagram has 7 components: agency objectives, agency capabilities, agency IT strategic actions, enabling changes and initiatives, roadmap, key dependencies and risks, and metrics/KPI.

### **Agency Objectives**

Agency objectives are over-arching business objectives, these may be represented in the agencies mission, vision, goals, or objectives. Agency objectives are driven by the business of the agency and are what IT must support for the agency to achieve its mission.



### **Agency Capabilities**

Agency capabilities are changes, actions, or duties that are critical to the agency achieving its objectives. Capabilities listed will support at least one of the listed agency objectives.



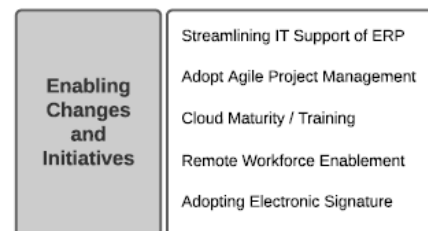
### **Agency IT Strategic Actions**

Agency IT Strategic actions represent high-level IT step, investments, or changes the agency must take to develop its capabilities. Actions listed will support at least one of the listed agency capabilities.



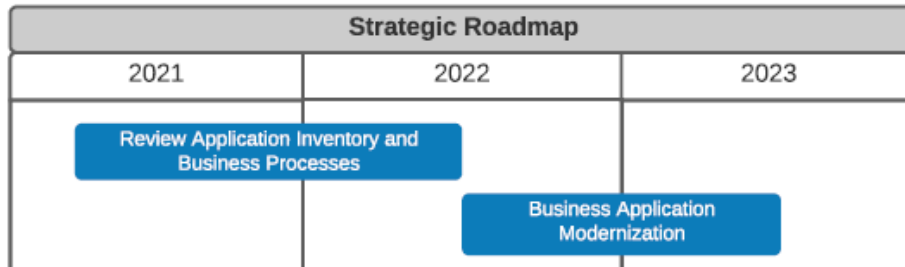
### **Enabling Changes and Initiatives**

Enabling changes and initiatives are architectural/operational actions required for IT to support the agency. These foundational initiatives are necessary to maintaining existing operations or enable new operations and are driven by IT.



## Roadmap

The roadmap is a visual timeline of IT strategic actions and enabling changes and initiatives. Each timeline is color coded to its parent agency objective.



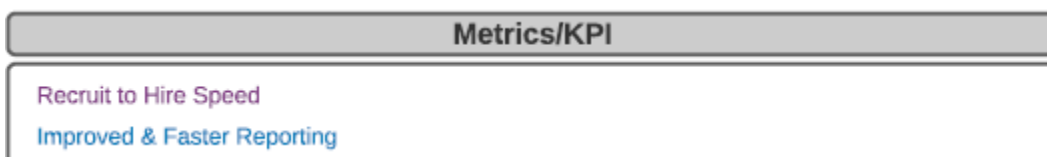
## Key Dependencies and Risks

Key dependencies and risks represent areas that an action depended upon to be successful or that would prevent the action from being executed.



## Metrics/KPIs

Metrics and Key Performance Indicators (KPI) show what will be used to measure the impact of the action or initiative.



## Plan Diagram In Use

In the following sections, OITS and cabinet agency 3-Year IT Plans are based in this new format. In future years, OITS anticipates this new format will be used for all Executive Branch 3-Year IT Plans.

## OITS 3-Year IT Plan

In the OITS 3-Year IT Plan diagram (page [23](#)), agency objectives align with the Executive Branch Strategic Framework described in the next section.

# Executive Branch IT Strategic Framework

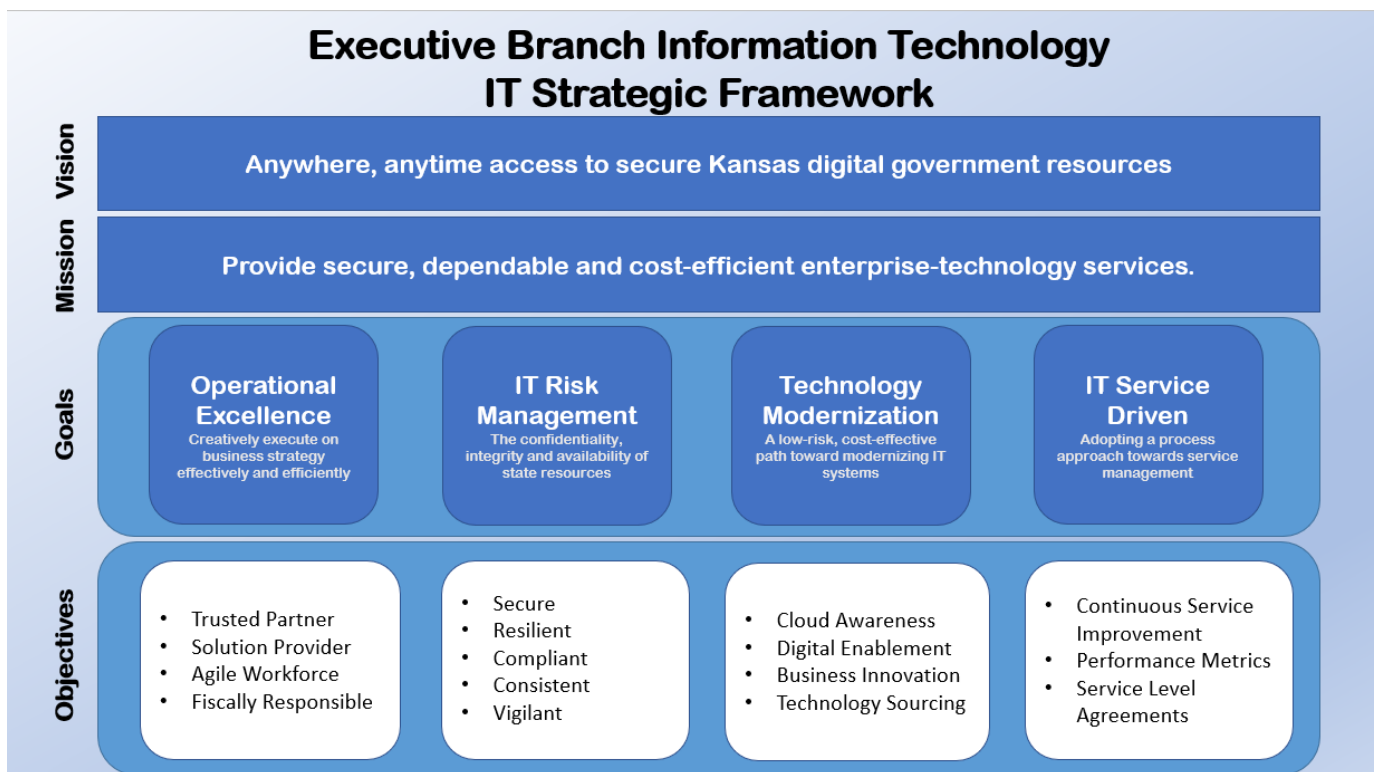
The Executive Branch IT strategic framework serves as a guide to ensure alignment of projects and initiatives with key goals and objectives to support the vision and mission of the organization.

**Vision:** Anywhere, anytime access to secure Kansas digital government resources.

**Mission:** Provide secure, dependable, and cost-efficient enterprise-technology services.

**Goals:** EBIT will achieve the vision and mission by focusing on four goals:

- Operational Excellence
- IT Risk Management
- Technology Modernization
- IT Service Driven



# Goals and Objectives

## Goal: Operational Excellence

Creatively execute on business strategy effectively and efficiently

Objectives:

- **Trusted Partner** - Diligently work with state agencies to develop a relationship based on respect, accountability, and success.
- **Solution Provider** - Leverage trusted partnerships to provide best-in-class solutions and services to state agencies.
- **Agile Workforce** - Develop a skilled and knowledgeable best-in-state workforce with a positive culture and attitude.
- **Fiscally Responsible** - Provide transparency and adopt procedures that ensure the appropriate level of monetary spend to maximize citizen investments.

## Goal: IT Risk Management

Ensure confidentiality, integrity, and availability of state's IT resources

Objectives:

- **Secure** - Develop a collective and enterprise-wide approach to cybersecurity to protect the state from the impacts of cyberattacks.
- **Resilient** - Design, build, and implement solutions and services that can survive disruptions and can be recovered to a known good state of operation in a quick fashion.
- **Compliant** - Ensure enterprise efforts abide by all applicable rules, laws, regulations, and policies while aligning with industry best practices.
- **Consistent** - Apply information security and risk management principles in a structured and uniformed manner across the enterprise.
- **Vigilant** - Design, build, and implement capabilities to seek out, identify, and remediate cyberthreats and vulnerabilities within the State of Kansas enterprise.

## Goal: Technology Modernization

A low-risk, cost-effective path toward modernizing IT systems

Objectives:

- **Cloud Awareness** - Provide education on options within and outside of our state to more rapidly adjust resources to meet fluctuating and unpredictable demand.
- **Digital Enablement** - Enable our digital transformation journey through digital business platforms in order to achieve efficient business processes, engage workforce, and deliver exceptional constituency experience.
- **Business Innovation** - Introduce new processes, services, and technology to affect positive change across our enterprise.
- **Technology Adoption** - Swiftly adapt to the changing needs of our constituency, enterprise, and employees.

## Goal: IT Service Driven

Adopting a process approach towards IT service management

Objectives:

- **Continuous Service Improvement**- Intentionally review and identify any areas of improvements across the enterprise.
- **Performance Metrics** - Build a metrics driven culture to be inherently proactive.
- **Service Level Agreements** - External and internal alignment to gage the quality of services as an IT service provider.

## Use of the Strategic Framework

The OITS 3-Year IT Plan diagram on the next page incorporates both the new 3-Year IT Plan diagram and the EBIT Strategic Framework goals and objectives.

# OITS 3-Year IT Plan

Agency Objectives	Agency Capabilities	Agency IT Strategic Actions	Strategic Roadmap		
			2021	2022	2023
<p><b>A</b> Operational Excellence</p> <p><b>B</b> IT Risk Management</p> <p><b>C</b> Technology Modernization</p> <p><b>D</b> IT Service Driven</p>	Trusted Partner Solution Provider Agile Workforce Fiscally Responsible	Staff Training Development IT Skills Assessment Automated Bill of IT DCaaS – Unisys/ESOB Unified Endpoint Management Splunk Roll-out Cybersecurity Task Force Identity Access Management			
	Secure, Resilient, Compliant, Consistent, Vigilant	Splunk Roll-out Cybersecurity Task Force Identity Access Management	Splunk Cybersecurity Task Force IAM POC IAM		
	Cloud Awareness Digital Enablement Business Innovation Technology Adoption	KITO Modernization Mainframe as a Service Asset Mgmt (KIRMs Replacement)	KITO MFaaS KIRMs		
	Continuous Service Improvement Performance Metrics Service Level Agreements	ITIL, ITSM Transformation Service Performance Metrics Support for Agency Driven Projects	Service Management Maturity Service Metrics Project Tasks and Activities in Support of Agency Driven Initiatives		
<b>Enabling Changes and Initiatives</b>	Network: Layer 2 Switch Replacement Network: KANWIN Upgrade SD-WAN 2008 Server OS Upgrade		Layer 2 Refresh KANWIN Upgrade SD-WAN 2008 Server OS		
Key Dependencies and Risk			Metrics/KPI		
Automated Bill of IT dependent on KIRMS Replacement with ServiceNow CMDB Splunk Roll-out dependent on Agency engagement and connectivity KITO Modernization dependent on Agency adoption and engagement All OITS projects dependent on time available while supporting Agency initiatives SD-WAN dependent on ARPA Funding			Monthly Invoicing Speed and Follow-up Questions Reduction Percentage of Agencies Monitored Percentage of Agencies Utilizing the new KITO Process Percentage of On-time Delivery of OITS Assigned Activities on Agency Initiatives		

# Cabinet Submissions

## 2021-2023 3-Year IT Plan

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

Each Cabinet Agency listed is a dynamic link. Click to review the agency submission which begins with basic agency information followed by a 3-Year IT Plan\* diagram.

### Cabinet Submissions

Administration	<a href="#">25</a>
Aging and Disability Services	<a href="#">28</a>
Agriculture	<a href="#">32</a>
Children and Families	<a href="#">37</a>
Commerce	<a href="#">41</a>
Corrections	<a href="#">44</a>
Health & Environment	<a href="#">48</a>
Highway Patrol	<a href="#">52</a>
Labor	<a href="#">55</a>
Revenue	<a href="#">58</a>
Transportation	<a href="#">61</a>
Wildlife and Parks	<a href="#">64</a>

\* For more information about the 3-Year IT Plan diagram, see the EBIT 3-Year IT Plan Format which begins on page [20](#).



# KANSAS DEPARTMENT OF ADMINISTRATION (DOFA)

## Agency/Organization Leadership:

- Secretary of Administration: DeAngela Burns-Wallace, Ed.D.
- Chief Counsel: John Yeary
- Director of Accounts & Reports: Jocelyn Gunter
- Director of Facilities and Property Management: Frank Burnam
- Director of Financial Management: Celeste Chaney-Tucker
- Director of Public Affairs: Samir Arif
- Director of Personnel Services: Kraig Knowlton
- Director of Printing, Mailing & Surplus Property: Cheryl Buxton
- Director of Procurement and Contracts: Rick Beattie
- Director of State Employee Health Benefits Program: Janet Stanek
- Director of Strategic Initiatives: Kami Cusick
- Chief Information Officer: Josh White

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021 Basic Agency Information

**Mission:** Our customers are Kansas taxpayers and our fellow state employees and agencies. It is our mission to provide excellent customer service, every time.

**Website Address:** <https://admin.ks.gov/>

**Total Budget:** \$810,800,000

**Agency Business Units:** The Department of Administration consists of the following offices: Chief Counsel, Chief Financial Officer, Facilities and Property Management, Public Affairs, Personnel Services, Printing and Mailing, Procurement and Contracts, Surplus Property and Systems Management

**Agency Funding Mechanism(s):** State General Fund (SGF), Assorted Fee funds

**Number of Employees:** 464

**Number of Kansas Citizen Customers:** 2.94 million

## 2021 Basic Agency IT Information

**Vision:** Think analytically, communicate effectively, develop efficiently, help dependably.

**Mission:** Provide effective, efficient and innovative technology processing and solutions.

**Budget:** \$5,615,000

**Number of Employees:** 19

**Annualized Attrition Rate:** 6.25%

# Kansas Department of Administration 3-Year IT Plan

Agency Objectives	Agency Capabilities	Agency IT Strategic Actions	Strategic Roadmap		
			2021	2022	2023
<p><b>A</b> Outstanding Customer Service</p> <p><b>B</b> Process Improvements</p> <p><b>C</b> Statutory and Regulatory Compliance</p>	<p>Improve Agency Efficiency</p> <p>Improve Communication and outreach</p> <p>Ensure Systems Security</p> <p>Modernize and streamline processes, policies &amp; tools</p> <p>State and Federal Reporting</p> <p>Create policy and procedure to meet guidelines</p>	<p>Review Application Inventory and Business Processes</p> <p>Business Application Modernization</p> <p>Customer-focused website redesign &amp; services</p> <p>Establish Information Security Program</p> <p>Enhancing SMART Procurement and E-Supplier Features</p> <p>Document Management &amp; digital signatures</p> <p>Automate Learning and Performance Management System</p> <p>Managing State and Federal Grants</p> <p>Business Intelligence Dashboards, websites &amp; custom applications</p> <p>Enhance, redesign applications and outputs</p>			
<b>Enabling Changes and Initiatives</b>	<p>Consistent IT Processes and procedures</p> <p>Adopt Agile Project Management</p> <p>Cloud maturity</p> <p>COTS solutions, sunset legacy systems</p> <p>Remote Workforce Enablement</p> <p>Expand reporting tools and capabilities</p>				
Key Dependencies and Risk			Metrics/KPI		
<p>Uncovering Additional Costs</p> <p>End-user acceptance</p> <p>Resources Constraints</p> <p>Changes in needs for other agencies</p> <p>Legislative changes</p>			<p>Course completion rates – LMS</p> <p>Performance Review completion rates - TMS</p> <p>First call resolution</p> <p>Increased website usage</p>		

# KANSAS DEPARTMENT FOR AGING AND DISABILITY SERVICES (KDADS)

Agency/Organization Leadership:

- Secretary of Aging and Disability Services: Laura Howard
- Chief Information Officer: Jason Koehn

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021 Basic Agency Information

**Vision:** The Kansas Department for Aging and Disability Services envisions a community that empowers Kansas older adults and persons with disabilities to make choices about their lives.

**Mission:** The Kansas Department for Aging and Disability Services mission is to protect Kansans, promote recovery and support self-sufficiency.

**Website Address:** <https://www.kdads.ks.gov/home>

**Total Budget:** \$2,302,423,752

#### Goals & Objectives:

- Modernization
  - Electronic Health Record Solution
  - Implement Enhanced Technology
  - Consolidate DCF/KDADS Infrastructure and Support
  - Upgrade applications as prioritized by Business
- Self-Direction and Determination
  - Revitalize self-direction offerings
  - Support self-direction and self-determination through programming policies
- Decision-making
  - Improve consumer-driven decision-making and program design

- Employment
  - Increase meaningful and community-integrated employment opportunities for populations served by KDADS
  - Collaborate with other State Agency's such as Department of Labor, Commerce, and DCF (Rehab Services)
- Housing
  - Implement comprehensive approaches to link target populations to accessible community-based housing (partnership goal)
- Workforce
  - Improve workforce development across the state
  - Staff retention options
- Data
  - Establish access to data for the data team
    - Enterprise Data Warehouse / Microsoft Power Bi
- Prevention
  - Adopt strategic prevention framework

**Agency Business Units:** Aging & Disability Community Services and Programs Commission, Behavioral Health Services Commission, State Hospitals Commission, Financial and Information Services Commission, Survey, Certification and Credentialing Commission

**Agency Funding Mechanism(s):** Federal Funds, State General Fund (SGF)

**Number of Employees:** 2619 (KDADS: 299, KNI: 437, LSH: 909, OSH: 497, PSH: 477)

**Number of Kansas Citizen Customers:** Annually, KDADS serves over 100,000 Kansans through a variety of Long-Term Care and Behavioral Health programs and services. State Hospitals serve approximately 3,500 persons annually.

## 2021 Basic Agency IT Information

**Vision:** HS-EBIT partners with and provides IT support to KDADS, KDCF, the State Hospitals and the Citizens of Kansas.

**Mission:** To be an IT organization that successfully supports KDADS, KDCF, the State Hospitals and the Citizens of Kansas in an agile manner.

**Budget:** No IT-specific budget except IT Salaries

**Number of Employees:** 26

# Kansas Department for Aging and Disability Services 3-Year IT Plan

Agency Objectives	Agency Capabilities	Agency IT Strategic Actions	Strategic Roadmap		
			2021	2022	2023
<p><b>A</b></p> <p>Modernize the continuum of care through technology</p>	Behavioral Health	Medicaid Functional Eligibility Instrument (MFEI) Implementation	Medicaid Functional Eligibility Instrument (MFEI) Implementation		
	Operations	Data Warehouse Services	Data Warehouse Services		
	State Hospitals	State Hospital & SUD Electronic Health Record (EHR)	State Hospital & SUD EHR		
Key Dependencies and Risk			Metrics/KPI		
<p>Agency Staffing</p> <p>Appropriate Funding</p> <p>Business Engagement</p>					

# Kansas Department for Children and Families AND Kansas Department for Aging and Disability Services 3-Year IT Plan (cont)

Strategic Roadmap	
	2021      2022      2023
<p style="text-align: center;"><i>Continued from previous page to show initiatives planned by agency IT operations supporting both KDCF and KDADS.</i></p> <p>Child Support Services Replatforming Modernization</p> <p>State Hospital Infrastructure Modernization</p> <p>Data Center as a Service Migration</p> <p>Cisco Jabber - Softphone</p> <p>Microsoft Azure Training</p> <p>ServiceNow Integration (Demand, Change, &amp; Project)</p> <p>Learning Management System Migration (DoA)</p> <p>SharePoint Upgrade</p> <p>Talent Management System Implementation (DoA)</p> <p>Azure Cloud Adoption</p> <p>Okta Single Sign On (SSO)</p>	
Key Dependencies and Risk	Metrics/KPI
<p>IT Staffing</p> <p>Contractual Risk (MFaaS, Unisys)</p> <p>Business Engagement</p>	

# KANSAS DEPARTMENT OF AGRICULTURE (KDA)

Agency/Organization Leadership:

- Secretary of Agriculture: Mike Beam
- Deputy Secretary: Kelsey Olson
- Chief Information Officer: Shawn Lane

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021 Basic Agency Information

**Vision:** Kansas will provide an ideal environment for long-term, sustainable agricultural prosperity and statewide economic growth.

**Mission:** The Kansas Department of Agriculture is committed to a balanced approach of:

- Serving Kansas farmers, ranchers, agribusinesses and the consumers/customers they serve;
- Providing an environment that enhances and encourages economic growth of the agriculture industry and the Kansas economy; and
- Advocating for and promoting the agriculture industry, the state's largest industry, employer and economic contributor; while
- Helping to ensure a safe food supply, protecting natural resources, promoting public health and safety, protecting animal health, and providing consumer protection to the best of our ability.

**Website Address:** <https://agriculture.ks.gov/>

**Total Budget:** \$56,127,607

#### Goals & Objectives:

The Kansas Department of Agriculture will achieve its vision and mission by:



- Creating a “best-in-state plus” work force and a work environment with a positive culture and attitude;
- Working diligently to make the agency more innovative and efficient while streamlining program operations;
- Fulfilling and upholding statutory and regulatory obligations fairly, transparently, efficiently and effectively;
- Working with industry partners to guarantee the interests of Kansas and the agriculture industry are considered in state and federal policy decisions;
- Providing customer support, timely responsiveness, educational resources, and critical information to all Kansans;
- Broadening the understanding and appreciation of agriculture and its economic contribution amongst Kansas citizens;
- Providing support and assistance to help make Kansas businesses more successful, grow rural communities, expand markets for Kansas agricultural products, level the playing field, grow the agricultural workforce, and encourage more farms, ranches and other agriculture businesses to expand in or relocate to Kansas; and
- Being a model state agency.

In order to achieve our agency goals and maintain an achievable focus, the following objectives are considered top priority:

- Improving customer service and compliance education for all customers and licensees;
- Streamlining and automating internal and external systems and continuing to identify opportunities for program and agency efficiencies in daily business activities;
- Performing daily responsibilities effectively and efficiently with a focus on customers served and cross training when appropriate;
- Evaluating and adjusting program, division and agency structure to continually improve effectiveness and efficiency;
- Eliminating unnecessary and outdated regulations and/or agency activities;
- Enhancing internal communications and professional development opportunities for agency staff;
- Recruiting and retaining high quality employees — the right people, doing the right thing, with the right attitude;
- Continuing to build upon a commonsense policy and regulatory

agenda and influencing federal policy issues in accordance with industry needs and interests;

- Growing agriculture in the state, eliminating barriers to growth, developing workforce and building marketing activities in-state, out-of-state and globally;
- Developing strategic partnerships with Kansas State University and other potential partners to better serve Kansans and the agriculture industry; and
- Advocating for agriculture at all levels and providing industry outreach.

**Agency Business Units:** Division of Administration, Division of Agribusiness Services, Division of Animal Health, Division of Conservation, Division of Agriculture Marketing, Division of Water Resources

**Agency Funding Mechanism(s):**

- Agricultural Preparedness (Homeland)
- Alternative Crop Research Fee Fund
- Animal Dealers Fee Fund
- Animal Disease Control Fee Fund
- Animal Feed Regulatory Program-Dairy
- Animal Feed Regulatory Program-Lab
- Chemigation Fee Fund
- Dairy Fee Fund
- FDA Enhanced Produce Safety
- FDA ISO/IEC Accreditation
- Feeding Stuffs Fee Fund
- FEMA CTP
- FEMA Dam Safety
- FEMA Floodplain
- Fertilizer Fee Fund
- Food Safety Fee Fund
- General Fee Fund
- Laboratory Equipment Fee Fund
- Laboratory Testing Services Fee Fund
- Legal Services Fees
- Livestock Brand Fee Fund
- Livestock Market Brand Inspection Fee Fund
- Market Development
- Meat & Poultry Fee Fund
- Pesticide Use Fee Fund

- Petroleum Inspection Fee Fund
- Plant Protection Fee Fund
- State General Fund
- State General Fund - Hospitality
- State General Fund - Wheat Research
- State Water Plan - Basin
- State Water Plan - Interstate
- State Water Plan - Non-Point Source
- State Water Plan - Water Resources Cost Share
- State Water Plan - Water Use
- Trademark Fund
- Veterinary Inspection Fee Fund
- Warehouse Fee Fund
- Water Appropriations Cert. Fee Fund
- Water Resources Cost Fee Fund
- Water Structures Fee Fund
- Weights & Measures Fee Fund

**Number of Employees:** 298

**Number of Kansas Citizen Customers:** 2.94 million

## 2021 Basic Agency IT Information

**Vision:** The Kansas Department of Agriculture will serve as a model for business efficiency and citizen engagement through the use of innovative technology.

**Mission:** KDA IT shall serve the agency as a transformative IT partner by providing an excellent customer experience, talented people, adaptability for change, technology innovation, IT leadership, and the right culture for IT transformation.

**Budget:** \$1,638,791

**Number of Employees:** 6

# Kansas Department of Agriculture 3-Year IT Plan

Agency Objectives	Agency Capabilities	Agency IT Strategic Actions	Strategic Roadmap		
			2021	2022	2023
<p><b>A</b> Consumer Protection</p> <p><b>B</b> Ensure Safe Food Supply</p> <p><b>C</b> Improving Customer Service</p>	Licensing & Registration	Agriculture Information Management Service (AIMS) Modernization	AIMS Modernization		
	Animal Disease Traceability	Develop an API to connect 3rd party livestock markets	API Development		
	Online Digital Access  Improved Records Reporting	Water Right Information Service (KWIS) Modernization  Open Records System Upgrade	KWIS Modernization		
<p><b>Enabling Changes and Initiatives</b></p>	Migration to Azure Cloud		Azure		
	Migration to ServiceNow		ServiceNow		
<b>Key Dependencies and Risk</b>			<b>Metrics/KPI</b>		
KWIS: Federal Grants Azure: Agency Funding			AIMS: Improved Process Efficiency Livestock API: Faster Traceability Open Records: Faster Response Time		

# KANSAS DEPARTMENT FOR CHILDREN AND FAMILIES (DCF)

Agency/Organization Leadership:

- Secretary of Children and Families: Laura Howard
- Chief Information Officer: Jason Koehn

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021 Basic Agency Information

**Vision:** Transparency, Value our staff, A culture of continuous improvement, Collaboration, Focus on data, outcomes and accountability, Ethics, Celebrate Success, Break through the roadblocks.

**Mission:** To protect children, promote healthy families and encourage personal responsibility.

**Website Address:** <http://www.dcf.ks.gov/Pages/default.aspx>

**Total Budget:** \$1,140,540,983

#### Goals & Objectives:

- Remove barriers to DCF Services
  - Better communication
  - Increasing partnerships
  - Mobile Access
- Empower customers to their highest potential
  - New practice models in PPS to help staff work alongside families
  - Families have more reliable child support
  - EES and VR clients earn a livable wage after exit
- Strong workforce
  - Employee retention ideas
  - More responsive to the needs of the employees
  - Offer professional development and leave to support this
- Modernization

- Child Support System Modernization
- Comprehensive Child Welfare Information System (CCWIS)
- Vocational Rehabilitation System Modernization
- Faster background checks/approvals
- Innovative and Learning Organization
  - Take advantage of new technology such as iKAN
  - Utilize the enterprise data warehouse and MS Power Bi for visualization
  - Develop key indicators across programs
  - Data Driven

**Agency Business Units:** Economic & Employment Services, Preventions & Protections Services, Child Support Services, Foster Care Licensing & BG Checks, Rehabilitation Services

**Agency Funding Mechanism(s):** State General Fund (SGF), Mix of funds including Federal matching

**Number of Employees:** 2,658

**Number of Kansas Citizen Customers:**

- TANF Average Monthly Caseload – 3,494 families/8,155 individuals.
- For the LIEAP 21 season we served 29,866 families/65,075 individuals. These were as of 6/30/21. The season has run long and those numbers will be higher at season’s end (in about a week).
- The SNAP average monthly caseload was 97,239 cases/203,424 individuals.
- The average Child Care monthly caseload was 6,222 cases/10,989 children.
- Child Support showed an average of 129,074 cases per month.

## 2021 Basic Agency IT Information

**Vision:** HS-EBIT partners with and provides IT support to KDADS, KDCF, the State Hospitals and the Citizens of Kansas.

**Mission:** To be an IT organization that successfully supports KDADS, KDCF, the State Hospitals and the Citizens of Kansas in an agilesque manner.

**Budget:** \$41,543,585

**Number of Employees:** 90

# Kansas Department for Children and Families 3-Year IT Plan

Agency Objectives	Agency Capabilities	Agency IT Strategic Actions	Strategic Roadmap		
			2021	2022	2023
<p><b>A</b></p> <p>Advance Holistic Service Delivery</p>	Economic & Employment Services	Supplemental Nutrition Assistance Program (SNAP) Upgrade	Supplemental Nutrition Assistance Program (SNAP) Upgrade		
		Training for Child Care Providers Update (L2Q/QRIS)	Training for Child Care Providers Update (L2Q/QRIS)		
<p><b>B</b></p> <p>Comprehensive Technology Plan</p>	Prevention & Protection Services	Comprehensive Child Welfare Information System Update (CWIS/PPS)	Comprehensive Child Welfare Information System Update (CWIS/PPS)		
		Family & Child Tracking System (AFCARS/FACTS) Update	Family & Child Tracking System (AFCARS/FACTS) Update		
	Provide quality customer service	Amazon Connect Contract - UCCX	Amazon Connect Contract - UCCX		
	Rehabilitation Services	Kansas Management Information System (KMIS) Planning	Kansas Management Information System (KMIS) Planning		
Key Dependencies and Risk			Metrics/KPI		
<p>Agency Staffing</p> <p>Appropriate Funding</p> <p>Business Engagement</p>					

# Kansas Department for Children and Families AND Kansas Department for Aging and Disability Services 3-Year IT Plan (cont)

<b>Enabling Changes and Initiatives</b>	<p style="text-align: center;"><i>Continued from previous page to show initiatives planned by agency IT operations supporting both KDCF and KDADS.</i></p> <p>Child Support Services Replatforming Modernization</p> <p>State Hospital Infrastructure Modernization</p> <p>Data Center as a Service Migration</p> <p>Cisco Jabber - Softphone</p> <p>Microsoft Azure Training</p> <p>ServiceNow Integration (Demand, Change, &amp; Project)</p> <p>Learning Management System Migration (DoA)</p> <p>SharePoint Upgrade</p> <p>Talent Management System Implementation (DoA)</p> <p>Azure Cloud Adoption</p> <p>Okta Single Sign On (SSO)</p>	<b>Strategic Roadmap</b>		
		2021	2022	2023

**Key Dependencies and Risk**

<p>IT Staffing</p> <p>Contractual Risk (MFaaS, Unisys)</p> <p>Business Engagement</p>
---

**Metrics/KPI**

--



# KANSAS DEPARTMENT OF COMMERCE (KDC)

Agency/Organization Leadership:

- Secretary of Commerce, Lieutenant Governor of Kansas: David Toland
- Deputy Secretary: Bill Murphy
- Chief of Staff: Abby Works
- Chief Information Officer: Jim Haugh

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021 Basic Agency Information

**Vision:** The new Administration at KDC is currently working on a new Vision Statement and a new Mission Statement. They have not been finalized yet. I have provided the previous Mission Statement below.

**Mission:** To Deliver the Highest Level of Business Development, Workforce and Marketing Services That Build a Healthy and Expanding Kansas Economy.

**Website Address:** <https://www.kansascommerce.gov/>

**Total Budget:** \$79,524,200

**Goals & Objectives:** To rebuild and retool the Department of Commerce in an effort to return back to the cutting edge of creating knowledge jobs for tomorrow's knowledge industry. This effort to restore the Department of Commerce involves building capacity and reestablishing successful programs and tools that helped the state facilitate growth and spark investment in key industries for our future. This means getting back to the cutting edge of areas where we were previously invested and leading.

**Agency Business Units:** Administration, Business and Community Development, Workforce Services

**Agency Funding Mechanism(s):** State General Fund (SGF), Economic Development Initiatives Fund (EDIF), Assorted Funds

**Number of Employees:** 244

(Includes Tourism which migrated to Department of Commerce on July 1, 2021)

**Number of Kansas Citizen Customers:** 2.94 million

## 2021 Basic Agency IT Information

**Vision:** KDC IT will strive to provide and protect an environment wherein IT infrastructure, services, and solutions are innovative, readily available, and utilized to provide exceptional support to KDC staff in their endeavors that will uphold the Kansas Department of Commerce mission.

**Mission:** The KDC IT mission is to provide, through customer engagement, outstanding technology infrastructure, services and solutions that empower the KDC staff to provide exceptional services to the citizens of Kansas, enrich the Kansas business experience, and effectively manage and protect institutional data.

**Budget:** \$964,800

**Number of Employees:** 5

# Kansas Department of Commerce 3-Year IT Plan

Agency Objectives	Agency Capabilities	Agency IT Strategic Actions	Strategic Roadmap		
			2021	2022	2023
<p><b>A</b></p> <p>Improve Agency Efficiency</p>	<p>Going Digital/Paperless</p> <p>Remove Redundant Work</p>	<p>Implement Document Management System</p> <p>Improve Agency CRM - Salesforce.com</p>	<pre> graph TD     subgraph 2021         A[Implement Document Management System]     end     subgraph 2022         B[Improve Agency CRM - Salesforce.com]     end     subgraph 2023         C[File Server]         D[Intranet]         E[MFA]         F[COOP]         G[Training]     end     A --- B     B --- C     B --- D     B --- E     B --- F     B --- G     </pre>		
<p><b>Enabling Changes and Initiatives</b></p>	<p>File Server Reorganization</p> <p>Intranet Redesign</p> <p>Commerce Staff Training Program</p> <p>Improve Office365 MFA Usage</p> <p>Update COOP</p>				
Key Dependencies and Risk			Metrics/KPI		
<p>Document Management: Agency User Buy in</p>			<p>Improved Data Accuracy</p> <p>Reduce Expired CRM Data</p> <p>Increase Salesforce Usage</p>		

# KANSAS DEPARTMENT OF CORRECTIONS (KDOC)

Agency/Organization Leadership:

- Secretary of Corrections: Jefferey Zmuda
- Chief Information Officer: Harold Sass

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021 Basic Agency Information

**Vision:** A safer Kansas through effective correctional services

**Mission:** The Department of Corrections, as part of the criminal justice system, contributes to the public safety and supports victims of crime by exercising sage and effective containment and supervision of inmates, by managing offenders in the community and by actively encouraging and assisting offenders to become law-abiding citizens.

**Website Address:** <https://www.doc.ks.gov/>

**Total Budget:** \$416.0 million (FY 2020)

#### Goals & Objectives:

- Increase offenders' abilities and motivations to practice responsible crime-free behavior through correctional management consistent with the research-driven principles of effective intervention.
- Improve the safety and security of correctional facilities by incorporating the principles of effective risk management.
- Manage offenders in the community using risk-reduction strategies that assist them in acquiring pro-social behaviors and ultimately achieve successful reintegration.
- Recruit and retain the quality workforce and volunteer base needed to provide effective services.

- Become a Department in which we all function as a single team.
- Manage accurate, timely and complete information.
- Serve as a liaison and service provider for crime victims.

**Agency Funding Mechanism(s):** State General Fund (SGF)

**Number of Employees:** 3,570 (FY 2020)

**Number of Kansas Citizen Customers:** As the agency is part of public safety all 2.94 million residents of Kansas are customers through the criminal justice system.

## 2021 Basic Agency IT Information

**Vision:** Promoting a safer Kansas by making The Kansas Department of Corrections More efficient through secure information technologies.

**Mission:** The mission of the Information Technology Team is to provide information, resources, and related services that empower our customers by focusing on their needs.

**Budget:** \$8.2 million (FY 2020)

**Number of Employees:** 56 (FY 2020) **Annualized Attrition Rate:** 17% (FY 2020)

# Kansas Department of Corrections 3-Year IT Plan

Agency Objectives	Agency Capabilities	Agency IT Strategic Actions	Strategic Roadmap		
			2021	2022	2023
<p><b>A</b> Investing in Individuals</p>	Employee Environment Population Environment Communications Resource Deployment	Recruitment and Retention Tools Virtual Employee Academy Google Suite for Residents Scheduling Software for Employees (SchedulePro) Talent Management Solution (LearnSoft) Leverage Zoom for Residents Expand Resident educational and work resources Modernize Employee & Resident ID Career Campus Software vendor led Education	Recruitment and Retention Tools SchedulePro LearnSoft Leverage Zoom for Residents Expand Resident educational and work resources Career Campus Career Campus Intra/Internet Leverage Composable Business to enable latest tools Centralized Inventory Management (Fishbowl) Staff and Resident Wireless Virtual Multiple Disciplinary Team (Teams of Individuals) Phase 2 of Microsoft Dynamic	Virtual Employee Academy Google Suite for Residents LearnSoft Leverage Zoom for Residents Expand Resident educational and work resources Career Campus Career Campus Improve KDOC IT Governance model Leverage Composable Business to enable latest tools Document Repository Centralized Inventory Management (Fishbowl) Staff and Resident Wireless Virtual Multiple Disciplinary Team (Teams of Individuals) Phase 2 of Microsoft Dynamics	Resident ID Access DB Document Repository
	<p><b>B</b> Enhancing and Maximizing Communication</p>	Communications Resource Deployment Employee Environment Population Environment	Redevelop Internet and Intranet Improve KDOC IT Governance model Leverage Composable Business to enable latest tools Integration of Access Databases into core Management system Improve and/or replace Document Repository Centralized Inventory Management (Fishbowl) Staff and Resident Wireless Virtual Multiple Disciplinary Team (Teams of Individuals) Phase 2 of Microsoft Dynamic	Intra/Internet Improve KDOC IT Governance model Leverage Composable Business to enable latest tools Centralized Inventory Management (Fishbowl) Staff and Resident Wireless Virtual Multiple Disciplinary Team (Teams of Individuals) Phase 2 of Microsoft Dynamic	Access DB Document Repository

**Key Dependencies and Risk**

Agency Efficiency: Improve data literacy and technology adoption  
 Agency Efficiency: Agency resource constraints  
 Agency change adoption  
 Project timeline management

**Metrics/KPI**

Utilization monitoring  
 Improved records management  
 Resource allocation monitoring  
 Speed of change to Technology systems to meet business need

# Kansas Department of Corrections 3-Year IT Plan (continued)

Agency Objectives	Agency Capabilities	Agency IT Strategic Actions	Strategic Roadmap		
			2021	2022	2023
<p><b>C</b> Creating an Environment for Change and Well-Being</p> <p><b>D</b> Engaging and Strengthening Our Partnerships</p>	Employee Environment Population Environment Communications	Deployment of Machine Learning and Artificial Intelligence (Microsoft Azure Cognitive Engine)  Expand Resident Tablets (GTL)  EAI Case Management Suite MDM Complete Deployment Implementation of Ion Scanning Devices for Resident Mail		Microsoft Azure Cognitive Engine Expand Resident Tablets (GTL) EAI Case Management Suite	
	Grant and Resource Literacy Communications Population Environment	Grant Management Software KORA Request Automation Expansion of API's to External Partners	MDM Complete Deployment Implementation of Ion Scanning Grant Management Software KORA Request Automation Expansion of API's to External Partners		
<b>Enabling Changes and Initiatives</b>	Wireless infrastructure expansion SDWAN effort Data Center Migration Microsoft Dynamics Cloud First Adoption				
<b>Key Dependencies and Risk</b>			<b>Metrics/KPI</b>		

# KANSAS DEPARTMENT OF HEALTH AND ENVIRONMENT (KDHE)

## Agency/Organization Leadership:

- Secretary of Health and Environment: Lee Norman, MD
- Deputy Secretary for the Department of Public Health: Ashley Goss
- Deputy Secretary for the Department of Environment: Leo Henning
- Director, Healthcare Finance: Sarah Fertig
- Human Resources Director: Lamar Leon
- Chief Fiscal Officer: Dan Thimmesch
- General Counsel: Brian Vasquez
- Chief Information Officer: Glen Yancey

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021 Basic Agency Information

KDHE serves the citizens of Kansas by promoting healthier people in Kansas served by a strong, sustainable integrated public health system. To integrate performance management and quality improvement into daily public health work using evidence to track progress and drive decision-making.

**Vision:** Healthy Kansans living in safe and sustainable environments.

**Mission:** To protect and improve the health and environment of all Kansans.

**Website Address:** <https://www.kdheks.gov/>

**Total Budget:** \$3,737,208,306

#### Goals & Objectives:

- Goal #1 – The primary goal of the Office of the Secretary is to execute the authority and responsibility of the Secretary and provide administration and support services to the program areas so that the Department can provide efficient and effective services to the citizens of Kansas.



- Objective #1 – Direct the services that the agency provides to the citizens of Kansas to protect the public’s health and environment in a positive, helpful, and customer-oriented manner.
  - Strategy for Objective #1 – Provide technical, management, and customer service training to both agency employees and to entities that are associated with health care and environmental protection.
- Objective #2 – Develop quality business processes to improve productivity and efficiency.
  - Strategies for Objective #2 – Conduct a complete data integration study to determine the best use of agency resources as they relate to business processes. Implement performance-based standards for all employees. Continuously review current business practices to identify opportunities for better turnaround times and better customer experience.
- Goal #2 – The goal of the Office of Legal Services is to provide quality legal services, in an efficient, cost effective manner. Increasing public health and environmental concerns have led to increasing regulatory oversight and enforcement. Concurrently, greater demands have been made on legal staff to support these functions.
  - Objective #1 – To provide the highest quality legal services, efficiently and effectively, to enable the Department of Health and Environment to carry out its statutory mandate to protect the public health of the people of Kansas and the environment.

**Agency Business Units:** Division of Environment, Division of Health Care Finance, Division of Public Health, Office of the Secretary

**Agency Funding Mechanism(s):**

- State General Funds
- State Water Plan Funds
- Children’s Initiative Funds
- Agency Fee Funds
- Federal Funds
- Agency & Trust Funds

**Number of Employees:** 1447

**Number of Kansas Citizen Customers:** 2.94 million

## 2021 Basic Agency IT Information

**Vision:** We will be an integral partner in providing information technology services and solutions to public health and environment for the State of Kansas that are both financially responsible and highly performant that allow Kansans to live in healthy, safe, and sustainable environments.

**Mission:** KDHE IT will provide the highest quality technology-based services, in the most cost-effective manner, to facilitate the protection and improvement of the health and environment of all Kansans.

**Budget:** None

**Number of Employees:** 37

# Kansas Department of Health and Environment 3-Year IT Plan

Agency Objectives	Agency Capabilities	Agency IT Strategic Actions	Strategic Roadmap		
			2021	2022	2023
<p><b>A</b> Public Health</p> <p><b>B</b> Health Care Finance</p> <p><b>C</b> Environment</p> <p><b>D</b> Administration</p>	Administer Quality Health Programs	Vital Statistics Migration to Vendor	Vital Statistics Migration to Vendor		
	Intervene in the spread of diseases.	Kansas Grant Management System COVID Enhancements		Kansas Grant Management System COVID Enhancements	
	Control Costs of Health Services	Tableau Data Analytics and Display Technologies		Tableau Data Analytics and Display Technologies	
	Improve Quality of Care for All Kansans	Electronic Visit Verification Implementation		Electronic Visit Verification Implementation	
	Promote Compliance	Medicaid Program Auditing Modernization		Medicaid Program Auditing Modernization	
	Customer Oriented Agency Services	Kansas Eligibility Enforcement System Re-Procurement		Kansas Eligibility Enforcement System Re-Procurement	
		Kansas Environment Management System Implementation	Kansas Environment Management System Implementation		
		Agency Website Redesign	Agency Website Redesign		
<p><b>Enabling Changes and Initiatives</b></p>	Child Care Licensing and Registration System To .NET (CLARIS)		Child Care Licensing		
	Telework MFA – Policy and Procedure Update		Telework MFA		
	Migration for KEES ImageNow		KEES ImageNow		
	Upgrade VPN Tunnel Hardware			Upgrade VPN Tunnel Hardware	
<p><b>Key Dependencies and Risk</b></p> <p>All: External forces re-prioritizing agency projects</p> <p>All: Staff Retention &amp; Talent Acquisition</p> <p>All: Supply Chain Shortages</p> <p>All: State Funding</p>			<p><b>Metrics/KPI</b></p>		

# KANSAS HIGHWAY PATROL (KHP)

Agency/Organization Leadership:

- Secretary of the Kansas Highway Patrol: Colonel Herman Jones
- Chief Information Officer: Jamie Holley

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021 Basic Agency Information

**Vision:** Service \* Courtesy \* Protection

**Mission:** The Kansas Highway Patrol is devoted to improving quality of life through spirited and dedicated service. We pledge to be responsive to concerns of citizens and public safety partners. We will do this by providing professional law enforcement services and share resources in the most effective and efficient manner possible.

We believe in treating all persons with courtesy and respect. The preservation of individual dignity and constitutional rights is paramount in performing our duties. Protecting the rights of coworkers and providing a safe, secure working environment are of equal importance.

We are committed to providing protection of life and property through active enforcement of traffic, criminal, and other laws of the State of Kansas, and by supporting homeland security initiatives. We recognize our responsibility to uphold and enforce this authority in a competent, fair, and honest manner.

**Website Address:** <https://www.kansashighwaypatrol.org/>

**Total Budget:** \$102,838,520

#### Goals & Objectives:

- To reduce the number and severity of traffic crashes through the enforcement of impaired driving and occupant protection laws.
- The Patrol will promote the use of child restraints and safety belts through aggressive enforcement and educational programs.

- The Patrol will deter motorists from driving impaired and will arrest impaired drivers through proven DUI countermeasures, such as selective enforcement efforts and sobriety check lanes.
- To vigorously pursue, apprehend, and prosecute those who utilize Kansas highways for criminal activities.
- To improve the quality of our service and enforcement activities by developing programs and incorporating technologies that enhance public safety.
- To enhance public relations through local community involvement in schools, civic organizations, and businesses.

**Agency Business Units:** Accounting, Human Resources, Information Technology, Legal, CALEA Compliance, Aircraft, Fleet, Training Academy, Law Enforcement – Various Troops Statewide

**Agency Funding Mechanism(s):** Special Revenue

**Number of Employees:** 842

**Number of Kansas Citizen Customers:** 2.94 million

## 2021 Basic Agency IT Information

**Vision:** Provide an enhanced, redundant, secure infrastructure that is transparent to all law enforcement and civilian personnel, allowing them to concentrate on their primary objective without concern for the technology.

**Mission:** To support the men and women of the Kansas Highway Patrol. It shall be the mission of the KHP IT department to maintain the lifeline of communications for effective public safety, both for the citizens of Kansas and each Trooper on the road. We will be capable of responding individually while coordinating our efforts as a team.

**Budget:** \$4,744,839

**Number of Employees:** 17 (FY 2020) **Annualized Attrition Rate:** 20% (FY 2020)

# Kansas Highway Patrol 3-Year IT Plan

Agency Objectives	Agency Capabilities	Agency IT Strategic Actions	Strategic Roadmap		
			2021	2022	2023
<p style="font-size: 24px; color: #0070C0; font-weight: bold;">A</p> <p>Enhance Public Safety</p>	<p>Active Law Enforcement</p> <p>Homeland Security</p> <p>Law Enforcement Records Management</p>	<p>Implement In-Car Camera System</p> <p>Capitol Physical Security Assessment</p> <p>Capitol Physical Security Improvements</p> <p>Smart Cop Record Management System Project</p>	<p style="background-color: #0070C0; color: white; padding: 2px;">In-Car Camera System</p> <p style="background-color: #0070C0; color: white; padding: 2px; margin-top: 10px;">Capitol Physical Security Assessment</p> <p style="background-color: #0070C0; color: white; padding: 2px; margin-top: 10px; text-align: center;">Capitol Physical Security Improvements</p> <p style="background-color: #0070C0; color: white; padding: 2px; margin-top: 10px; text-align: center;">Smart Cop Record Management System Project</p>		
<p style="font-weight: bold; color: #0070C0;">Enabling Changes and Initiatives</p>	<p>Data Center Migration</p> <p>KHP End-User Hardware Modernization</p> <p>Oracle Upgrade</p> <p>Network Switch Upgrade</p> <p>Sophos (Anti-Virus) Cloud Migration</p> <p>Firewall Upgrades</p> <p>Video Storage Upgrade</p> <p>IT Infrastructure Security Implementation</p>		<p style="background-color: #666; color: white; padding: 2px; text-align: center;">Data Center</p> <p style="background-color: #666; color: white; padding: 2px; margin-top: 10px; text-align: center;">End-User Hardware</p> <p style="background-color: #666; color: white; padding: 2px; margin-top: 10px; text-align: center;">Oracle Upgrade</p> <p style="background-color: #666; color: white; padding: 2px; margin-top: 10px; text-align: center;">Switch</p> <p style="background-color: #666; color: white; padding: 2px; margin-top: 10px; text-align: center;">AV Cloud</p> <p style="background-color: #666; color: white; padding: 2px; margin-top: 10px; text-align: center;">Firewall</p> <p style="background-color: #666; color: white; padding: 2px; margin-top: 10px; text-align: center;">Video Storage Upgrade</p> <p style="background-color: #666; color: white; padding: 2px; margin-top: 10px; text-align: center;">IT Infrastructure Security</p>		
Key Dependencies and Risk			Metrics/KPI		
<p>Physical Security: Legislative Approval</p> <p>Funding for Technology Initiatives</p> <p>Limited Staffing and Expertise</p>			<p>In-Car Camera: Faster support of law enforcement activity by improving on video evidence.</p> <p>Funding for Technology Initiatives</p> <p>Smart Cop: Improving Records Management</p> <p>Smart Cop: Improved Allocation of Resources</p>		

# KANSAS DEPARTMENT OF LABOR (KDOL)

Agency/Organization Leadership:

- Secretary of Labor: Amber Shultz
- Deputy Secretary: Peter Brady
- Chief Information Officer: Kelly Johnson

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021 Basic Agency Information

During the past year the agency has experienced an exponential growth in claims due to the pandemic. To handle this increased volume, the agency contracted for employee augmentation through Accenture and other partners.

**Vision:** An empowering employer providing resources and economic security to all Kansans!

**Mission:** The Kansas Department of Labor – Provides WORKERS and EMPLOYERS with information and services that are accurate and timely, efficient and effective, fair and impartial. Administered by EMPLOYEES that understand the value and importance of publicservice to their fellow KANSANS.

**Website Address:** <https://www.dol.ks.gov/>

**Total Budget:** (FY2020) SGF: \$962,767, Fee Fund: \$20,362,367, Federal: \$20,789,197

#### Goals & Objectives:

- Top down review of KDOL policies, process, and MOUs
- Empower employee
  - Create Employee career paths within KDOL
  - Offer Professional Development
  - Formalize continuity process for each position across the agency
- Modernization

- Achieve full IT modernization
  - Update agency crisis plan policies and procedures
  - Support KDOL internal processes to help division better serve customers
  - Mobile App development to better support the needs of the citizens of the state of Kansas
- Communications
- Update website to represent KDOL services and resources
  - Top down review of all forms to make sure they are accurate and easy to understand
  - Create communications tools and plans to support KDOL services and resources
  - Increase outreach to partners to educate about KDOL services

**Agency Business Units:** Unemployment Insurance, Workers Compensation, Industrial Safety & Health, LMIS, Fiscal, Human Resources, Communications

**Agency Funding Mechanism(s):** Federal, State General Fund (SGF), Fee Fund

**Number of Employees:** 350 (FY 2020)

**Number of Kansas Citizen Customers:** 2.94 million

## 2021 Basic Agency IT Information

Additional workload, changing leadership, and long hours created an environment that resulted in employee turnover. Throughout the pandemic the agency saw a reduced level of IT staff, leaving a void in experienced KDOL employees, which the agency continues to fill. Current initiatives include the enhancement and implementation of IT governance procedures, as well as a more robust IT leadership team, executive engagement, and business input.

**Vision:** The Kansas Department of Labor Information Technology team will be recognized as a high functioning team, which provides outstanding technology services, support and reliable access to systems for the citizens of Kansas and the KDOL staff.

**Mission:** Kansas Department of Labor Information Technology provides secure technology services in alignment with the mission and vision of the Kansas Department of Labor, while delivering excellent customer service.

**Budget:** \$7,766,430 (FY 2020)

**Number of Employees:** 44 (FY 2020) **Annualized Attrition Rate:** 15% (FY 2020)



# Kansas Department of Labor 3-Year IT Plan

Agency Objectives	Agency Capabilities	Agency IT Strategic Actions	Strategic Roadmap		
			2021	2022	2023
<p><b>A</b> Unemployment Insurance Services</p> <p><b>B</b> Administration &amp; Support Services</p>	<p>Provide Robust &amp; Modernized Platform</p> <p>Compliance w/ Federal &amp; State Laws</p>	<p>Unemployment Insurance &amp; Tax Modernization</p> <p>Upgrade Document Management System</p> <p>Implement Employer Policy System</p>	<div style="display: flex; flex-direction: column; align-items: center; justify-content: center;"> <div style="background-color: #0070c0; color: white; padding: 5px; margin-bottom: 10px;">Unemployment Insurance &amp; Tax Modernization</div> <div style="background-color: #00806b; color: white; padding: 5px; margin-bottom: 10px;">Document Management</div> <div style="background-color: #00806b; color: white; padding: 5px; margin-bottom: 10px;">Employer Policy System</div> <div style="background-color: #444; color: white; padding: 5px; margin-bottom: 10px;">Unified Data</div> <div style="background-color: #444; color: white; padding: 5px;">Upgrade of Firewalls</div> </div>		
<p><b>Enabling Changes and Initiatives</b></p>	<p>Unified Data &amp; Analytics Reporting Platform</p> <p>Upgrade of Firewalls</p>				
<b>Key Dependencies and Risk</b>			<b>Metrics/KPI</b>		
<p>All: Staff Retention &amp; Talent Acquisition</p> <p>All: State Funding</p> <p>All: External forces re-prioritizing agency projects</p> <p>Firewall: Supply Chain Shortages</p> <p>UI: Vendor Performance</p> <p>UI: Quality Assurance</p> <p>UI: Adherence to Project Timeline</p> <p>Doc &amp; Policy: Business Engagement Vision</p>			<p>UI: Ability to pay claimants on a timely basis.</p> <p>UI: Ability to adapt changing legislative requirements.</p> <p>UI: Ability to quickly stand up additional resources and staffing.</p> <p>UI: Easier for training customer service representatives (CSR).</p> <p>Doc: Better scaling to quickly retain documents as required.</p> <p>Doc: Better responsiveness for end-users.</p>		

# KANSAS DEPARTMENT OF REVENUE (KDOR)

Agency/Organization Leadership:

- Secretary of Revenue: Mark Burghart
- Chief Information Officer: Andy Sandberg

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021 Basic Agency Information

**Vision:** The Kansas Department of Revenue is committed to hard work every day for the people of Kansas; to treat our taxpayers, our employees, and each other with respect; to conduct business with integrity, fairness and civility; and to be held accountable for our efforts. We will collect taxes and fees, fairly, cheerfully, accurately and efficiently.

**Mission:** Kansas Department of Revenue collects taxes and fees, administers Kansas tax laws, issues a variety of licenses and provides assistance to Kansas citizens and units of government.

**Website Address:** <https://www.ksrevenue.org/>

**Total Budget:** \$105 million

**Agency Business Units:** Department of Revenue, Secretariat, Division of Taxation, Division of Vehicles, Division of Property Valuation, Division of Alcoholic Beverage Control, Division of Analysis and Research, Division of Information Systems

**Agency Funding Mechanism(s):** State General Fund (SGF), VOF (transfer from the highway fund), Assorted Fee Funds

**Number of Employees:** 1089

**Number of Kansas Citizen Customers:** 2.94 million

## 2021 Basic Agency IT Information

**Vision:** The Kansas Department of Revenue Information Services team is recognized as a high functioning team, which provides outstanding technology services, support, and reliable access to the citizens of Kansas and the KDOR business stakeholder partners.

**Mission:** Kansas Department of Revenue Information Services provides secure technology services in alignment with the mission and vision of the Kansas Department of Revenue, while delivering professional, expedient, and efficient customer service.

**Budget:** \$17,794,131

**Number of Employees:** 86

# Kansas Department of Revenue 3-Year IT Plan

Agency Objectives	Agency Capabilities	Agency IT Strategic Actions	Strategic Roadmap		
			2021	2022	2023
<p><b>A</b> Collecting Taxes &amp; Fees</p> <p><b>B</b> Performing Statutory Duties</p>	Taxation & Audit Services	Compliance (RSI) Mod 2019  IRS 2020 Audit & CAP  Testing & Requirements Management Services  Modernizing Into Consolidated Tax System	Compliance (RSI) Mod 2019		
	Vehicle Titling	National Motor Vehicle Info. System Update	IRS 2020 Audit & CAP		
<p><b>Enabling Changes and Initiatives</b></p>	Legacy FileNet Upgrade  Encapture Upgrade  VoIP Phone Upgrade  Unified Contact Center Express (UCCX) Upgrade  Oracle Version Upgrade  Channel Modernization / Relocation  Alcoholic Beverage Control - Replace POSSE System		Testing & Requirements Management Services		
			Modernizing Into Consolidated Tax System		
			National Motor Vehicle Info. System Update		
			Legacy FileNet Upgrade		
			Encapture Upgrade		
			VoIP		
			UCCX		
			Oracle Version Upgrade		
			Channel Modernization / Relocation		
			Alcoholic Beverage Control - Replace POSSE System		
Key Dependencies and Risk			Metrics/KPI		

# KANSAS DEPARTMENT OF TRANSPORTATION (KDOT)

Agency/Organization Leadership:

- Secretary of Transportation: Julie Lorenz
- Deputy Secretary and State Transportation Engineer: Burt Morey
- Deputy Secretary of Transportation: Lindsey Douglas
- Deputy Secretary of Transportation: Maggie Doll
- Chief Information Officer: Jeff Neal

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021 Basic Agency Information

**Vision:** The best in everything we do.

**Mission:** To provide a statewide transportation system to meet the needs of Kansas.

**Website Address:** <https://www.ksdot.org/>

**Total Budget:** \$2,207,304,645

#### Goals & Objectives:

- Program Delivery: Successfully implement and complete the T-WORKS program on time and within budget.
- Organizational Improvement: Continually improve as an organization.
- External Relationships: Build relationships with all nongovernmental external customers and partners.
- Workforce: Successfully maximize the effectiveness of the workforce.
- Technology: Optimize the use of technology to improve the efficiency and effectiveness of the Department's operations.
- Intergovernmental Relations: Build on existing relationships with all intergovernmental customers and partners.

**Agency Business Units:** Administration, Chief Counsel, Aviation, Policy, Fiscal & Asset Management, Planning & Development, Operations, Innovative Technology, Engineering & Design

**Agency Funding Mechanism(s):** Kansas Legislature (State Highway Funds) and Federal funds

**Number of Employees:** 2,115

**Number of Kansas Citizen Customers:** 2.94 million

## 2021 Basic Agency IT Information

**Vision:** To wisely deploy information systems and technology which will provide KDOT and partners with the information necessary to support the agency's goals and objectives while optimizing the cost and effort of collecting, processing, and presenting information.

**Mission:** The utilization of information technology tools and processes to allow employees to perform their duties as efficiently and effectively as possible, supporting knowledge transfer and decision making.

**Budget:** \$19,819,879

**Number of Employees:** 77

# Kansas Department of Transportation 3-Year IT Plan

Agency Objectives	Agency Capabilities	Agency IT Strategic Actions	Strategic Roadmap		
			2021	2022	2023
<p><b>A</b> Modern, Efficient, and Resilient Systems</p> <p><b>B</b> Stewardship</p> <p><b>C</b> Statutory Responsibility</p>	Transportation System Management	EMS & Capital Inventory  Construction Management System Replacement  Construction Management System AWP Estimation Project  Enhanced Priority Formula System (EPFS) Upgrade  Cost Center Feedback (CCFB) Modernization	EMS & Capital Inventory  Construction Management System Replacement	Construction Management System AWP Estimation  Enhanced Priority Formula System (EPFS) Upgrade	CCFB
	Asset Preservation	Electronic Bridge Inspection	Electronic Bridge Inspection		
	Safety and Security	Kansas Crash Data System Replacement	Kansas Crash Data System Replacement		
<p><b>Enabling Changes and Initiatives</b></p>	Expand Business Intelligence (Power BI)		Expand Business Intelligence (Power BI) - Ongoing		
	Expand Data Warehousing		Expand Data Warehousing - Ongoing		
	Horizon Virtual Desktop Expansion		Horizon Virtual Desktop Expansion		
	Records & Workflow Upgrade		Records & Workflow Upgrade		
	Data Governance Initiative		Data Governance Initiative		
<b>Key Dependencies and Risk</b>			<b>Metrics/KPI</b>		

# KANSAS DEPARTMENT OF WILDLIFE AND PARKS (KDWP)

Agency/Organization Leadership:

- Secretary of Wildlife, Parks and Tourism: Brad Loveless
- Chief Information Officer: Jason Dickson

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021 Basic Agency Information

**Vision:** The Department’s underlying philosophy is to manage natural systems properly by striking a balance between natural resource integrity and human benefits, such as sport hunting and fishing, camping, land use, and development. The Department promotes recreational, historic, cultural and natural advantages of the state and its facilities.

**Mission:** The Department’s mission is to conserve and enhance Kansas’ natural heritage, its wildlife, and its habitats to assure future generations the benefits of the state’s diverse, living resources. The Department also strives to provide the public with opportunities for use and appreciation of the state’s natural resources. The Department provides the opportunity to promote diverse communities, natural assets, and the State of Kansas as a tourism destination.

**Website Address:** <https://ksoutdoors.com/>

**Total Budget:** \$89,347,444

#### Goals & Objectives:

- **Administrative Services Division.** This division seeks to provide effective support. This goal is accomplished through the following objectives:
  - Provide accurate, timely, and efficient fiscal management, information, and administrative support.
  - Coordinate and manage the Department’s motor pool operations, payroll functions, and contractual agreements.



- **Executive Services Division.** This division seeks to establish effective management at all levels. This goal is accomplished through the following objectives:
  - Implement quality management principles.
  - Provide technical fisheries and wildlife input,
  - propose land use and development projects, and
  - assess the probable effects of such activities on the state's fish and wildlife resources.
  - Administer the agency's permitting authority.
  - Investigate pollution events affecting fish and wildlife resources comprehensively and rapidly and prevent destruction of habitats and/or populations.
  - Process employee personnel transactions within 30 days of receipt.
  - Complete 75.0 percent of engineering projects by the original completion date.
  
- **Information Services Division.** The goal is to coordinate information dissemination that successfully presents the benefits that the department has to offer. This goal is accomplished through the following objectives:
  - Provide accurate, timely information to the public on outdoor recreation opportunities, laws and regulations governing those recreational pursuits, and resource management activities of the Department.
  - Provide public relations counsel and public information support to internal and external stakeholders.
  - Provide necessary information technology services for the Department.
  
- **Grants-in-Aid Program.** The agency has established the following goals for this program:
  - Maintain compliance with federal guidelines for program administration.
  - Utilize all available funds for state and local recreation projects.
  
- **Division of Tourism.** The following goals have been established for this program:
  - Develop and enhance Kansas tourism industry. Improve communication and outreach to the state tourism industry.
  - Develop a program to guide the Travel and Tourism Development Program, public and private sector investments, and local tourism industry to opportunities that offer the highest rate of return on investment.

- **Law Enforcement.** The department provides oversight and protection of the state's natural resource areas. The following are objectives of this program:
  - Maintain a compliance rate for wildlife laws and regulations at 90.0 percent or higher.
  - Perform 900 wildlife license and permit checks per Natural Resources Officer annually.
- **State Parks.** The department's goal is to manage and protect all state parks effectively to provide a variety of recreational experiences. This goal is accomplished through the following objectives:
  - Evaluate funding opportunities to augment financial support for the state park system.
  - Maintain and enhance park infrastructure to meet the industry standards and enhance customer satisfaction.
  - Position Kansas state parks as an integral component of Kansas tourism.
- **Fisheries and Wildlife Program.** The goals are to protect, enhance, and manage the fisheries and wildlife resources in Kansas and to plan and implement a system of recreational use opportunities. The objectives are as follows:
  - Provide the number, size, and species of fish requested by users for statewide stocking, while maintaining adequate stocks of forage and brood fish.
  - Maintain the continuity of fisheries and wildlife population databases and user performance surveys.
  - Enhance the status and habitats of nongame species with emphasis placed on promoting appreciation for threatened and endangered species.
  - Increase the number of days spent hunting, fishing, and observing wildlife.
  - Reverse the trend of deteriorating quantity and quality of wildlife habitat.
  - Develop and implement a comprehensive management approach to all wildlife-related issues.
  - Protect and enhance those species classified as threatened, endangered, or in need of conservation.
- **Capital Improvements Program.** A primary goal is to provide facilities that meet the needs of Kansas citizens. This goal will be pursued

through the following objectives:

- Maintain or improve the physical structure of all agency facilities.
- Construct agency facilities which address the expectations of park patrons and user groups.

**Agency Business Units:**

- State Parks Division
- Law Enforcement Division
- Fisheries Division
- Wildlife Division
- Education Section
- Information Services Division (Public Affairs, IT)
- Administration (Legal, Accounting, Engineering, Licensing, Human Resources, Procurement, Federal Aid, Budgeting, Land Acquisitions, Regional Offices)
- Public Lands Division
- Tourism Division
- Ecological Services Section

**Agency Funding Mechanism(s):** The department is almost entirely fee-funded and receives no State General Fund (SGF) monies.

**Number of Employees:** 453 (Tourism migrates to Department of Commerce on July 1, 2021)

**Number of Kansas Citizen Customers:** 2.94 million

## 2021 Basic Agency IT Information

**Vision:** The KDWPT IT Section will provide exemplary information technology services to the public and agency employees.

**Mission:** The mission of the IT Section is to support the agency's mission by providing comprehensive information technology services that address agency and public needs for end- user support, network connectivity, data processing, application development, data storage, information delivery and security.

**Budget:** \$120,740 (CARES Act added another \$75,000 for new phone systems in particular locations across the state.)

**Number of Employees:** 8

# Kansas Department of Wildlife & Parks 3-Year IT Plan

Agency Objectives	Agency Capabilities	Agency IT Strategic Actions	Strategic Roadmap			
			2021	2022	2023	
<p><b>A</b> Promote use of Natural Resources</p> <p><b>B</b> Improved Reporting</p> <p><b>C</b> Protecting Natural Resources</p>	<p>Hunting &amp; Fishing Licensing</p> <p>Shaping public perception</p>	<p>Licensing and Permitting Modernization</p> <p>Rebranding and Marketing of Agency</p>	<p>Licensing and Permitting Modernization</p> <p>Rebranding and Marketing of Agency</p>			
	<p>Law Enforcement Records Management</p> <p>Improve Agency Reporting</p>	<p>Smart Cop Record Management System Project</p> <p>SAS Server Upgrade</p>	<p>Smart Cop RMS Project</p> <p>SAS Server Upgrade</p>			
	<p>Maintain compliance of wildlife laws and regulations.</p>	<p>Law Enforcement Body Camera Implementation</p> <p>Law Enforcement Vehicle Camera Implementation</p>	<p>Body Camera Implementation</p> <p>Vehicle Camera Implementation</p>			
<p><b>Enabling Changes and Initiatives</b></p>	<p>Phone System Upgrade</p> <p>Migration to ServiceNow</p> <p>Firewall Upgrades</p> <p>Disaster Recovery Upgrade</p> <p>Implementation of UEM</p>		<p>Firewall Upgrades</p>	<p>ServiceNow</p> <p>Phone System Upgrade</p> <p>Disaster Recovery Upgrade</p> <p>Implementation of UEM</p>		
	<b>Key Dependencies and Risk</b>			<b>Metrics/KPI</b>		
	<p>Licensing: Federal Funding</p> <p>Smart Cop: Federal Funding</p>			<p>Improved &amp; Faster Reporting</p>		

# Non-Cabinet Submissions

## 2021-2023 3-Year IT Plan

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

Each Non-Cabinet Agency listed is a dynamic link. Click to review the agency submission.

(Note: These will not have a 3-Year IT Plan diagram this year as we are piloting with Cabinet agencies before extending the format to this group.)

### Non-Cabinet Submissions

Abstracters Board of Examiners	<a href="#">70</a>	Mortuary Arts	<a href="#">112</a>
Accountancy	<a href="#">71</a>	Nursing	<a href="#">113</a>
Bank Commissioner	<a href="#">72</a>	Office of the Governor	<a href="#">120</a>
Barbering	<a href="#">77</a>	Peace Officers Standards & Training	<a href="#">123</a>
Behavioral Sciences Regulatory Board	<a href="#">78</a>	Pharmacy	<a href="#">124</a>
Citizens Utility Ratepayer Board	<a href="#">79</a>	Racing and Gaming	<a href="#">126</a>
Corporation Commission	<a href="#">80</a>	Real Estate Appraisal	<a href="#">131</a>
Cosmetology	<a href="#">83</a>	Real Estate Commission	<a href="#">132</a>
Dental Board	<a href="#">85</a>	Regents	<a href="#">134</a>
Emergency Medical Services	<a href="#">86</a>	State Gaming	<a href="#">136</a>
Examiners in Optometry	<a href="#">90</a>	State Library	<a href="#">138</a>
Fire Marshal	<a href="#">92</a>	Technical Professions	<a href="#">141</a>
Healing Arts	<a href="#">94</a>	Water Office	<a href="#">142</a>
Hearing Aid Examiners	<a href="#">97</a>		
Historical Society	<a href="#">98</a>		
Human Rights	<a href="#">104</a>		
Indigents' Defense Services	<a href="#">105</a>		
KPERS	<a href="#">108</a>		

# ABSTRACTERS BOARD OF EXAMINERS

Agency/Organization Head: Shawn Herrick  
Agency/Organization CIO/IT Head: N/A

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

No IT plans currently.

### 2021 Basic Agency Information Updates

**2021 Update:** No changes.

# KANSAS BOARD OF ACCOUNTANCY

Agency/Organization Head: Susan Somers, Executive Director  
Office of Information Technology Services (OITS) Supported Agency

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

We currently utilize OITS for our IT support; we have online renewal registrations provided through Kansas.gov. In FY 2023, we plan to migrate from the ACCESS database system to the licensing software system MyLicense Office hosted by the Board of Healing Arts, thereby utilizing their servers and their online renewal mechanism. We will continue to use desktop as a service through OITS.

# OFFICE OF THE STATE BANK COMMISSIONER

Agency/Organization Head: David L. Herndon, Acting Bank Commissioner

Agency/Organization CIO/IT Head: Matt Hodges, Director of Information Technology

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ **Modernize Licensing System**

Description: Migrate aging licensing system (“eLicense”) and database to a new, modern application. Current licensing solutions is being phased out by vendor. While the current solution is still being supported, the system has been in production since 2008 and lacks full integration with external federal databases.

Desired Outcome(s): A modern, user-friendly licensing system that ingests data from Federal sources such as FDIC and NMLS databases. Expanded self-service tools for licensees to establish or renew licenses, update filed data, and pay invoices. Ability to provide valuable data intelligence to guide agency decisions.

- Evaluate ETK-Regulatory, current vendor’s new solution for financial regulatory agencies
- Discuss and evaluate solutions other States financial regulatory agencies are utilizing, including those moving off eLicense.
- Restructure data model, as necessary, for NMLS integration.
- Migrate data from eLicense to new system. This includes all contact records, documents, examination data, consumer complaints, etc.
- Identify main reports from eLicense and redesign in new system.
- Work with each division and job role to redesign workflows and processes for the new system.
- Train all employees and work with business units to establish new guides and procedures.



**2021 Update:** On Track. Integration with national system is currently in agency testing. Major update was performed to system in Aug 2021 in preparation.

➤ **Robust and Flexible Voice Services**

Description: Agency has multiple solutions in place across all field offices to offer voice services. Some of these options, such as hardware PBX systems, are beginning to age and do not offer flexibility for remote office or telework capabilities. Other systems, such as the State-provided VOIP system, also lacks remote office capability, causing the agency to invest in secondary phone services for these employees. As the agency continues to move forward with remote office/telework, extending voice services out of the office is necessary. Consolidation of systems will increase internal efficiencies.

Desired Outcome(s): A single voice solution across all offices which allows employees to adequately work from any location with a single number.

- Continue to evaluate VOIP or hosted PBX systems with both remote and office employees.
- Decrease reliance on fax by using electronic fax systems.
- Decommission hardware PBX systems.
- Consolidate phone service costs, where possible, across field offices to single provider.

**2021 Update:** Completed 9/1/2020. All agency employees are in a single consolidated voice system that supports soft phone and physical phones.

➤ **Streamline Records & File Management**

Description: Agency file servers lack consistent and standard organization structure. File retention schedules are inadequately enforced. File duplication is common due to poor employee processes. Permissions structure is inconsistent. Asset management is held within multiple siloed systems.

Desired Outcome(s): Standardized and documented file & permission structure, consistent enforcement of principle of least-privilege in permissions, improved onboarding experience, and an agency-wide understanding of file retention

schedules and annual purging. Single source of information regarding asset management with manager or employee self-service.

- Work with each business unit to organize file services into consistent structure
- Adopt file retention best practices and naming conventions.
- Modernize and streamline file retention schedules.
- Appoint department file custodians to enact file purge policies
- Migrate asset data into modern system with self-service and mobile access.
- Perform full agency audit of physical assets.

**2021 Update:** On Track. File management project including record retention continues with files being provided to the historical society later this year. Several business units have completed initial purging per retention schedule and agency's legal team has assisted in retention schedule updates.

➤ **Restructure data model, as necessary, for NMLS integration.**

**2021 Update:** On Track. Currently in agency testing, should be complete in the coming months.

➤ **Continue to evaluate VOIP or hosted PBX systems with both remote and office employees.**

**2021 Update:** Completed 9/1/2020. All agency employees are in a single consolidated voice system that supports soft phone and physical phones.

➤ **Decommission hardware PBX systems.**

**2021 Update:** Completed 9/1/2020. All PBX systems have been decommissioned.

➤ **Consolidate phone service costs, where possible, across field offices to single provider.**

**2021 Update:** Completed 9/1/2020. All phone services consolidated into a single biller and all systems across the entire field were consolidated into a single system.

- **Work with each business unit to organize the services into consistent structure.**

**2021 Update:** On Track. 4 of 5 departments have completed file structure organization.

- **Adopt file retention best practices and naming conventions.**

**2021 Update:** On Track. Naming conventions have been adapted in one of the two largest divisions.

- **Modernize and streamline file retention schedules.**

**2021 Update:** On Track. Agency has made updates to file retention schedules including removing old/irrelevant items with annual purging guidelines.

- **Appoint department file custodians to enact file purge policies.**

**2021 Update:** On Track. Discussion in each division has occurred about file purge days and making individuals responsible for specific area.

- **Perform full agency audit of physical assets.**

**2021 Update:** On Track. Full agency audit will occur in the next 12 months.

## 2021-2023 New IT Goals and/or Objectives

- **Enhance the Hybrid Work Environment:**

Description: This workplace evolution has forced the agency to consider our physical footprint of offices as well as the technology to enable employees to reach organization goals regardless of physical location.

Desired Outcome(s): This includes tasks such as improving conference room technology to improve hybrid meetings, prepare solutions for in-person visits for

consumers/public in situations where staff may be remote, simplify field office technology.

- Stack for future including decommissioning field office domain controllers.
- Consolidate networking functions into single devices.
- Supporting agency office reconfiguration including the remodeling of the two largest field offices in Q2 and Q3 of 2021.

➤ **Improve Incident Response Preparedness:**

Description: The continuing evolutions of cybersecurity threats The agency plans to improve the incident response procedures to ensure it its prepared. If such an incident were to occur.

Desired Outcome(s): This includes engaging an external organization to assess current incident response procedures.

- Establish system specific playbooks
- Perform training for agency leadership into IR processes
- Evaluate establishing an organization to assist with incidents on a retainer basis.

# KANSAS BOARD OF BARBERING

Agency/Organization Head: Victoria Rajewski (Chairperson)  
Office of Information Technology Services (OITS) Supported Agency

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ Refresh of Equipment

**2021 Update:** Completed 8/24/2021. We were able to transition to the OITS Domain but are currently using loaner computers as ours are on back order. The transition went smoothly but computers ordered are on back order due to a production shortage in computer chips.

#### ➤ Inventory of Agency Devices, software, and processes

**2021 Update:** Completed 8/24/2021. OITS was able to inventory the software and devices our agency has.

### 2021 Agency and Leadership Updates

- Cassiopeia Capps is Administrative Officer

### 2021-2023 New IT Goals and/or Objectives

- Wanting to find a way of obtaining the ability to print and fill out licenses electronically.
- Employees learning and having ability to use the LISTS software.
- Wanting to build and create a new database.

# KANSAS BEHAVIORAL SCIENCES REGULATORY BOARD

Agency/Organization Head: David B. Fye, JD, Executive Director  
Office of Information Technology Services (OITS) Supported Agency

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

- Increase staff efficiency in providing service to customers through using “My License Office.”
- Enable initial licensure requests to be submitted electronically within the next two years.
- Provide better public access to Board and Advisory Committee meetings by streaming them for the public, while ensuring the forums are safe and secure.
- Improve customer service by using technology to communicate more quickly when applicants present questions.
- Review current records retention policies and consider moving to storage of electronic records while possible, rather than retaining paper records.
- Expand utilization of Desktop as a Service in replacing desktop computers.
- Continue mandating cybersecurity training for all staff members.

### 2021 New IT Challenges or Updates to Existing

- Providing quality customer service while staff switches between working in the office or, as necessary, at home due to the COVID-19 pandemic.
- Transitioning from primarily paper submissions for licensure renewals to processing renewals through the agency’s website.
- Current website cannot process initial licensure requests.
- A significant number of records are saved in paper form, rather than electronically.
- Certain technology is aging and will need to be replaced over the next three years.

# CITIZENS' UTILITY RATEPAYER BOARD

Agency/Organization Head: David W. Nickel, Consumer Counsel

Agency/Organization CIO/IT Head: None - Kansas Corporation Commission (KCC) provides IT support for CURB pursuant to K.S.A. 66-1222

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

- **Update the COOP Disaster Recovery IT Contingency Planning to be more reflective to today's environment.**

Description: CURB will be looking into updating the COOP Disaster Recovery IT Contingency Plan to help make us more prepared for any natural disaster that may occur.

- **Work on retention schedule for digital records.**

Description: The agency will work on collaborating with the Kansas Corporation Commission and the KSHS to make sure CURB is in compliance with digital retention schedule. The Kansas Corporation Commission handles CURB's IT needs: software, server, maintenance, etc.

### 2021 New IT Challenges or Updates to Existing

CURB purchased two new laptops for the administrative staff in order to continue working during the COVID-19 pandemic. The agency was successful in maintaining a solid work performance during a very challenging time.

# KANSAS CORPORATION COMMISSION

Agency/Organization Head: Andrew J. French, Chairperson  
Commissioners: Dwight D. Keen, Susan K. Duffy  
Agency/Organization CIO/IT Head: Todd Reinert

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ Document Management System

Description: Implement agency wide document management system by the end of Fiscal Year 2020.

- Complete Utilities Division and Fiscal Section by the end of Fiscal Year 2020.
- Develop plan to incorporate each division and section in the agency by the end of Fiscal Year 2020.
- Complete the incorporation of all business units of the Commission by the end of Fiscal year 2022.

**2021 Update:** On-track – the second phase of this project is progressing as planned. We are working to complete the migration of our last but largest division into the system at this time.

#### ➤ Docket System

Description: Implement Docket system to replace the aging eStar system by the end of Fiscal Year 2021

- Convert eStar system into new system
- Import and integrate all eStar documents into the Document Management System  
Training

**2021 Update:** Off-Track or Delayed – this project has not been started due to changing agency priorities and redirection of resources.

#### ➤ RBDMS Replacement



Description: Replace current legacy RBDMS with system that utilizes current technology by the end of Fiscal Year 2021

- Convert the legacy RBDMS into new system
- Import and integrate all RBDMS documents into the document management system
- Build workflows to/from the KOLAR system

**2021 Update:** Off-Track or Delayed. Due to staffing transitions, we are re-evaluating our solutions and contracting options.

### ➤ Legacy Programs

Description: Replace existing legacy programs with web-based application by the end of Fiscal Year 2021

- Replace timesheets
- Replace remaining legacy Oracle Forms and Report applications
- Move standalone Access database in Conservation either into RBDMS or a true multi-user database available to staff
- Abandon all use of Microsoft Access throughout the agency

**2021 Update:** Off-Track or Delayed – the agency is currently completing a workflow and documentation process on the existing applications. To set clear future paths forward for the legacy system to be redeveloped or converted into COTS solutions. Once completed, we will have the ability to set specific goals, objectives, and timelines for the replacement paths.

### ➤ Succession Planning

Description: Develop a succession plan for each position in the Information Technology section focusing on technology skills and coverage by the end of Fiscal Year 2020

- Detail job duties
- Cross-training
- Develop succession plan
- Future iterations should incorporate multi-level coverage (not Employee A covers for employee B, but Employees A & C covers Employee B)

**2021 Update:** Off-track or Delayed. This planning is ongoing. We will be updating and revising the plan. The new completion date will be by the end of 2022.

### ➤ Training

Description: Develop a training plan for IT staff to enhance skill levels and retain talented employees by the end of Fiscal Year 2020

**2021 Update:** On-track – Training is never-ending, and we are constantly addressing these needs. Removing the goal date at this time as we have an ongoing need.

## ➤ Technology Refresh

Description: Develop a detailed plan for a technology refresh of agency IT equipment or a path forward if the cloud is the chosen path by the end of FY 2021

- Firewalls
- Network Switches
- SAN
- Databases
- VMWare
- Desktop/Laptop
- Communication/Office Suite

**2021 Update:** Completed – A major enhancement was made to our infrastructure over the past year. We continue to explore additional improvements that could assist staff. In addition, we will continue to evaluate solutions to improve how we provide day-to-day operations.

## 2021 Agency and Leadership Updates

- Andrew French, Chairperson
- Dwight D. Keen, Commissioner
- Susan K. Duffy, Commissioner

# KANSAS BOARD OF COSMETOLOGY

Agency/Organization Head: Laura Gloeckner, Executive Director  
Office of Information Technology Services (OITS) Supported Agency

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

- **To provide updated, secure, and consistent online resources for our licensees and provide employees the resources needed to successfully do their jobs in a fiscally responsible manner.**

Description: After 6 years and nearly a half a million dollars. BOHA has added the functionality to process only two new license types for license renewals online within MLO and will only commit to providing five initial apps online for KBOC over the next fiscal year.

KBOC is actively pursuing a new vendor for online services and database system administration offering the same services with a better product at a comparable price. They are willing to start this fiscal year for 5,000 down and with annual payments starting July 1<sup>st</sup> FY 23 of 75,000 which is only 5,000 more than we are paying BOHA. By July 1, 2021 we could have all of our applications online.

Because we do not provide online services for initial applications, applicants are sending in applications containing PII data from their Gmail and Yahoo accounts. This is a security risk to the applicants and to the agency.

**2021 Update:** Off-Track or Delayed. Pursuing a new vendor for the agency at the request of the Board. KBOC has made more than a good effort to make the arrangement work but needs of the agency and our licensees are not being met.

- **To complete updates to MLO database, eGov and verification (faulty addresses search) as well as configure the enforcement module in MLO:**

Description: BOHA has provided no upgrades since FY16. KBOC is running on the oldest version of all agencies under BOHA/SA. SA refuses to provide the ability for people to search by address for facility license verification. The verification app has not worked since October 2020 SA still has not fixed it.

The SA MLO Mobile verification and egov applications are riddled with glitches and inconsistencies. We get daily complaints about the online renewal system. It still requires internet explore and is not compatible with mobile devices. KBOC held the BOHA payment and refused to sign the SOW agreement. After BOHA agreed to have KBOC updated by 6/30/ 2021 the Board paid the FY 21 payment. To date KBOC has still not completed an upgrade. We are still unable to vet the upgrade in the testing environment for online renewals and mobile inspections.

The mobile inspections software purchased from SA is outdated and SA is not providing much support for it. They have a new inspection software they are selling, but it is inferior to the vendor we are working with now. Additionally, the new vendor states that they have the functionality to provide verification by street address for our establishment licenses online.

**2021 Update:** Off-Track or Delayed. Multiple attempts have been made to address these concerns to no avail.

➤ **Clear Big Picture Software with KISO**

Description: Big Picture Software is currently under review with KISO.

**2021 Update:** On Track. In Process.

➤ **Move to Big Picture Software and have everything online by July 1, 2022**

Description: Work with contracts and procurement to finalize the agreement. Would like to begin work with Big Picture no later than January.

**2021 Update:** On Track. Have not begun yet.

## 2021-2023 New IT Goals and/or Objectives

- Move out from under BOHA/SA to Big Picture Software.

# KANSAS DENTAL BOARD

Agency/Organization Head: Lane Hemsley

Office of Information Technology Services (OITS) Supported Agency

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ Licensing Software

Description: Licensing software is a long-range goal. The Board has been exploring options with various vendors under State Contract #43262.

**2021 Update:** This remains in the exploratory phase.

# KANSAS EMERGENCY MEDICAL SERVICES BOARD

Agency/Organization Head: Joseph House, Executive Director  
Agency/Organization CIO/IT Head: James Kennedy

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ **Public Portal Promotion**

Description: We continue to look at ways to make our processes easier for our end users. We have changed internal process so that even paper forms are scanned and stored with the service or user profile. Our challenge is getting those users and services to use the Public Portal and online forms as designed. Adoption of electronic/computerized forms is our largest challenge with this goal.

Desired Outcome: 100% of our public is utilizing the online mechanisms we must submit applications and interact with our agency.

**2021 Update:** On-track – we have added more portal options for EMS Providers, Services, and Educational Institutions to update and maintain their data and educational offerings. As time goes by, more EMS providers, services, and educational institutions become more comfortable using our online offerings. However, some continue to be more comfortable with paper forms. Some forms/applications have not been adapted to the portal. Additional changes and/or software development may be needed. The Board has moved towards requiring usage of the online platform for all applications submissions. The anticipated start date of January 1, 2022

#### ➤ **Data Quality**

Description: We generally have data this is appropriately limited in access, both internally and externally. One concern we have is with the quality of the data we collect and share. Getting our end users (EMS providers and ambulance services) to maintain and report accurately is an ongoing struggle – even with things as easy as keeping contact information current.

Desired Outcome: Mechanisms are in place to improve the quality of the data being submitted through our electronic systems and that information being provided is consistently updated.

**2021 Update:** On-track – we continue to update questions and available answers to improve the reliability of data collected.

➤ **Hardware/Software Updates**

Description: We strive to ensure that all our devices are running up to date, supported operating systems and software. We have multiple devices (laptops, desktops, and servers) in various stages of readiness for deployment. We additionally have updates ready for deployment on Audio/Visual and backup products. Finally, we have a need to update our firewall.

Desired Outcome: All software and hardware have been updated and deployed.

**2021 Update:** On-track – Items recast to June 30, 2021 were all completed, except for the firewall deployment, and on time; however our device replacement rotation plan makes this an ongoing goal. Firewall replacement recast to June 30, 2022.

➤ **Application Update**

Description: Our Licensure application needs to continue to evolve and improve. We have the capability of our licensure application communicating and linking with another enterprise solution within our office that would save our public users and our agency users a considerable amount of time if the linkage were established and functional. Our current licensure solution has not provided us the stability necessary to retire our legacy data system causing us to utilize this Informix SQL technology longer than we have expected.

Desired Outcome: Our Licensure application becomes a user friendly, easy to navigate system that our public has minimal concerns in navigating. Enterprise systems will communicate effectively and share the appropriate information with minimal to no user intervention. Stability in our licensure system increases and maintains that allows us to retire our legacy system after 31 years in production.

**2021 Update:** On-track – development/improvement of the licensure system is an ongoing process.

➤ **IT Security**

**2021 Update:** On-track – start date of October 2020, end date is ongoing with an increased emphasis through June 2021. All staff have a fundamental awareness of IT security, and a complex ability to apply this awareness within the state government environment. Working on ongoing training.

➤ **KEMSIS Project Maintenance**

Description: Maintenance of existing contracted solution. Currently the system is up for bid and the bids are within the technical proposal review process. Anticipated to award the contract in late October for a January 1, 2020 “go-live” date.

Desired Outcome: System remains compliant with the National EMS Information System (NEMSIS) and provides agency staff the platform necessary to perform daily business.

**2021 Update:** On-track - contract awarded in December 2019, finalized in late January 2020. This remains an ongoing objective.

➤ **PayIt – User Optimization**

Description: Consultation and discussion with PayIt to look into utilizing their platform as a means to overlay our public portal system and provide for a more simple and efficient means for our public to communicate on licensing and certification items with our office.

Desired Outcome: A simple, easy-to-use public interface that assists with navigating our applications appropriately.

**2021 Update:** Updated Timeline. Recast to start January 2022 and end March 2022. Set aside due to other priorities related to the timing of awarding the contract for our licensing system.

➤ **Licensure/ePCR Connection**

Description: Tables will be reconfigured for our ePCR system and our Licensure system to effectively transfer data between the two systems as designed. This involves a synchronizing of data across a minimum of 15 tables and the development and utilization of Universal IDs for each data value.



Desired Outcome: Information from our Licensure system will be fed automatically to our ePCR system without user involvement.

**2021 Update:** Updated Timeline – recast to start May 2021 and end July 2022. Due to the timing of the awarding of the contract and other priorities emerging, this project was delayed and start, and end dates recast.

### ➤ **Website Optimization**

Description: Our agency website has become cluttered over the years and has become difficult to navigate, including the inability to utilize a standard search bar successfully. We hope to partner with marketing individuals to design our website in a fashion where it is easy to find the information the user is searching for while still providing the document server access that our public has come to enjoy being available. There are still areas of our website that need to be modernized in order to be completely accessible.

Desired Outcome: Our agency website is updated, user friendly, and assists in promoting the agency, the state, and the EMS industry effectively.

**2021 Update:** On-track – objective is on-track. Modernization is still needed. Site searchability has improved. Site is now HTTPS. More changes needed to make the site more accessible to mobile devices not originally anticipated in the scope of this objective.

## 2021 New IT Challenges or Updates to Existing

All devices are operating on a currently supported operating system. We are seeing an increase in delays due to vendor availability, and more frequent system updates. Projects are taking longer than expected to turn tasks around.

## 2021-2023 New IT Goals and/or Objectives

- New Objective – KEMSIS v2 Retirement. Start date of August 2021. End date of October 2021. We are retiring a legacy data system and transitioning the data within our analytical platform. We will also be archiving PDF copies of each patient care report directly submitted into this v2 system.

# KANSAS BOARD OF EXAMINERS IN OPTOMETRY

Agency/Organization Head: Jan Murray, Executive Officer

Agency/Organization CIO/IT Head: Office of Information Technology supported agency.

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ Online Applications

Description: Having a licensing program that will enable new applicants to apply online and submit all requirements electronically

Desired Outcome: No paper application

**2021 Update:** Off-Track or Delayed. We have been running into issues with finding a suitable program. Finding a suitable / affordable / compatible program that will work with the Board's existing licensing database.

#### ➤ Archive Paper Files

Description: Digitizing all paper files and storing that is acceptable for State Archives

Desired Outcome: No paper files

**2021 Update:** Off-Track or Delayed. Licensing files have been scanned but not the misc items in file cabinet. Boxing up files for State Archives and taking to State Archives. Still working on the misc items. Licensing files have been taken to State Archives.

#### ➤ File Cleanup

➤ Description: Cleaning up digital files and moving to O365

➤ Desired Outcome: Cut costs for storage fees.

**2021 Update:** On-Track. Ongoing process. Will be sending electronic files to Archives. Constantly checking with State Archives on which files need to be archived.

➤ **Succession Planning**

**2021 Update:** On-Track. Writing up procedures so someone else can do my job in case something happens to me.

➤ **Plan and initiate going paperless**

- Description: Accepting online applications and digitizing all paper files
- Desired Outcome: No paper files

**2021 Update:** Off-Track or Delayed. Until we can get an online licensing program, we will always have paper.

# OFFICE OF THE STATE FIRE MARSHAL

Agency/Organization Head: Doug Jorgensen, State Fire Marshal  
Agency/Organization CIO/IT Head: N/A

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ Refresh of core IT equipment

Description: The agencies server infrastructure is due to be refreshed by the end of this IT plan. Included in the refresh are three host servers housing 20 virtual machines in the main office, and three host servers in the disaster recovery site. The storage appliances with 40TB storage will also be refreshed in each location.

Desired Outcome: By utilizing the virtual environment, cost of physical equipment will be less, and maintenance and warranty cost will also be lower.

**2021 Update:** On Track for 07/2023 – 06/2025.

#### ➤ Hardware Refresh

Description: The hardware refresh is to begin July 2023 for the disaster recovery site, and July 2024 for the main office. Replacing the host servers and storage devices in the main office and the disaster recovery locations.

Desired Outcome: By achieving this objective, the anticipated result will be a stable and reliable network providing our users with the tools they need to perform their duties.

**2021 Update:** On Track for 07/2023 – 07/2024.

## 2021 New IT Challenges or Updates to Existing

### ➤ **Move Firehouse Database to the cloud**

Description: Move our inhouse Firehouse database to ESO cloud. Category: Technology Obsolescence. Priority: High. Firehouse database is used to track all inspections throughout the State. This database is installed on a virtual server in house. The vendor will be shutting off Firehouse in the near future, so we will be moving this database to ESO Cloud Software System.

### ➤ **Track training**

Description: Providing new tools to users that increase efficiency while documenting training for Search and Rescue\Hazmat personal through ESO Cloud Software System. Category: New resources. Priority: High. The Search and Rescue\Hazmat (SAR\Hazmat) division has teams located across the state, the purpose of the teams being located across the state is to reduce the response time. Each team has required training that needs to be documented to make sure the responders are qualified to respond when called out.

# KANSAS STATE BOARD OF HEALING ARTS

Agency/Organization Head: Tucker L. Poling, JD, Executive Director  
Agency/Organization CIO/IT Head: Todd Standeford

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

- **Keep Agency system current provide enhancements as necessary to support business functions.**

Description: Coordination with the other agencies is necessary since appropriate testing must be performed by each agency for each upgrade. In addition, a familiarity with each agency's business processes is essential. All of this takes time and dedication by IT staff as well as the respective agency staff members. And the technology keeps changing. As new features and functions are added to the product, the users envision more and better ways to utilize the system. That then involves more IT staff time for design and configuration.

Desired Outcome: Have a platform that facilitates efficient and effective licensing and regulatory functions in a secure manner.

**2021 Update:** No update.

- **IT Security Posture**

Description: Explore options for employing either on in person security professional or a service, possibly from the KISO, to provide these needed functions. Include proposals for possible systems to enhance our system security.

Desired Outcome: Maintain the security of our systems and the data that they contain.

**2021 Update:** Explore options for employing either an in-person security professional or a service, possibly from the KISO, to provide these needed functions. Include proposals for possible systems to enhance our system security. We have worked with the KISO's Office to take advantage of some of the security monitoring services that they offer and are continuing to build on that relationship to further enhance our security posture.

➤ **IN FY2023 our 2 SANs will be reaching end of life.**

Description: We looking at a project to replace both units and the virtual hosts that work with them to provide our infrastructure. This project will be somewhere in the range of \$300,000. The objective will be to acquire the necessary hardware and convert all agency data onto the new equipment.

Desired Outcome: This project serves an additional purpose of increasing our storage capacity. The increased use of electronic documents and the inclusion of audio and video components in many of the investigations, we have found that more drive space is necessary.

**2021 Update:** On Track. With funds available at the end of FY2021. We are accelerating the timeline for this project and plan to have it completed by the end of September 2021. This project serves an additional purpose of increasing our storage capacity. With the increased use of electronic documents and the inclusion of audio and video components in many of the investigations, we have found that more drive space is necessary. This project increases our capacity by an additional 25%.

➤ **Keep Agency system current provide enhancements as necessary to support business functions.**

Description:

- Receive, test, and implement upgrades when they become available.
- Provide IT dedicated staff with current training on systems and security.
- Provide training to staff on systems and security.
- Provide opportunities for staff to be exposed to new system functionality and features.

## 2021 Agency and Leadership Updates

New Executive Director: Tucker L. Poling, JD  
Executive Director  
Kansas State Board of Healing Arts  
800 SW Jackson St., Lower Level-Suite A  
Topeka, KS 66612  
Phone: (785) 296-8066



# KANSAS BOARD OF HEARING AID EXAMINERS

Agency/Organization Head: Zachary Miller

Agency/Organization CIO/IT Head: N/A

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

- Digitize Licensing Process will be completed upon construction of new website currently in progress.

**2021 Update:** On Track.

# KANSAS STATE HISTORICAL SOCIETY

Agency/Organization Head: Jennie Chinn, Executive Director  
Agency/Organization CIO/IT Head: Matt Veatch, IT Supervisor

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

➤ **All Historical Society collections are transparent to the public**

Strategy: Manuscripts photographs, and other items are processed at the series level, allowing material to be included in the Archives Catalog online at <https://www.kshs.org/p/archives-catalog/16432>.

Strategy: The museum catalog is maintained and accessed at <https://www.kshs.org/p/museum-catalog/16432>.

Strategy: All collecting areas of the agency will answer specific inquires from the public on a weekly basis.

Objective 1: Provide the public 24-hour access to the agencies collections databases that describe collection items in the holdings of the Kansas Historical Society to allow researchers the opportunity to do preliminary searches for archival items and museum artifacts on their own allowing for a more efficient use of both the researcher's and the staff's time.

**2021 Update:** On Track with new objectives and strategies.

➤ **A strategic approach is taken to build archive and artifact collections**

Objective: Annually collect and preserve select digitally born materials pertinent to Kansas history including websites, social media, and digital publications.

**2021 Update:** On Track with new objectives and strategies.

- **All state records of enduring value are properly preserved and accessible to the public unless restricted by statute**

Objective: Ensure the KEEP digital archives for public records continues to meet international standards for digital preservation ensuring born digital records are preserved according to state statutes.

**2021 Update:** On Track with new objectives and strategies.

- **The Kansas Historical Society is recognized as an asset to state of Kansas that promotes the state's history and creates measurable economic activity**

Objective: Using private funds, develop all new exhibits for the Kansas Museum of History that explore the lives of real Kansans to tell the stories that are unique to the state's history, increasing museum attendance by 15% by FY 2024.

**2021 Update:** On Track with new objectives and strategies.

- **Public, private, and home schools view the Kansas Historical Society as the best source for curriculum materials on Kansas history and government**

Objective: Support Kansas teachers and home school parents by providing them access to training and knowledge that can be used to teach Kansas history and government while meeting state curricular standards.

**2021 Update:** On Track with new objectives and strategies.

- **The Kansas Historical Society successfully connects its message of public value to the people of Kansas**

Objective 1: Create continuing internet presence that employs contemporary standards and best practices for usability, accessibility, design, and content management.

Objective 2: Develop a plan to enhance agency access to targeted audiences through social media.

**2021 Update:** On Track with new objectives and strategies.

➤ **As budgets allow, the Kansas Historical Society uses current technology to enhance productivity and customer service**

Objective 1: Establish a clearly defined and consistently implemented process for establishing information technology (IT) project priorities within the agency by FY 2023.

Objective 2: Replace current landline phone system in FY 2024.

**2021 Update:** On Track with new objectives and strategies.

➤ **Provide the public 24-hour access to the agency's collections databases that describe collection items in the holdings of the Kansa Historical Society to allow researchers the opportunity to do preliminary searches for the archival items and museum artifacts on their own allowing for a more efficient use of both researcher's and the staff's time**

Strategy: Manuscripts, photographs, and other items are processed at the series level, allowing the material to be included in the Archives Catalog online at <http://www.kshs.org/p/archives-catalog/16432>.

Strategy: The museum catalog is maintained and accessed at <https://www.kshs.org/p/museum-catalog/19685>.

Strategy: All collecting areas of the agency will answer specific inquiries from the public on a weekly basis.

**2021 Update:** On Track with new strategies.

➤ **Annually collect and preserve select digitally born materials pertinent to Kansas history including websites, social media, and digital publications**

Strategy: Using specialized commercial software that meets archival standards capture approximately 2 terabytes of born digital materials annually.

**2021 Update:** On Track with new strategies.

- **Ensure the KEEP digital archives for public records continues to meet international standards for digital preservation ensuring born digital records are preserved according to state statutes**

Strategy: Review international standards and software specifications biennially the ensure compliance.

**2021 Update:** On Track with new strategies.

- **Using private funds, develop all new exhibits for the Kansas Museum of History that explore the lives of real Kansans to tell the stories that are unique to the state's history, increasing museum attendance by 15% by FY 2024**

Strategy: Train agency information Technology (IT) staff and others to maintain any exhibit features that contain IT components before opening new exhibits. Digital interactives will be designed by the contractor who will also produce an extensive manual. Agency IT staff will be informed and able to comment on contractor's work in advance to ensure all exhibit systems work within state IT systems and maintain state standards of IT security.

**2021 Update:** On Track with new strategies.

- **Support Kansas teachers and home school parents by providing them access Training and knowledge that can be used to teach Kansas history and government while meeting state curricular standards**

Strategy: By FY 2024 create a webinar prototype to train teachers on specific topics in Kansas history using a variety of KSHS materials. Consider partnering with Kansas University or college to provide in-service or college credits.

**2021 Update:** On Track with new strategies.

- **Create a continuing internet presence that employs contemporary standards and best practices for usability, accessibility, design, and content management**

Strategy: Launch an updated agency website in FY 2023 that is mobile friendly, transparent, and easy to use.

Strategy: Create new web content quarterly that is historically accurate, easy to understand, and relevant to today's audience to attract continuing attention to the agency.

**2021 Update:** On Track with new strategies.

- **Develop a plan to enhance agency access to targeted audiences through social media**

Strategy: By FY 2023 create an agency plan to focus part of the agency's social media efforts on the audience as storyteller, which can be integrated with posts by KSHS reflecting its status as a trusted source for Kansas history.

Strategy: By FY 2024 create digital stories called "Your Stories, Our History" that present short stories of the past that remain relevant today using modern illustrative methods.

**2021 Update:** On Track with new strategies.

- **Establish a clearly defined and consistently implemented process for establishing information technology (IT) project priorities within the agency by FY 2023**

Strategy: As audiences shift from accessing agency collections, programs, and services in-person to online, reevaluate resource allocations on an annual basis.

Strategy: By FY 2026 integrate Kansaspedia and Kansas Memory to provide easier access to basic information on Kansas history.

**2021 Update:** On Track with new strategies.

➤ **Replace current landline phone system in FY 2024**

Strategy: In-depth evaluation and selectin of a new phone system by fall 2022.

**2021 Update:** On Track.

## 2021 Agency and Leadership Updates

A new strategic plan for the agency has been developed for the Kansas State Historical Society.

## 2021 New IT Challenges or Updates to Existing

Same current challenges exist. A new challenge is the replacement of our current 37 year old phone system that has frequent problems and has been difficult to maintain. By the FY 2024 budget the agency will need to request funds to purchase a voice over IP system or another independent phone system. Also by FY 2024 of FY 2025, the agency will need to replace the old C-Cure 9000 security system throughout the building.

# KANSAS HUMAN RIGHTS COMMISSION

Agency/Organization Head: Ruth Glover, Executive Director  
Agency/Organization CIO/IT Head: N/A

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

➤ **Upgrade Access Databases to newer, more secure, stable software**

**2021 Update:** On track – Other duties due to the COVID 19 pandemic took precedence over this project.

➤ **Website Upgrade**

**2021 Update:** On track – other duties due to the COVID 19 pandemic took precedence over this project.

➤ **Possibly move Topeka and Wichita data servers to One Drive**

**2021 Update:** On track – Other duties due to the COVID 19 pandemic took precedence over this project.

### 2021 Agency and Leadership Updates

Assistant Director Bill Wright is retiring effective September 30, 2021. Robert Eastering is the incoming Assistant Director.

### 2021-2023 New IT Goals and/or Objectives

➤ **Implement softphones**



# BOARD OF INDIGENTS' DEFENSE SERVICES

Agency/Organization Head: Pending

Agency/Organization CIO/IT Head: Kim Mason, Assistant Director

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ **Security Upgrade:**

Description: Continue to enhance our security protocol by upgrading our Barracuda SPAM filter to a level that can handle e-mail encryption, upgrading Cisco firewalls, and installing additional walls and door security for seven offices.

Desired Outcome: To provide the most advanced security/cybersecurity possible for the agency.

**2021 Update:** Partially on-track, as we were able to complete some of the security upgrades needed but fell short due to funding issues. We did receive some funding from the 2021 Legislature for the security upgrade project, and we are working to implement what we can with those funds in FY2022. We were able to purchase new firewalls for all outlying offices, have installed all but one, and have setup email encryption.

#### ➤ **Server Upgrade:**

Description: Upgrade aging servers to accommodate newer technology that will support the current and future data processing and storage needs of the agency.

Desired Outcome: To provide current reliable hardware to support the agency users' data.

**2021 Update:** On-track, as we were able to purchase the servers needed for all outlying offices and have installed a few thus far. We are moving forward with this project in spite of outside factors that hamper steady progress; COVID and need for additional staff. We were able to purchase 50TB servers for all outlying offices and have installed a few of them to this point.

➤ **Upgrade Bandwidth/Connectivity**

Description: Upgrade bandwidth/connectivity to the best available for each outlying office.

Desired Outcome: To provide reliable connectivity to the agency users with our datacenter and enhance our backup procedures.

**2021 Update:** Off-Track or Delayed. The cost of expanded bandwidth in our offices (we have 16 physical offices), has proven to be cost prohibitive. In order to expand bandwidth to provide the best available connectivity to all our offices, we will need ongoing additional funding as the costs are prohibitive and recurring.

➤ **Upgrade Phone Systems**

**2021 Update:** Off-Track or Delayed. We hope to upgrade the stand-alone phone systems in several of our offices as they are antiquated and no longer supported; replacement parts and equipment are difficult to find. We have started researching other options and hope to have a plan in place by FY2023 for how to proceed. It's likely that this to will prove to be cost prohibitive for our current budget levels. We will address that in a budget request for FY2024 budget year.

➤ **Increased Security/Cybersecurity:**

Description: Continue to enhance our security protocol by upgrading our Barracuda SPAM filter to a level that can handle e-mail encryption, upgrading Cisco firewalls, and installing additional walls and door security for seven offices.

Desired Outcome: To provide the most advanced security/cybersecurity possible for the agency.

**2021 Update:** Partially on-track, as we were able to complete some of the security upgrades needed but fell short due to funding issues. We receive some funding from the 2021 Legislature for the Security upgrade project, and we are working to implement what we can with those funds in FY2022.

➤ **Server and Bandwidth:**

Description: Upgrade aging servers to accommodate newer technology that will support the current and future data processing and storage needs of the agency. And upgrade bandwidth/connectivity to the best available for each outlying office.

Desired Outcome: To provide reliable connectivity to the agency users with our datacenter and enhance our backup procedures.

**2021 Update:** Partially on-track, as we were able to purchase the servers needed for the outlying offices, but the cost of expanded bandwidth is a costly recurring expense that is not within our current. Off-Track, we are moving forward with the server project in spite of outside factors that hamper steady progress; COVID and need for additional IT Staff. Expanded bandwidth is still outside of our grasp.

## 2021 Basic Agency Information Updates

Two additional IT staff members will be recruited this fiscal year: Tech Support Consultants

## 2021 New IT Challenges or Updates to Existing

Addition of new staff members across the agency in FY2022; 41 new positions. Also in FY2023, we will potentially be adding more additional staff members and 1-2 new offices to our agency.

# KANSAS PUBLIC EMPLOYEES RETIREMENT SYSTEM

Agency/Organization Head: Alan Conroy

Agency/Organization CIO/IT Head: John T. Cahill

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ **Application Modernization:**

Description #1: KPERS is actively engaged in an internal project to rewrite our Member Web Portal on a non-proprietary platform. This modernization includes functionality, security and will include responsive design technology. Start Date 7/19, End Date 6/20.

Description #2: KPERS is currently engaged in an internal project to rewrite our public facing retirement calculation applications on a non-proprietary platform. This modernization includes functionality, security and will include responsive design technology. Start Date 7/19, End Date 6/20.

**2021 Update:** Off-Track or Delayed with Change in Timeline. This will be part of our Modernization project (See enterprise applications). This has become an agency priority. Preparing KITO request. We will be presenting a modernization project request in the next 30 days to modernize the current Pension administration System (KITS). We have conducted extensive research on what we need and perform a POC with the current vendor Sagitec who we will stay with. Part of the larger PAS modernization. Information captured during business visioning sessions and will be part of the PAS modernization. Will be included in the overall project plan for the PAS modernization in our effort to become best in class in pension administration and supporting both our members and employers.

➤ **Digitization/Online Services**

Description: KPERS is actively engaged in a project to create a mobile application to support new members to the KPERS system. This project is expected to improve communication and education for new members. This project may grow to include other targeted KPERS audiences. Start Date 8/6, End Date 3/20.

**2021 Update:** Cancelled with Change in Priority. The mobile application project cancelled and will be revisited during modernization. Design on a mobile application will only happen after modernization if finished. Change in Priority – This will need to be performed at a later date when the PAS is modernized and can handle this type of application.

➤ **Infrastructure – Cloud based data center:**

Description: KPERS is reviewing options to move to a cloud-based data center. The project's goal is to identify a cloud tenant to meet the high level of security and functionality required. We are reviewing PAAS and SAAS opportunities. The goals include consolidation of a number of security products and cloud-based disaster recovery services. Start Date 8/20, End Date 6/21.

**2021 Update:** On track – The assessment was completed in June 2020. At my direction, we will be creating a plan to put our DR backup infrastructure into the cloud and begin testing in October 2020. Next step will be to select a cloud vendor. Updated timeline – We are in the process of determining where our new PAS platform will reside. We are looking at an Azure tenant or host with Sagitec. We are looking at a decision in 3Q FY 2022.

➤ **Data Project:**

Description: We are in the process of doing some extensive data analysis on the current environment. We documented the data dictionary for over 600+ tables. Part of project plan is to develop a roadmap forward to preparing our data for modernization and migration. This includes extensive training and set up of data governance, requirements gathering, risk analysis strategy for fixing in legacy, preparing data for migration.

**2021 Update:** Off-Track or Delayed – We are in the process of analysis and developing a roadmap forward for all things data. We anticipate starting this in 2Q of FY22; it has been prioritized appropriately to align with our planned modernization efforts. This is an extensive project to run parallel with our planned modernization for the KTIS PAS. It has been highlighted in our Business Assessment and has been prioritized for modernization. Data analysis has begun and should be completed at the end of September 2021.

➤ **Business Process Definition**

Description: The goal of this project is to define and document current business processes to allow KPERS to create an RFP for a modern Pension Administration system. The project will include defining system current and future platform components, communications requirements, business intelligence, business process management (BPM), system and data migration services, security requirements and project timelines. Start Date 7/20, End Date 1/21.

**2021 Update:** Off-Track or Delayed with Updated Timeline. We are currently involved in a project documenting the “AS-IS” business processes. Our project is on task to be completed mid-September of 2021.

➤ **Modernization**

Description: Completing the business assessment and selecting the future roadmap to replace the Pension Administration System. This process will include documenting all current business process, defining current state, gap analysis, future state, Communication requirements, Business Intelligence, BPM, Data migration and security requirements.

Application Modernization - we will begin work to rewrite the Member Web Portal.

Application Modernization - rewrite new calculation functionality including responsive design, functionality and security.

Enterprise Applications - Continue the work of Data reporting and begin the process of implementing a data warehouse and BI tools.

Infrastructure - Considering a move to cloud-based Data Center, will continue to test capabilities in the cloud.

Security - Complete a full security assessment and work to shore up our security posture both internally and externally.

**2021 Update:** Off-Track or Delayed with Updated Timeline. We will be presenting a modernization project request in the next 30 days to modernize the current Pension administration System (KITS). We have conducted extensive research on what we need and perform a POC with the current vendor Sagitec who we will stay with.

## ➤ **Cybersecurity Enhancements**

Description: Building upon existing security standards to make certain KPERS remains best in class with its security posture.

**2021 Update:** Off-Track or Delayed with Change in Description. Enhancing security policies and procedures; embedding security tasks in POM; Implementing SDLC; Implementing L/N fraud detection tools for Member Services. We have move and internal staff member into the roll of security coordinator. Added the security coordinator role in 2020 to assist in the developing and enhancing the existing policies and procedures. This includes security audits, annual penetration testing of our portals. Security audits by third-party.

## ➤ **Cloud-based Help desk Application**

Description: The agency has not used a help desk application for tracking incidents, requests, and assets.

**2021 Update:** Off-Track or Delayed. Implemented e-mail-based ticket creation, working on the service portal, workflows, asset inventory and reporting. This was request of the new CIO and is planned to be completed December 2021.

## 2021 New IT Challenges or Updates to Existing

Updates to previous documentation and process concerns – KPERS has committed to setting up formal Project Management Process. KPERS Development and Sagitec has been working through much needed system documentation as well as preparing for much needed training on their platform. Update to attrition and recruiting – We have had success hiring new talent and will continue to work towards solidifying the core team, focusing on Application development, DBA, Help desk technician and Business Analysts.

## 2021-2023 New IT Goals and/or Objectives

- We are looking for Cloud-based backup strategy as well to replace the on-prem legacy (tape) backup system. Working on a plan to replace the current Finesse Call Center application currently managed by OITS with a cloud-based option which allows to better manage our call center and avoid the ongoing issues we have faced with Finesse.

# KANSAS STATE BOARD OF MORTUARY ARTS

Agency/Organization Head: J.W. Carey, Executive Secretary

Agency/Organization CIO/IT Head: N/A

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

None currently.

### 2021 Basic Agency IT Information Updates

- The agency consists of three (3) full – time employees. We contract with OITS for our IT needs.
- We utilize Microsoft Access for our data base and Sitefinity for our website. Our website is hosted by OITS.
- We contract with the Information Network of Kansas (INK) for credit-card payments.



# KANSAS STATE BOARD OF NURSING

Agency/Organization Head: Carol Moreland, MSN, RN, CPM

Agency/Organization CIO/IT Head: Adrian Guerrero

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

➤ **Retain independent status of the Board of Nursing.**

Description: Continue to monitor legislation, submit data to our national organization, NCSBN for Commitment to Ongoing Regulatory Excellence (CORE) reports, monitor performance indicators for agency, educate regarding performance of agency and dashboard regarding agency performance.

**2021 Update:** On-Track. Monitored legislation introduced during the session for any legislation dealing with licensing boards. Provide testimony and educate legislators regarding KSBN. Updated CORE data with NCSBN. Research a performance database for the KSBN website. Included agency performance statistics in annual report.

➤ **Monitor fiscal impact of NLC implementation.**

Description: Monitor licensing statistics and agency budget via monthly agency fiscal reports and report to Finance Committee and Board members quarterly.

**2021 Update:** Off-Track or Delayed with Updated Timeline. There have been multiple executive orders issued by the Governor, that extended the license expiration dates for licensees since March 2020 to address the COVID-19 pandemic. Nurses typically renew every two years during their birth month of odd or even years. The mutual license recognition law, the Nurse Licensure Compact (NLC), was enacted in July 2019. So as a result of the COVID-19 pandemic executive orders, KSBN has not yet fully been able to track the full fiscal impact of the adoption of the NLC in Kansas. Since the last report, more states have joined the NLC. Currently there are 38 states and 1 US territory that have enacted the NLC and 5 other states and 1 territory with pending legislation. The pandemic has proven how important it is to be able to mobilize nurses where they are most needed, however the full fiscal impact on the agency will need to continue to be monitored over the coming years.

➤ **Maintaining a superior information technology infrastructure.**

Description: Keep agency systems current and provide enhancements as necessary to support business functions. Identify and replace equipment that needs updated, review and evaluate new or existing technology and how to improve or incorporate into KSBN, establish new production data center and off site data center, be proactive with state IT reorganizations and explore new ways to present information on website (instructional videos). Have an infrastructure and platform that facilitates efficient and effective licensing and regulatory functions in a secured manner.

**2021 Update:** On Track with Updated Timeline. COVID-19 has necessitated the need for the majority of the staff to telework. Re-evaluate the equipment needed for staff to telework. Equipment purchased that enabled staff to telework effectively. Replaced core data center equipment and procured equipment for the off-site data center. Soft phone software were installed on the laptops for the staff that telework and headsets have been purchased to be used with the soft phones. Initial discussion about developing more instructional videos.

➤ **Maintain centralized repository to locate status of investigative and discipline cases.**

Description: Develop and maintain a uniform database to monitor status of investigative and discipline cases. Train staff and monitor usage. This will be an ongoing annual strategic objective for the agency.

**2021 Update:** On-Track with Updated Timeline. Funds to utilize the Enforcement Module of My License Office were included in FY 22 budget request. By June 2022 Investigative Division case files relating to application review for legal history should be electronic and stored in Perceptive Content (this is being worked through currently).

➤ **Maintain and upgrade the electronic storage of agency records.**

Description: Review and revise agency record retention schedule, review position descriptions to include imaging of agency records. Track agency records that are imaged. This will be an ongoing annual strategic objective for the agency. Delayed due to COVID-19 impacts to state vendor.

**2021 Update:** Off-Track or Delayed with Updated Timeline. Record retention schedules for Investigative Files and Disciplinary Case Files were revised to reflect electronic storage. Electronic Recordkeeping Policy approved by the State Records Board for Perceptive Content. Received grant to image licensing files from the state "Kansas Digital Imaging Program Fund" via the 2015 Kansas Legislature House Sub. for Senate Bill 112, which assists state agencies in digital document imaging projects. The project will assist KSBN in converting paper-to-digital in Investigative and Licensing records. Project extended due to COVID-19. Staffing resources at the state approved vendor converting paper to images was impacted by COVID-19.

➤ **Monitor funding for K-Tracs.**

Description: Monitor legislative funding for K-Tracs, track impact of increased fee fund transfer for K-Tracs, participate in generating funding solutions.

**2021 Update:** On-Track. Continue to provide feedback regarding fiscal impact of K-TRACS on agency budget. Monitor progress at the KS Board of Pharmacy, who manages the K-TRACS System and participate in fiscal review meetings. Testify at Budget Hearing regarding importance of K-Tracs and need for permanent funding for program outside of regulatory boards. Report to APRN and Finance Committees and Board.

➤ **Applicants will be licensed within 5 - 7 business days after receipt of all required and approved information.**

Description: This goal will remain an agency strategic objective. The agency reviews 10% of applications each month to review accuracy, timelines and completeness of applications. Review of audits for continuous improvement is an ongoing objective for the agency and is part of the licensing staff performance management reviews.

**2021 Update:** On-Track. The agency's performance assessments shows that for FY20, KSBN is hitting a 97.5% timeline for completed applications. At the end of FY20, KSBN met the timeline to configure our licensing systems and operations to meet the newly added requirements of HB 2066 Expansion of Military Spouse and Service member's Expedited Licensure; Expedited Occupational and Temporary Credentialing. The law to shorten the period of time in which regulatory bodies are required to issue occupational credentials to military service-members or military spouses seeking to establish residency in Kansas and provide for expedited credentialing of non-military prospective residents.

➤ **Potential Nurse Practice Act violations submitted to the Board are reviewed and assessed within six months.**

Description: Quarterly audits will demonstrate 90% of complaints

submitted to KSBN with a potential violation of the Nurse Practice Act were reviewed and assessed within six months. This will be an ongoing annual strategic objective for the agency.

**2021 Update:** On Track with Change in Description. KSBN reviews complaints for jurisdiction and potential violation within 6 months of receipt of the complaint. Barriers to completion of cases linked to a complaint include: priority of the investigation, staff caseload, staff available, response to subpoenas for documents and response from witnesses and licensee. To assist with these efforts, KSBN IT is working to establish an enforcement module within our agency's licensing system. KSBN IT is also reviewing the complaints submissions process to see it can be web-enabled. Likewise, KSBN is reviewing solutions for an SaaS Gov SFTP service to allow external entities to submit required documentation to KSBN in a secured and efficient manner.

➤ **Review and Update Information Security Posture**

Description: Review all agency policies and procedures surrounding information security in a effort to maintain the security of our operations, systems and the data that they contain. This will be an ongoing annual strategic objective for the agency. See additional notes for details.

**2021 Update:** On Track with Change in Priority. The KSBN Director of Operations worked with the state Chief Information Security Officer, of the KS Information Security Office (KISO) to request a Non-Cabinet Agencies (NCA) ISO be assigned to KSBN. This request was granted. The NCA ISO is assisting with an in-depth review of the review of all agency information security policies, procedures including review of the system vulnerability scans, in an effort to help identify areas of risk. This has been an extensive and time consuming, yet critically important, endeavor for the agency. KSBN has prioritized this effort for the agency and has provided staff and time resources to fulfill the objective. This is a continuous effort that includes collaboration by both agencies. KSBN and the NCA ISO meet at least on a bi-weekly basis to perform the analysis and work. This effort will continue, and future initiatives may be realized as a result of reviewing and implementing controls and performing other risk remediation activities. Policies and procedures that were recently updated included the vendor non-disclosure agreement, CJIS handling policy and procedures, Information Asset Classification Policy, and Information Security Incident Response Plan. Additionally, an in-depth agency wide Risk Assessment Survey is currently underway.

➤ **Evaluate Telework and/or Hybrid Work Structures**

Description: COVID-19 has necessitated the need for the majority of the staff to telework. KSBN re-evaluated the equipment needed for staff to telework. Equipment was purchased via CAREs Act Funds that enabled staff to telework effectively. Soft phone software were installed on the laptops for the staff that telework and headsets have been purchased to be used with the soft phones. KSBN implemented a hybrid schedule option for staff as a pilot project until December 2021.

At that time KSBN will analyze the impact of this pilot project to determine if it should continue going forward. KSBN updated all telework and work schedule agreements and evaluated security prior to permitting the hybrid telework options for employees. All staff were required to complete the Information Security Awareness Training prior to being permitted to telework.

**2021 Update:** On Track with Change in Priority. This pilot project will be evaluated in December 2021 and presented to the board with results and any recommendations that might come of the trial.

- **Evaluate SaaS web-based/mobile friendly solutions to help streamline the Continuing Nursing Education (CNE/CE) process that includes tracking for licensees and simplify the audit process for KSBN staff.**

Description: Review third party solutions for a SaaS web-based / mobile friendly continuing education management system to be available for use by the Kansas Board of Nursing staff, continuing education providers and licensees. The objective of this system will be to simplify the audit process for staff, and to assist licensees in understanding and meeting their continuing education requirements for license renewal.

**2021 Update:** On-Track with Updated Timeline. KSBN will be reviewing SaaS solutions by third party providers and has scheduled a presentation for the KSBN Board Members at the September 2021 Board Meeting.

- **Re-evaluate the agency's Continuity of Operations Plan (COOP).**

Description: Review of COOP plan to ensure continuity of plan. This objective has been part of the agency's informal operations for many years, and a robust COOP plan has been in place. However given the COVID-19's impact on the global health community, KSBN decided to more formally track the process and added it to the agency's strategic plan and the 3 year IT plans.

**2021 Update:** On Track with Change in Priority. June 2020 COOP plan emailed to Board members to review. Conduct an evaluation of COOP plan after implementation for the COVID-19 pandemic and make necessary changes. FY22 objective to perform back-up orientation on the management of the COOP plan with Executive Administrator and Executive Assistant.

- **Work with OITS and state vendors to finalize the move of production data center into the ISG location**

Description: KSBN achieved significant milestones on the ISG data center move including establishing network connectivity, primary and backup firewall, switches and moving of a data server for testing. The project had been extended status due to COVID. Phase 2 of the project to upgrade the production data center infrastructure was completed on 5/25/2021.

**2021 Update:** Completed. Additionally KSBN vacated the former Landon State Office Building data center and decommissioned the legacy storage area networks due to s end-of-life status. All appropriate data security procedures were followed during the decommission process and items were taken to State Surplus Division or decommissioned per standard requirements.

- **Work with OITS and state vendors to finalize the move of the backup data center into the new ISG out-of-state location.**

Description: Move the Topeka Offsite Data Center to the secondary ISG Data Center. This project was extended due to COVID industry conditions impacted the timeline of the production data center move. This project is now back on track according the project timeline, however the equipment that was procured in FY22 is unfortunately delayed up to 4 to 6 months due to global industry chipset shortages. This project will continue as soon as our offsite data center equipment arrives.

**2021 Update:** Off-Track or Delayed with Updated Timeline. Due to the slight delay in the primary data center move and due to the global industry chipset shortages, this part of the project was extended. Timeline for completion is dependent on arrival of data center equipment, OITS, ISG and KSBN availability.

- **Re-evaluate and implement investigative Tracking I MLO software**

Description: Develop and maintain a uniform database to monitor status of investigative and discipline cases. Train staff and monitor usage. This project was extended due to COVID-19 impacted agency operational resources that were focused on the migration of staff to telework and responding to the high demand for health care workers. KSBN is re-evaluating the timelines to determine when this project will fit into agency project timelines. KSBN IT has began the initial phases of this project and had met with the licensing vendor and secured bids for the project.

**2021 Update:** Off-Track or Delayed with Updated Timeline. Funds to utilize the Enforcement Module of My License Office were included in FY 22 budget request, however due to the delays and changes in the vendors technologies, the estimates are more than initially projected. KSBN believes we can adjust to accommodate these new fiscal impacts for MLO enforcement within our existing budget. KSBN will need to request additional fiscal resources for the core system upgrade in the budget requests and will be submitting a change enhancement to the agency's budget for FY23.

- **Create videos for online user customer help and post via the agency website with the goal of reducing email and phone support inquiries.**

Description: Explore new methods to present information on website including instructional videos. Project delayed due to COVID and due to changes to the applications questions and instructions also delayed this project.

**2021 Update:** Off-Track or Delayed with Updated Timeline. This project will proceed forward once other more pressing projects are completed.

- **Create videos for online user customer help and post via the agency website with the goal of reducing email and phone support inquiries.**

Description: Explore new methods to present information on website including instructional videos. Project delayed due to COVID and due to changes to the applications questions and instructions also delayed this project.

**2021 Update:** Off-Track or Delayed with Updated Timeline. This project will proceed forward once other more pressing projects are completed.

## 2021-2023 New IT Goals and/or Objectives

Many of KSBN's initiatives were multi-year projects and were noted during the last reporting period. This next reporting period will complete or further update the existing projects. Given the unforeseen impact of the COVID-19 pandemic, the need for verified and qualified nurses that were free of any restrictions, was paramount. KSBN was required to shift priorities to respond to this global emergency. New IT goals or objectives could arise during this reporting year and may could shift time and staff resources until the global pandemic subsides.

# OFFICE OF THE GOVERNOR

Agency/Organization Leadership: Governor Laura Kelly

- Office of Lieutenant Governor – Lieutenant Governor David Toland
- Office of Governor Grants – Juliene Maska
- Kansas African American Affairs – Stacey Knoell
- Kansas Hispanic and Latino American Affairs - Audé Negrete
- Kansas Native American Affairs – Chis Howell
- Kansas Commission on Disability Concerns – Martha Gabehart

Office of Information Technology Services (OITS) Supported Agency

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ **Modernization of the agency websites into a single platform**

Description: The websites need to be combined into a single secure platform that will better reflect the new administrations design. The sites need to be modernized with new design, compliant with multiple browsers and ease of use for citizens. The website will encompass all divisions within the Office of the Governor.

Desired Outcome: Cost effective, modernized look and feel, mobile responsive design and secure platform.

**2021 Update:** Off-Track or Delayed. This was in progress before COVID related tasks took priority. Existing website is still functioning as needed.

#### ➤ **Manage constituent contacts and appointments in a timely and efficient manner**

Description: This is ongoing system maintenance and support of the constituent and appointments system. Future revision of forms will allow for ease of use for constituents to submit information to the agency.



Desired Outcome: Published forms that encompass data needed from constituents and appointments that are easy to use and fully functioning.

**2021 Update:** This is an ongoing goal as we continue to increase functionality for both internal and constituents as needed. This year modification to web forms increased the data set provided for Appointments.

➤ **Manage and track Grants in a timely and efficient manner**

Description: This is ongoing system maintenance and support of the Grants system. The division recently upgraded their hosted system.

Desired Outcome: Secure, reliable and easy to use system for daily use

**2021 Update:** Complete.

➤ **Transition to new digital communications platform that Office of Information Technology services is onboarding to increase timely communications to constituents and State agencies.**

**2021 Update:** Complete. Successfully migrated into the GovDelivery platform with increased functionality and support.

➤ **Continued replacement of aging information technology hardware**

Description: Replacement of obsolete computer hardware with cost effective solutions utilizing state contracts and/or services to purchase new computers and replace other hardware.

Desired Outcome: Cost effective, increased mobility, increased productivity and reliable hardware. Gaining the ability to work from any location when needed.

**2021 Update:** Ongoing. This will be an ongoing initiative as hardware ages and newer technology becomes available. The agency will implement four video conference rooms this year.

➤ **Continue ongoing maintenance of existing systems to ensure stability and availability**

Description: This is ongoing system maintenance and support of the constituent and appointments system. Future revision of forms will allow for ease of use for constituents to submit information to the agency. Expand the system to remaining agency divisions to fully utilize system functionality.

Desired Outcome: Stable, reliable and secure system. Published forms that encompass data needed from constituents and appointments that are easy to use and fully functioning.

**2021 Update:** Ongoing. We will continue to maintain systems and improve functionality.

# KANSAS COMMISSION FOR PEACE OFFICERS STANDARDS & TRAINING

Agency/Organization Head: Doug Schroeder, Executive Director  
Agency/Organization CIO/IT Head: N/A

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

- Upgrade telephones VOIP

**2021 Update:** Completed 2/3/2021. Changeover has been completed.

### 2021 Agency and Leadership Updates

On August 9, 2021 Doug Schroeder was named Executive Director following the retirement of Gary Steed.

### 2021 New IT Challenges or Updates to Existing

We completed the move to VOIP telephones. IT challenges include the lack of support even on routine computer issues that arise daily with equipment and software. We are also challenged by the rising costs to maintain the state's officer training database.

### 2021-2023 New IT Goals and/or Objectives

- We are evaluating our current workstation computer options as an equipment lease is maturing.

# KANSAS STATE BOARD OF PHARMACY

Agency/Organization Head: Alexandra Blasi, JD, MBA, Executive Secretary  
Agency/Organization CIO/IT Head: N/A

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ **Snack and Scan**

**2021 Update:** Off-Track or Delayed with Change in Priority. Project stalled due to COVID-19, employees working remotely, and decrease in priority due to more time-sensitive work assignments.

#### ➤ **Web Accessibility**

**2021 Update:** Off-Track or Delayed with Updated Timeline. K-TRACS website is complete. Anticipate begin work on Board website in early 2021. Project stalled due to COVID-19, employees working remotely, limited staff resources, and OITS conversion of existing website June – September (?) 2021. Updated Timeline – 12/31/2022.

### 2021 Agency and Leadership Updates

New Board member appointments in 2020 and reappointments in 2021. New public member in 2021. Agency has grown due acceptance of additional federal grants. Added 3.0 FTE in 2021, and have been approved for additional 1.0 FTE in 2022.

### 2021 New IT Challenges or Updates to Existing

Agency has identified the need for all Board and Committee members to complete IT Security training course. Budget constraints are always of concern to the agency, as a fee funded agency maintaining all operations within existing special fee revenue.

Agency is also working to update and expand existing IT Security policies, procedures, review, etc. Which proves difficulty due to time constraints and agency/staff obligations including pandemic responsiveness. IT support still limited.

## 2021-2023 New IT Goals and/or Objectives

- Update agency IT policies, including security, COOP, CJIS, data classification, incident response, etc.
- Complete IT Security KCA self-assessment and risk management.
- Create agency risk register.
- Require all Board and K-TRACS Advisory Committee members to complete KISO training.

# KANSAS RACING AND GAMING COMMISSION

Agency/Organization Head: Don Brownlee

Agency/Organization CIO/IT Head: Dennis Bachman

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ **Cyber-Security**

Description: The KRGC has cybersecurity policies enacted either by the commission or the Executive Director. The agency has purchased a vulnerability program and a log monitoring system.

**2021 Update:** On Track with Updated Timeline. The agency is expecting to have both log monitoring (SolarWinds SEM) and Vulnerability (Tenable Nessus) by the end of the year. The agency is using current staff to implement these new changes. Our current staff are in the process of performing multiple programs to update cybersecurity and work from home. Our agency is hoping to hire an additional IT staff member to aid in this process.

#### ➤ **We have multiple in-house application development projects that are geared toward creating an application that meets the needs of central task that it needs to comply with audit findings.**

**2021 Update:** On Track with Updated Budget. We are updating documentation of training history, audits, threat and vulnerability analysis, Incident Response Tests, as well as any other cyber-security activity. Our agency is currently going through an LPA IT Security Audit. Several of the minor or moderate concerns that have been talked about are currently in the process of being addressed. The KRGC has already started processes and purchased equipment to remedy these issues. The immediate response has been supported by executive staff and we are making changes through purchasing immediately. Learning curve and configuration is the only delay. Most of these changes are costly as the cost has increased with the demand.

➤ **Increase home security for remote use of the system**

Description: We are updating the computers used from home, firewalls on the agency computers to protect them from the home used systems and to protect the home systems.

**2021 Update:** On Track with Updated Budget. By end of year is the expected date, and we are on schedule. This will be done for users in the Topeka office first, later for quarantine staff members in the field. Once a new IT staff member with technician abilities has been hired it will aid in the agency's ability to speed up this process.

➤ **Virtualize Network**

Description: Having met with multiple vendors to verify that the work that is to be done is right for us and will accomplish the overall goal of the project.

**2021 Update:** On Track. KRGC has limited virtualizing of our network because as a medium size agency we did not feel the cost benefit analysis warranted this. There is a limited need for KRGC to move to further virtualization since we are working from home and using a dual computer security method. By using dual computers at our headquarters our agency would be able to provide full systems in the case of a disaster at any of our remote sites. This helps our agency to conform to our business continuity plan.

➤ **Virtualize Desktops**

Description: Having met with multiple vendors and verified that the work needed would undermine the security features of a two-laptop remote system that meets the goal of the project.

**2021 Update:** Cancelled. Not being considered due to size of agency and security reasons. For security reasons we are using a dual computer system, so PII and secure data is never at home, the server is not slowed down or hindered if virtualization is down. This also allows us to have our staff up and working faster in a disaster to allow for a quick return of our services to the State of Kansas.

➤ **Server updates**

Description: Upgrading of servers is an ongoing task to keep the KRGC IT secure and up to date.

## 2021 Basic Agency Information Updates

Agency has work from home staff. Agency has ongoing data management with Board of Trustees, Tabletop reviews, and training operations.

## 2021 Basic Agency IT Information Updates

Agency is now supporting more than just staff at four casino locations and headquarters. With staff working from home, each location becomes another locations for support needs.

## 2021 New IT Challenges or Updates to Existing

Agency has now included work from home due COVID 19. The combination of work from home, and the upgrading of internal audit procedures have increased the daily internal operations of cybersecurity.

## 2021-2023 New IT Goals and/or Objectives

### ➤ **Improve System Security**

Description: We will continuously reassess and improve our data security stance. KRGC has obtained and initiated the training on SolarWinds SEM system. KRGC has also obtained and initiated the training and use of the Nessus vulnerability scanner from Tenable.

Desired Objectives: Provide greater security for our data and system. With SolarWinds Security event management (SEM) and IT&C-S staff are able to collect log data from all infrastructure components to provide real-time data and insights into network activity. This real-time data identifies and prevent threats, as well as execute automated procedures as part of our incident response plan with the programed alerts it sends in email format. This boots the efficiency, performance, and response time of our security operations center (SOC) and help with various compliance mandates. The Nessus Vulnerability Scan gives the ability of running penetration tests in the system on demand and ensuring all software manufacture notes, patches, upgrades are implemented and prioritized properly.



➤ **Improve Remote Security**

Description: To have the appropriate security on remote access points from the work from home workers. This includes having a two-terminal system (Dumb terminal at home and smart terminal in the office that is used to perform all duties and store all PII and critical information). This also includes having an agency access point with firewall between the user's home system and the agency equipment to prevent any cross contamination of the systems. In the alternative, the staff would use MiFi or cell phone hot spot. The firewall at the satellite offices are being upgraded for better services.

Desired Outcomes: We have an increased of work from home access points, and there are increased reports of the "state sponsored" hackers focusing on these access points. There is also increased reports of Internet of Things hacking. With this being the case, our desired outcome is to shore up the security of our system when staff is using their own internet system to VPN into KRBC's network. Also, with the dumb terminal at home, there is not any concern with a computer being stolen with critical information. The firewall upgrades will allow remote upgrades, thus reducing travel time and also reducing any time in upgrading any patches.

➤ **Improve Physical Security**

Description: Have all camera fed into a central computer system. This allows remote and continuous monitoring of the camera system, with less down time.

Desired Outcomes: Presently the camera systems on satellite locations are home monitoring systems of different brands and platforms and do not allow any backup or remote access from another property when there is only one agent on the property. This would allow a remote access and would also allow a uniform system, so parts are always available. Expansion would also allow one central system that is backed up where the home systems are not. The expansion systems also allow key cards on the doors through the central system.

➤ **Improve Availability**

2021 Description: Remote computers and Office computers will be replaced with identical computes.

Desired Outcomes: The redundancy will allow immediate backups to identical computers to be switched out and quickly backed up

➤ **Improve Integrity**

Description: Complete the CHRI Vault on the ID Point system. This allows us to store the PII into a remote vault also on the KRGC premises and disconnect the vault when the vendor is working on the ID Point system, preventing the vendor from having any remote access to PII.

Desired Outcomes: Increased security of PII and confidential information on the ID point system, thus improving integrity.

➤ **Improve Confidentiality**

Description: With increased security comes more passwords, and multiple layers of passwords. It is impossible for people to remember passwords, so KRGC is placing a password manager on all the staff computers that is not only encrypted but uses 2 factor authentication.

Desired Outcomes: This allows staff to only need to remember one password while still maintaining the needed security on passwords. It prevents staff from needing to simplify passwords, repeating passwords, as the program has a random password generator. This program not only generates passwords, stores them with the username, but also has ability for auto completion, thus preventing the need for repeating passwords. It has auto syncing to allow the use over multiple devices, so there isn't a need to write them down, which another security risk. This decreases our confidentiality risk along with increase security improvements.

# KANSAS REAL ESTATE APPRAISAL BOARD

Agency/Organization Head: Sally Pritchett

Agency/Organization CIO/IT Head: Sally Pritchett, Director and Carroll Pessagno

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

- **Contract with a service to scan all documents and store to cloud**

**2021 Update:** Off-Track or Delayed. Recast – Don't have the resources yet. The work associated with the new database and resources to pay have put this on hold, indefinitely. Will be attempting this in the future. While everyone still struggling with virus issues, don't want to attempt this in the near future.

### 2021 Basic Agency IT Information Updates

New database almost complete. Work with updates in website almost complete.

### 2021-2023 New IT Goals and/or Objectives

- Continue working on database, website to make more user friendly for staff and complete the training necessary to send mass emails.

# KANSAS REAL ESTATE COMMISSION

Agency/Organization Head: Erik Wisner  
Office of Information Technology Services (OITS) Supported Agency

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

➤ **Offer online licensing services 24/7**

Description: KREC currently offers the ability for licensees to renew and change demographic information via online portal. In Fall 2019 Licensees will also be able to change their affiliation (activate/reactivate etc.) license.

Desired Outcome: The last piece will be automating initial license application process. Limiting factor currently is the KBI fingerprinting process and ability for that information to automatically upload into our system.

**2021 Update:** On-track – KREC currently offers the ability for licensees to renew, change affiliation status (activate/reactivate etc.) and demographic information via online portal. Limiting factor currently is the KBI fingerprinting process and ability for that information to automatically upload into our system. Change in Description - the last piece will be automating initial license application process. See KBI issue. Everything else should be ready by March 2022.

➤ **Automated Case Management System**

Description: KREC would like to create an automated case management system for tracking pending investigations.

Desired Outcome: System will automatically create ticket when information is entered and allow for effective tracking of ticket until investigation completed.

**2021 Update:** On-track – KREC would like to create an automated case management system for tracking pending investigations. Alternative cost- effective solution outside of current access DB.

➤ **Upgrading technology so all staff can work remotely if needed. Need phone solution**

**2021 Update:** OITS soft phone solution is unreliable. OITS has closed the event saying they can't provide any additional assistance for soft phones.

**OITS Update:** Re-engaging with KREC to determine issues and next steps.

# KANSAS BOARD OF REGENTS

Agency/Organization Head: Blake Flanders  
Agency/Organization CIO/IT Head: Steve Funk

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ **Improve Security**

Description: We will continuously reassess and improve our data security stance.

Desired Outcome: Provide greater security for our data and reduce risk of inappropriate disclosure.

**2021 Update:** On-track – Protection of IT security will be an ongoing process for the agency.

#### ➤ **Improve disaster recovery time**

Description: We will assess new tools and options to increase our recovery time in case of a disaster to our datacenter. This will likely include looking at cloud hybrid options and will likely have other impacts in areas like backup and networking.

Desired Outcome: Improve recovery time for a disaster in our data center to two days.

**2021 Update:** On-track – this has been pushed back due pandemic priorities.

### 2021 Agency and Leadership Updates

Have just realized the information in the October 1, 2020, plan is incorrect, and doesn't match what was in 2019. On page 82 the Agency head should be Blake Flanders, CIO, and IT Head is Steven Funk. It looks like "Gary Steed" was incorrectly copied in from somewhere.

## 2021 Basic Agency Information Updates

The Board has redefined its primary goals: 1) Helping Kansas Families, 2) Supporting Kansas Businesses, 3) Advancing Economic Prosperity (these goals are not referenced directly in the 2020 plan but are included indirectly when linking to the 2019).

## 2021 New IT Challenges or Updates to Existing

The new challenge is to rethink our “security perimeter” and adjusting to an environment where most work is done remotely from untrusted networks.

## 2021-2023 New IT Goals and/or Objectives

- New objective: Promote broader staff awareness and provide training for existing Office 365 tools to improve administrative processes and external collaboration.

# KANSAS STATE GAMING AGENCY

Agency/Organization Head: Kala Loomis

Agency/Organization CIO/IT Head: Rodney Tibbits

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

➤ **Updating our security software to newer versions**

Description: We have upgraded or continued with security software.

**2021 Update:** Completed 2021.

➤ **More security training for staff**

**2021 Update:** On Track. KSGA continually looks for appropriate training for all levels of staff.

➤ **Keeping all mission critical hardware under warranty**

**2021 Update:** On Track. This is an on going process. To be completed in 2022.

➤ **Desktop Deployment**

Description: All staff have received the appropriate hardware.

**2021 Update:** Completed 2021.



## 2021 New IT Challenges or Updates to Existing

KSGA is always concerned about all new cyber threats and how to prevent any exposures.

## 2021-2023 New IT Goals and/or Objectives

To stay up to date with all new cybersecurity measures.

# STATE LIBRARY

Agency/Organization Head: Eric Norris, State Librarian

Agency/Organization CIO/IT Head: N/A

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ Security Maintenance & Enhancement

Description: Example improvements: Separation of administrative rights, Password policy, removal of local administrators, Eset Anti Virus implementation, Bitlocker, External backup, Complete IT inventory.

**2021 Update:** On Track. We are progressing through the LPA and doing our best to meet expectations.

#### ➤ Service Integration

Description: Our goal is to acquire a single downloadable reader for digital books to find and read all titles and formats with a single application.

**2021 Update:** On Track. We are currently considering a different vendor. This process is on track.

#### ➤ Vendor Training & Relations

Description: This is an ongoing effort to involve vendors directly in the training we provide to librarians throughout the state who use our digital services. The current focus is on Tumblebook Library and Learning Express Library.

**2021 Update:** On Track.

➤ **New Server Implementation**

Description: We are currently working with OITS to relocate our servers to the Eisenhower datacenter.

**2021 Update:** Off-Track or Delayed. Relocation to Eisenhower is currently pending approval and planning.

➤ **Group Policy/AD modernization**

Description: Established Role based group & better group policy to separate file access for security purposes.

**2021 Update:** On Track.

➤ **Emporia All in one upgrade**

Description: Upgrading windows 7 AIO's in Emporia with Windows 10 AIO's with a uniform image.

**2021 Update:** Completed 8/25/2021.

➤ **Emporia Site to Site VPN & Server Phasing out**

Description: Establish a site to site vpn from Eisenhower to Emporia in order to phase out their current, outdated server and bring them into the main server which will be located at Eisenhower.

**2021 Update:** Off-Track or Delayed. This is currently pending the server move to Eisenhower data center.

## 2021 New IT Challenges or Updates to Existing

Two new servers that will be deployed at Eisenhower. Site to Site VPNs will be created between Eisenhower to Topeka and Emporia.

## 2021-2023 New IT Goals and/or Objectives

- New server implementation
- Group policy/AD modernization
- Emporia Site to Site VPN & Phasing out old server.

# KANSAS BOARD OF TECHNICAL PROFESSIONS

Agency/Organization Head: Wendy Ornales  
Office of Information Technology Services (OITS) Supported Agency

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

- **Modifying MLO licensure information database to capture reporting information on out-of-state applicants required by HB 2066**

**2021 Update:** Work is ongoing. Expect completion September 2021.

# KANSAS WATER OFFICE

Agency/Organization Head: Connie Owen, Director

Agency/Organization CIO/IT Head: Debra Jones, CFO, Appointed ISO

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Agency IT Goals and/or Objectives

#### ➤ **Hardware/Infrastructure**

Description: The Kansas Water Office has developed a 3-year planned replacement cycle to upgrade and replace outdated computer equipment to maintain agency capability at current technological standards. The agency began replacing outdated/obsolete computer equipment in FY2019, which included replacing 38 computer monitors and 5 employee computers.

##### **FY2022**

- Replace/upgrade 3 employee computers and 1 conference room computer.
- Roll out Soft Phones

##### **FY2023**

- Create and implement a DR strategy

#### ➤ **Desktop/Productivity**

Description: KWO upgraded all computers to Microsoft Windows 10 and Office 2019 in FY2020. The Kansas Water Office is also planning to migrate to Office 365 cloud email service in FY2023.

#### ➤ **Application Modernization**

Description: The Kansas Water Office utilizes Geographic Information System software, web GIS and geodatabase management applications through Environmental Systems Research Institute, Inc (ESRI). KWO plans to continue to

maintain its GIS mapping applications as updates and upgrades are available through ESRI.

- The Kansas Water Office plans to systematically upgrade and replace software and hardware components to maintain agency capability at current technological and target architecture standards. The agency has planned to upgrade computers as needed to support agency applications and as funding is available. The Kansas Water Office has maintenance agreements with Microsoft and Environmental Systems Research Institute, Inc. Data network infrastructure, storage and platform upgrades are developed in consultation with the agency's contracted IT administrator.

## 2021 New IT Challenges or Updates to Existing

- **Data Storage** - KWO and ISG (the current data center provider) are planning a strategy for a Disaster Recovery (DR) location.
- **Computer Equipment** – KWO has plans to replace the Conference room laptop.
- **Server Software/PC Software** - All computers have been updated to the Office 2019 software.
  - Access Databases - KWO currently utilizes 2 access databases which maintain the agency's external contacts and agency asset inventory.
- **Budget Constraints/Funding** – Over the past several fiscal years, the Kansas Water Office State General Fund appropriation has experienced a reduction. As a result, the agency has had limited financial resources available for IT related expenses. Due to limited funding, the agency has experienced IT related challenges:
  - Relocation of Servers – KWO relocated our three servers to an off-site data center in FY21.
  - IT Service Support - The Kansas Water Office does not currently fund any IT staff allocations. KWO previously contracted with OITS, however as a small agency, the KWO became a lower priority for their services. Current budget constraints have prevented the agency from hiring a full time IT employee, therefore the agency currently contracts out IT support as an on-call service.

# Regent Submissions

## 2021-2023 3-Year IT Plan

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

Each Regent listed is a dynamic link. Click to review the Regent submission.

(Note: These will not have a 3-Year IT Plan diagram this year as we are piloting with Cabinet agencies before extending the format to this group.)

### Regent Submissions

Emporia State University	<a href="#">145</a>
Fort Hays State University	<a href="#">147</a>
Kansas State University	<a href="#">150</a>
Pittsburg State University	<a href="#">158</a>
University of Kansas	<a href="#">160</a>
University of Kansas Medical Center	<a href="#">163</a>
Wichita State University	<a href="#">166</a>



# EMPORIA STATE UNIVERSITY

Regent Institution/Organization Head: Allison Garrett  
Regent Institution/Organization CIO/IT Head: Cory Falldine

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Regent Institution IT Goals and/or Objectives

- **Goals:** ESU’s IT goals are focused around ensuring the successful implementation of the University’s goals within the ESU Strategic Plan, Campus Master Plan, and the ESU Foundation’s Campaign Plan.

**2021 Update:** On-track and the IT objectives listed below align with the University's implementation of the ESU Strategic Plan, Campus Master Plan, and ESU Foundation Campaign Plan.

- **Business Continuity through Disaster Recovery Site & Replenishment of On-Premises Server/Storage Environment**

Description: ESU utilizes a hybrid data-center environment with much of its system(s) hosted through various Software-as-a Service (SaaS) vendors; however, some systems remain on locally controlled storage and servers. This project will focus on the replenishment of on-premises server/storage environment and the development of an offsite node to maintain what is left of on-premises critical systems in the event of a disaster.

Desired Outcome: Reduce risk by continually replacing critical on premises hardware as part of good practice in IT infrastructure management. Reduce institutional risk by providing additional disaster recovery options for University critical information systems.

**2021 Update:** This project is on track. Modifications and updates are within scope and all KITO documentation continues to be submitted on time. Only remaining piece of this is to build and test the actual systems’ failover to remote site.

➤ **Upgrade of ESU's ERP (Ellucian Banner)**

Description: While the administrative pages side of Banner has been upgraded, Self-Service remains on v8 and requires an upgrade to v9.

Desired Outcome: Enhanced features and functionality to campus. Improved end user experience including enhancements to accessibility.

**2021 Update:** On-track and we continue to make minor upgrades to our Ellucian Banner environment as they are available. The transition from Banner SSB v8 to v9 is in the planning stage. Delayed to FY2022 due to COVID and competing priorities.

➤ **ITSM in IT**

Description: ESU's IT department utilizes ITIL principles. Current IT service management utilities are below capacity and functionality IT department needs to maintain capacity of requests for agency.

Desired Outcome: Full implementation of TeamDynamix. Improved documentation and tracking of service requests, incidents, and problem management. Improved project portfolio and change management tracking to develop more comprehensive configuration management database. Ultimately increases efficiency of IT department and satisfaction to agency customers.

**2021 Update:** Completed. Service Request and Incident Management have both been implemented. Problem Mgmt. and Asset Mgmt. completed. Change management and Project Management processes have been implemented. Initial scope of project has been completed.

➤ **Recruitment @ Admissions – CRM Platform Consolidation**

**2021 Update:** On-track. Undergraduate Admissions portion of implementation is complete except for data-transfer between CRM and ERP. Once completed, focus will be dedicated to transition of Graduate CRM to new platform

## 2021-2023 New IT Goals and/or Objectives

- DUO Multi-Factor Authentication: New Password/Account Self-Service System
- SMS Nudge Communication for Financial Aid
- Global MBA Initiative
- Reporting/BI Environment Upgrade (Cognos v10 to v11)
- Network Monitoring/Threat Tracking Solution
- CARS Rewrite
- Ellucian DegreeWorks Upgrade

# FORT HAYS STATE UNIVERSITY

Regent Institution/Organization Head: Tisa Mason

Regent Institution/Organization CIO/IT Head: Mark Griffin

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Regent Institution IT Goals and/or Objectives

#### ➤ **Recruiting/Personnel**

Description: Fortunately, our attrition rate is fairly low. However, when we have positions open, it is very difficult to recruit individuals with the skills necessary to do the job. Part of the issue is our location (Hays, KS), and the other part of the equation is somewhat lower pay compared to the rest of the technology industry. What we often resort to doing is hiring individuals with what we believe to be a good aptitude for the position, and then train them on the job. This allows us to hire individuals in the pay range we have established, but then often requires many months of training before they are able to do the job well.

**2021 Update:** On-track. This is an ongoing issue. Our attrition rate remained the same 9.5%, but we were fortunate to find excellent candidates this year to fill these positions. Of course, that is not always the case. This really isn't a project, per se, but it is an issue we do have to deal with over and over. Things had gone better in retaining our staff for a while, but recently 4 resignations have us currently searching for 4 positions. Until recently, we were doing much better with this. Unfortunately, we have had 4 individuals recently resign, which keeps our annual attrition rate at 9.5%.

#### ➤ **Security/Technology Changes**

Description: Security requirements, including compliancy requirements are constantly changing, as does technology. Because we run a somewhat small shop for the number of employees and students that we support, it can be quite difficult keeping up with these changes. Simply updating our older laptops and desktops to newer models at our university can be a challenge. Adding in the increasing security requirements, the audit requirements, and the challenges encountered for meeting or exceeding these requirements, make keeping up with these technology

requirements difficult. In recent years, we have added a dedicated security staff position, and we are continually looking for ways to improve efficiencies and restructure staffing to best utilize our existing position allotment.

**2021 Update:** On-track. I believe we had made good strides in improving our security posture. Updated server OS's and software. Duo multifactor authentication rolled out. We recently had our information Security Officer resign, so we do have that position to fill now. This is a continual challenge, but I feel like we are doing a reasonably good job keeping things up to date. We are currently searching for a new Information Security Officer. Technology and security are always changing. We our doing our best to stay abreast of these changes and implement as appropriate. We are currently searching for a replacement Information Security Officer. Getting that position filled again will help us continue to move forward with improving our overall security profile.

- **Extend wifi infrastructure to some outdoor areas to allow for easy internet access where students can easily internet access where students can easily be socially distanced from each other**

**2021 Update:** On-track – We are very nearly done with this project. Outdoor wifi has been added to our main campus areas already. We just have one more area to finish up with.

- **Update classroom technology so as to provide a better student experience for on campus courses, hybrid courses, and online courses.**

**2021 Update:** On-track – We have added better document cameras, web cameras, speakers, and microphones to all of our classrooms. It should provide a much better experience to our students.

- **Workday ERP Implementation**

Description: Workday will replace most of our on-premises legacy information systems that have been hosted on the University mainframe for over 30 years. This includes Human Resources, Payroll, Financials, and Student Information Systems (admissions, course registration, advising, transcripts, etc.)

Desired Outcome: The goal is to improve efficiency in course registration, enrollment, advising, and other services provided to our students. We also wish to eliminate the need for maintaining an on-premises mainframe, including the constant updating of the programs that we manage on the mainframe. We will save space in our data center, reduce cooling needs, and eliminate the support for the mainframe.

**2021 Update:** On-track and the go-live for the entire implementation of our Workday ERP is set for September 2021. As of right now, we seem to be on-track for that Go Live date. We have much of the Workday product live now, and plan to have the project complete in September!

➤ **Update Disaster Recovery Plan**

Description: Update disaster recovery plan for the Technology Services Dept. Much change has occurred in Tech Services and the disaster recovery plan needs to be updated to match its current technology.

Desired Outcome: A plan/guide would be developed to assist Technology Services in the handling of a disaster incurred with its Technology functions.

**2021 Update:** On-track. Updating the University's Business Continuity plan has been included in the University's Strategic Plan and is to be addressed this fiscal year. This will include updates to the IT Disaster Recovery Plan. We have just started working with vendor (Bold Planning) to develop our Continuity of Operations Plan. Delayed slightly. This was delayed a bit as we decided to bring in a vendor (Bold Planning) to assist with this project. The work on Continuity of Operations Plan has just recently begun. An IT Disaster Recovery Plan will be developed as a part of the Continuity of Operations Plan.

## 2021-2023 New IT Goals and/or Objectives

We have begun discussions about implementing the Workday Financial Aid module this next year. When the Workday project began, the Financial Aid Module was not far enough along in development that it would work for FHSU. We think that perhaps now it is developed enough that we could migrate our PowerFaids system to the Workday Financial Aid system.

# KANSAS STATE UNIVERSITY

Regent Institution/Organization Head: Richard B. Myers

Regent Institution/Organization CIO/IT Head: Gary Pratt

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Regent Institution IT Goals and/or Objectives

#### ➤ **Unify Organization and Governance**

Description: Build an enterprise approach for IT organization and governance that unifies University IT communities and provides clear mechanisms and processes for decision making around IT activities, resources, and priorities. Ensure appropriate organizational structures and financial resources to address the business and academic technology needs.

Desired Outcome: More effective IT decisions around activities, resources and priorities.

**2021 Update:** On-track building an enterprise approach to IT organization and governance through reorganizing IT staff, recruiting key positions, and establishing IT Project Governance Group to ensure projects align with university mission and goals. Considerable progress has been made recruiting continues for a few key roles.

#### ➤ **Modernize Infrastructure**

Description: Sustain a modern, secure, well-architected, and resilient IT infrastructure to include the data center, networking and telecommunications. Enable seamless and discoverable integration of solutions and data to meet university, departmental and affiliate organization needs.

Desired Outcome: Deliver a well-architected and resilient hybrid cloud solution for campus.

**2021 Update:** On-track and we are transitioning to a well-architected infrastructure with a cloud-first strategy and decreased reliance on an on-premises data center. Over 80% of the virtual servers have transitioned to the cloud.

➤ **Re-architect Enterprise Applications**

Description: Maintain a well-architected mission critical enterprise application portfolio to meet the shared and common needs of K-Staters.

Desired Outcome: A well-architected mission critical enterprise application portfolio that meets the needs of K-Staters.

**2021 Update:** On-track and using a collaborative design method deployed a centralized student Constituent Relationship Management (CRM) system.

➤ **Strengthen Communications and Feedback**

Description: Develop a comprehensive plan for communicating IT programs, initiatives, and services, and obtaining actionable and measurable input from K-Staters.

Desired Outcome: Improved internal and external communications.

**2021 Update:** On-track and we are creating a comprehensive plan for communicating IT programs, services, and initiatives. The process continues to be refined.

➤ **Enhance User Experience**

Description: Deploy solutions that facilitate a consistent user experience.

Desired Outcome: Enhance the overall user experience.

**2021 Update:** On-track and focusing on Business Continuity Planning and business impact analysis for targeted university units. Driven by hybrid model needs, created enhanced learning environments in more than 300 rooms.

➤ **Evaluate IT Service Delivery**

Description: Ensure effective, reliable, and efficient delivery of all IT services provided via the One IT community.

Desired Outcome: A consolidated service catalogue available to the campus community.

**2021 Update:** On-track and working to ensure effective, reliable, and efficient delivery of IT services through evaluation of services, updating the service catalog, and growing staff knowledge of IT Service Management (ITSM).

➤ **Enable IT for Research**

Description: Establish an approach and strategy to provide additional IT resources and capabilities in support of research activities.

Desired Outcome: Provide the IT resources and capabilities in support of research activities and the research community.

**2021 Update:** Complete. IT collaborated with VP Research to address compliance issues for research protocols, guidelines, and sponsor requirements. New standards have been identified, this work will continue to be a journey, but our initial goals have been met.

➤ **Improve Enterprise Security**

Description: Improve cybersecurity programs to enable the organization to proactively protect and mitigate the risks of unauthorized access to K-State's information and technology resources.

Desired Outcome: Protect and mitigate the risks associated with the security of information and technology resources.

**2021 Update:** On-track and working to protect and mitigate unauthorized access risks by updating the VPN, password requirements, firewalls, and cybersecurity awareness training. Implemented two-factor authentication for employees.

➤ **Unify the IT organizational structures**

**2021 Update:** On-track and continuing to work with One IT community to evolve processes for collaboration and decision making.

➤ **Redefine IT roles across the university to unify the IT community.**

Description: Ensure IT roles across university are defined and consistent.

Desired Outcome: Available position descriptions for all IT roles.

**2021 Update:** On-track. Work continues, multiple departments have been reorganized and roles and job descriptions have been updated.

➤ **Upgrade the University Network**

Description: Ensure consistent wireless connectivity throughout the Manhattan campus.

Desired Outcome: Well-architected, modernized infrastructure.

**2021 Update:** On-track and a plan for improving the campus fiber loop has seen progress. We continue to upgrade wireless controllers across campus. We are working with contractors to install or enhance networking for renovations and new builds and implement a VOIP solution for unified communications. We have also started on outdoor wireless initiative to paint highly used outdoor areas.



➤ **Modernize the Data Center**

Description: Grow availability, capacity and dependability of IT resources.

Desired Outcome: Well-architected, modernized infrastructure in a cloud first environment.

**2021 Update:** On-track. As part of the Migration Readiness Plan in collaboration with AWS, reengineered the on-premise Data Center. The Data Center 2.0 project continues.

➤ **Provide support for high performance computing.**

Description: Evaluate and develop a strategy for the high-performance computing environment.

Desired Outcome: Comprehensive approach to providing high performance computing for campus constituents.

**2021 Update:** On-track and in conjunction with the College of Engineering, we are working to establish protocols and the next steps for high-performance computing.

➤ **Complete the disaster recovery plans for all One IT units or any IT provided services.**

Description: Comprehensive disaster recovery plans for One IT units and IT services.

Desired Outcome: Comprehensive disaster recovery plans for the majority of the One IT units.

**2021 Update:** On-track and populating SOK Bold Planning. Completed business impact analysis on some critical services. Creating business impact analysis "lites" for non-critical services. Completed one tabletop exercise for business continuity planning.

➤ **Define IT portfolio management processes.**

Description: Develop processes for managing the IT portfolio.

Desired Outcome: Well-architected mission critical enterprise application portfolio.

**2021 Update:** On-track. IT portfolio management is evolving and includes collaboration with the Project Governance Group to prioritize projects.

➤ **Develop business architecture capability to consult and advise business, academic and technology processes**

**2021 Update:** Off-track or Delayed. Developed a business architecture capability team to consult and advise units in developing more effective operating processes. Established a business reference model. Using BIA to create solutions that allow for data-informed decision making. Evaluation the need for this service and will possibly shift these resourced to Business Analysis (similar in function but business aligned).

➤ **Establish enterprise architecture capability.**

Description: Establish enterprise architecture capability including processes and system standards.

Desired Outcome: IT architecture that supports internal and external data and users to enhance outreach and engagement.

**2021 Update:** Off-track or Delayed. Using a collaborative approach to establish campus wide system standards and ensuring resulting infrastructure supports internal and external data and users to enhance engagement and outreach. Evaluating the need for this service and will possibly shift these resources to Business Analysis (similar in function but business aligned).

➤ **Establish and execute enterprise resource planning (ERP) upgrade strategy.**

Description: Evaluate, plan for and purchase an ERP upgrade.

Desired Outcome: A comprehensive ERP solution for campus.

**2021 Update:** Delayed due to COVID. Though we continue to assess our ERP strategy a large segment of this work was delayed due to COVID priorities.

➤ **Develop enterprise-wide shopping and payment system for campus.**

Description: Evaluate, purchase and deploy an enterprise shopping and payment system for campus.

Desired Outcome: An enterprise shopping and payment solution.

**2021 Update:** Off-track or Delayed. The individual driving this has left the University. Will need to determine the importance and reassign.

➤ **Establish business intelligence/analytics capability.**

Description: Evaluate business intelligence/analytics capability solution(s) in support of informed decision making for campus constituents.

Desired Outcome: Develop institutional data warehouse capability.

**2021 Update:** On-track. This will be another long term effort, we have made tremendous progress in this area.

➤ **Develop comprehensive and robust approach for obtaining and sharing customer feedback.**

Description: Develop a plan for obtaining, analyzing and sharing customer feedback.

Desired Outcome: Comprehensive system for obtaining and using customer feedback.

**2021 Update:** On-track and it is slated for the 2020-2021 timeframe.

- **Develop a comprehensive training program to coordinate IT training on campus.**

Description: Develop and deliver a comprehensive training program for campus.

Desired Outcome: Comprehensive plan for IT training.

**2021 Update:** On-track and we created a training team as part of a federated approach to IT Training. A charter was established along with the initial development of standard operating procedures. From Jan. 19 - June 20, IT provided 354 training sessions with over 2,100 attendees.

- **Develop and execute accessibility/universal design strategy.**

Description: Evaluate and execute accessibility/universal design strategies for teaching, research, service and outreach.

Desired Outcome: Accessible products and services.

**2021 Update:** Delayed due to other priorities.

- **Develop mobile application development strategy**

Description: Research mobile application strategies and provide recommendations for platform agnostic solutions.

Desired Outcome: Mobile application development strategy

**2021 Update:** Delayed due to other priorities.

- **Adopt end-user profile standards.**

Description: Research and plan for end user profile standards.

Desired Outcome: Consistent end user profiles.

**2021 Update:** Off-track or Delayed. We formed an IDM Replacement Project team. We created a feature mapping document for vendors and high-level requirements. We are scheduling times to meet with selected Big 12 and the top 50 research institutions to discuss vendors, architecture, and IDM solutions. Project work continues, this will continue to be a multi-year effort.

➤ **Establish business continuity plans among One IT units.**

Description: Develop business continuity plans for One IT units.

Desired Outcome: Business continuity plans.

**2021 Update:** On-track and redefining membership of the Business Continuity and Planning committee. Established business impact analysis template for university units.

➤ **Create innovative learning environments.**

Description: Research, plan and deploy innovative learning environments.

Desired Outcome: Innovative learning environments.

**2021 Update:** On-track. Coordination with students, academic leaders, and facilities via Classroom Planning and other central governance groups to strategically update centrally supported classrooms and labs to meet evolving, flexible and hybrid needs; Academic innovation advisory committee created by Provost to develop and guide on-going strategic planning and provide consistent best practices co-chaired by Emerging Technology and Teaching and Learning Center; strategic plans and budgets to renovate 2 classroom spaces to better support new, unique, and innovative teaching strategies and tools with evaluation for scaling out to other university classrooms; the newly opened Sunderland Foundation Innovation Lab, supported by Division of IT and K-State Libraries, provides 2 floors and multiple rooms of innovative, hands-on tools such as laser cutters, 3D printers, data visualization spaces, powerful video and 3D image processing workstations, free technology and AV equipment checkout, and teaching and learning support for students and instructors; active outreach and communication to curriculum planners, department heads, and teaching leaders to help better directly engage students and instructors with opportunities, services, and tools via listening sessions, road shows of options, Q&A sessions with units, and video and articles supporting university use cases.

➤ **Develop a unified IT service catalog.**

Description: Build a comprehensive portfolio management system.

Desired Outcome: Unified service catalogue

**2021 Update:** On-track. We are making adjustments to our ITSM tool, professional services are being engaged to continue to improve our IT Service Catalog.

➤ **Improve IT Assistance**

Description: Perform a comprehensive IT support process improvement project.

Desired Outcome: Effective, efficient, reliable delivery of IT services.

**2021 Update:** On-track. Started a project to replace the existing ITSM tool (Ticketing) with a solution that is cost effective to use across all IT units.

➤ **Develop strategy that enables and supports a broad range of research activity.**

Description: Evaluate solutions that support a range of research activity.

Desired Outcome: Research strategy that meets the needs a broad range of researchers and activities.

**2021 Update:** Delayed and now slated for 2021 to develop a strategy that considers the funding opportunities and constraints associated with sponsored research activities.

➤ **Include research IT in unified IT governance structure and processes.**

Description: Use RACI to establish role and responsibilities including decision points.

Desired Outcome: Identification of key decision entities and processes.

**2021 Update:** Delayed and now slated for 2021 to include identifying key decision areas and processes in the governance structure.

➤ **Improve enterprise security**

Description: Define program to improve enterprise security capabilities.

Desired Outcome: Updated program for improved enterprise security.

**2021 Update:** On-track. Updated password policy and standards. Replaced end of life firewalls and replaced outdated virtual private network software.

# PITTSBURG STATE UNIVERSITY

Regent Institution/Organization Head: Dr. Steve Scott  
Regent Institution Chief Operating Officer: Katie George  
Regent Institution/Organization CIO/IT Head: Angela Neria

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Regent Institution IT Goals and/or Objectives

#### ➤ **Support Academic and Operational Excellence through Technology**

**2021 Update:** On Track. We are on track. We have sent the initial proposal to the SOK PM office. It has been approved as a reportable project. There is an SIS search committee in place.

#### ➤ **Select and implement a new Student Information System**

**2021 Update:** On Track. We are on track. However, this is one area of concern for PSU. It is listed in our challenges: Student Information System funding, pandemic/online needs, and product "fit" availability.

#### ➤ **Assist the campus community in embracing existing and emerging technologies**

**2021 Update:** Completed Fall 2020, Summer 2021, Fall 2021. Note: We have additional tasks that have been added to this objective.

#### ➤ **Create an IT infrastructure plan for campus that meets the increasing demands of campus clients**

**2021 Update:** Completed Fall 2020, Summer 2021, Fall 2021. Note: We have additional tasks that have been added to this objective.

## 2021 Regent Institution and Leadership Updates

Leadership Change: Chief Operating Officer - Formerly Jaime Dalton now Katie George

## 2021 Basic Regent Institution IT Information Updates

IT Leadership Change: Director of IT Campus Security - Formerly Bill Hoyt now David Nance

## 2021 New IT Challenges or Updates to Existing

Our biggest challenges are:

1. Our antiquated Student Information System (Admin System/GUS Classic). It is very rigid, aged, and non-flexible. It is one of our only non VM servers and is extremely fragile. It needs replaced with a modern SIS (likely to be cloud based).
2. IT employee retention is an issue due to the high demand for IT professionals nationwide. Many of the open positions across the country pay higher wages and offer more benefits than the State of KS. We are working hard on retention, and we feel that we have a positive morale, but we have a lost a few employees and have several employees that are considering leaving PSU for higher wages and extra benefits not offered at PSU.

## 2021-2023 New IT Goals and/or Objectives

- Security Camera install (Summer 21)
- Administrative System/GUS Classic Hardware Upgrade (Fall 21)
- CircleIn Study Space implementation (Fall 21)
- School Dude Physical Plant ticketing system Implementation (Fall 21)
- Unified CMS (Fall 21)
- Replace AV Software Campus Wide (Spring 22)
- WIFI upgrade (Spring 22)
- Data Center Upgrade (Spring 22)
- Implement DFA (duo) for all employees (Spring 22)
- Roadmap (Spring 22)
- FA/SIS Search/Implementation (search Spring 22/implementation Spring 24)
- Student/Alumni/Former Employee Google Gmail Transition (Summer 22)
- Replace Current Phone System With Smaller System and Soft Phones (Summer 23)

# UNIVERSITY OF KANSAS

Regent Institution/Organization Head: Doug Girod, Chancellor

Regent Institution/Organization CIO/IT Head: Mary Walsh

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Regent Institution IT Goals and/or Objectives

#### ➤ IT Governance

Description: More structure needs to be put in place to ensure campus-wide initiatives are properly reviewed, funded and prioritized. We will formalize and launch an IT Governance plan that will include groups of campus stakeholders whose input will decide the course of technology in the future at the University of Kansas.

Desired Outcome: The purpose of implementing a Governance process is to provide transparency, communication, and build consensus throughout the University. By building a robust Governance process, KU IT will be including members of the KU community in the prioritization process for significant IT projects and efforts which impact the entire University. Governance will shed light on how IT is using their limited resources to support and expand services which are critical to the success of students, faculty, and staff, and ensures everyone at KU understands the benefits of these efforts and how they align with KU's mission and strategic initiatives.

**2021 Update:** On-track with Updated Timeline. The IT Governance process was slated to begin in July 2020, but the kick-off was rescheduled to the pandemic. We redesigned our model to align with the university "Service Councils: model that is part of the Administrative Services Review (ASR) process. The initial councils have convened, but we haven't completed the effort entirely. Due to the pandemic, our initial phase was shifted to Oct. 2020 as a start date. We are near completion and will continue to add structure to complete our governance model and process by end of year 2021.

#### ➤ Keep KU in the know – communication and outreach

Description: Great communication is an important element of building trust. The role of communicator is not one that should be reserved for a few key people, but instead be the expectation set for all staff. We need to ensure that our campus is kept "in the



know” and encourage staff at all levels to communicate and build relationships across campus.

Desired Outcome: Provide transparency and build trust with customers through relevant, effective, and timely communication.

**2021 Update:** On-track/on-going with Change in Description. This goal will never be completely "finished" as we will always strive to improve our communication and outreach to campus. In FY21, we revamped our campus newsletters, which are delivered on a monthly basis. Also published our KU IT technical roadmap in Fall 2021 as a first step in defining our critical projects for the next three years. We developed a greater focus on communications around IT Security and began the redesign of our KU IT website. Additionally, we launched service experience councils and a new policy review feedback process to increase campus outreach.

### ➤ **Plan and upgrade infrastructure**

Description: In FY2019, we will put forward a comprehensive plan to address the maintenance of our IT infrastructure and the growth of technology and data on campus. Our IT infrastructure includes the hardware, software, networks, data centers, facilities and related equipment used to develop, test, operate, monitor, manage and support information technology services at KU. Like many educational institutions, we need to upgrade our infrastructure to ensure full compliance with the various protocols that govern our work as an educational and research institution.

Desired Outcome: This will result in a five-year comprehensive roadmap that addresses how and when decisions are made that includes all technical services provided by KU IT.

**2021 Update:** On-track. In FY21, we made significant progress toward the necessary infrastructure upgrades to address end-of-life hardware, which is a balance of ongoing planning and implementation of solutions associated with for these multi-year initiatives.

### ➤ **Migrating Voice from Skype to MS Teams**

*(Previously: Improving Skype for Business unified communication service)*

Description: More than five years ago, our university made the choice to modernize our phone system leveraging Skype for Business. It's clear that Skype for Business changed the way we communicate at the University of Kansas. Some may have discovered that instant messaging is extremely valuable in connecting across campuses. Others may have found the transcribed voicemails as email to be the biggest benefit. In 2019, we will identify the aspects of the service that still need to be remedied, as well as align the service with Microsoft's product roadmap.

Desired Outcome: Business Continuity, fully utilize license agreement with Microsoft.

**2021 Update:** Off-track or Delayed with Change in Description. At the beginning of the pandemic, we quickly launched Microsoft Teams for virtual meetings and chat options. More recently, we have shifted focus from “Improving Skype for Business” to Migrating voice from Skype to MS Teams.” This project no longer exists in its initial conception. With the adoption of Microsoft Teams, we are now shifting from improving Skype for Business to preparing to migrate to Teams for voice service. This brings us in closer alignment with the Microsoft Roadmap.

## 2021-2023 New IT Goals/Objectives

### ➤ **Migrating to Canvas LMS**

**2021 Update:** On-track. In FY21 we began a multi-year transition to Canvas learning management system. This includes the phasing out of the previous LMS, Blackboard. We are targeting full adoption of Canvas by January 2023.

# UNIVERSITY OF KANSAS MEDICAL CENTER

Regent Institution/Organization Head: Dr. Robert Simari

Regent Institution/Organization CIO/IT Head: Steve Selaya

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Regent Institution IT Goals and/or Objectives

#### ➤ IT Governance

Description: An IT Governance Committee, consisting of top campus leadership, has been formed and meets monthly. Its purpose is “setting and managing accountability and decision rights for the effective management of IT resources to support achievement of organizational objectives”.

Desired Outcome: IT investments will align with larger University vision, mission, goals, and priorities.

**2021 Update:** On-track/on-going, multi-year initiative. Committee of top campus leadership meets regularly to execute on its purpose of “setting and managing accountability and decision rights for the effective management of IT resources to support the achievement of organizational objectives.”

#### ➤ Post pandemic review. IT Support Improvement/Agility

**2021 Update:** Off-track or Delayed with a plan to Update the Timeline. The pandemic has lasted for longer than originally anticipated. This will resume at unknown time in the future once the pandemic ends. In the interim, we have shifted focus to develop and deploy capability to support the hybrid and remote work needs of our organization. Work with the post pandemic review will commence at a TBD time in the future.

#### ➤ Research IT

Description: Increasing research productivity is a major strategic priority for KUMC. Many new research initiatives and proposals will require new or expanded IT services, such as large data storage and high-performance computing.

Desired Outcome: KUMC researchers will have the IT services they need to expand our research productivity.

**2021 Update:** On-track/on-going, multi-year initiative. IT and the Research areas have partnered to create a new role that will connect researchers with IT for enhanced collaboration and to drive success with research-based IT projects.

➤ **Office 365**

Description: Office 365 includes many new tools and capabilities that enable our faculty, staff, and students to work better together.

Desired Outcome: Office 365 will be completely and securely implemented, and campus users will have the knowledge and skills to use it successfully.

**2021 Update:** On-track/on-going, multi-year initiative. Specific tools and capabilities continue being deployed and made available to the faculty, staff, and students. This has been critical during the pandemic to allow for collaboration and hybrid work which has enabled continued organizational operations.

➤ **New ITEC Security Policies (7320A)**

Description: Our current state will be assessed against the new ITEC 7320A Security Policy requirements, and needed improvements implemented.

Desired Outcome: We are 100% compliant with new ITEC 7320A Security Policy requirements.

**2021 Update:** On-track/on-going, multi-year initiative. Progress has been slower due to the pandemic. Work is ongoing to identify gaps, explore remediations, and discuss needed improvements. The pandemic has forced a change in business priority and needs. Some of this work was delayed to ensure that IT could support continued operations for the organization during the pandemic. Priority adjusted due to pandemic.

## 2021 Basic Regent Institution IT Information Updates

Change to Agency/Organization CIO/IT Head: Interim CIO is Steve Selaya

Number of IT Employees: 98 (Library and Project Management departments were moved to other areas of the university outside of IT at the beginning of Fiscal year 22).  
Annualized Attrition Rate: 10% (FY21)

## 2021-2023 New IT Goals and/or Objectives

➤ **Hybrid and Remote Work Capability.**

Description: Remote and hybrid work has been cornerstone of organizational success during the pandemic. In order to continue to meet our mission, the business has requested that IT develop and deploy capabilities to support the hybrid and remote work needs of our organization. Added due to the operational needs of the business resulting from the pandemic.

Desired Outcome: Faculty, staff, and students have the tools available for their secure remote and hybrid work.

# WICHITA STATE UNIVERSITY

Regent Institution/Organization Head: Dr. Rick Muma (Interim)

Regent Institution/Organization CIO/IT Head: Ken Harmon

Link to the complete 2021-2023 EB 3-Year IT Plan: <https://ebit.ks.gov/about/3-year-it-plan>.

---

## Executive Branch 3-Year IT Plan

### 2021-2023 Regent Institution IT Goals and/or Objectives

➤ **Support for Strategic Enrollment Management (SEM) and Other University Strategic Objectives**

Description: This is a multi-faceted objective with numerous student-centered new or changed systems

Desired Outcome: Technology will be an enabler and not an impediment for all SEM and other University-Wide Strategic Organizational Goals

**2021 Update:** On-track. University strategic planning is an ongoing activity, and IT staff continues to participate in strategic planning sessions as well as the initiatives themselves.

➤ **Support the launch of the full Innovation Campus.**

Description: Provide design and implementation assistance to all new construction projects on The Innovation Campus in terms of IT Infrastructure such as wired and wireless data networking, voice capabilities, physical electronic door locks, video security cameras, and other similar items.

Desired Outcome: IT will be an enabler and not an impediment for the timely construction and occupancy of new buildings in and around WSU's new Innovation Campus which is adjacent to the traditional WSU main campus.

**2021 Update:** On-track. IT capability continues to support the expansion of the Innovation Campus at WSU. The team is engaged in multiple building construction projects, including the new business school and a new industry partnership building.

➤ **Improve Demonstrable Compliance with all relevant IT security statutes.**

Description: Seeking better compliance and better abilities to demonstrate compliance with the many, many IT Security-related statutes that apply to a large, modern, research University in the US these days. Hoping to start with the hiring of a

Chief Information Security Officer and eventually some additional staff for that position as well.

Desired Outcome: Ensure timely compliance of WSU with all applicable statutes, and the ability to demonstrate and prove same, quickly and efficiently/effectively if/when necessary (e.g. responding to audits from various organizations, routine {LPA, CLA} or ad hoc).

**2021 Update:** On-track. The university recently underwent a Legislative Post Audit (LPA) and is currently going through its annual Financial Systems Audit (FSA). Improvement opportunities that are identified are assigned to owners and tracked as projects to ensure compliance status is maintained.

## 2021 Regent Institution and Leadership Updates

New University President: Dr. Rick Muma (Interim President) was appointed as the 15<sup>th</sup> President of the university.

## 2021-2023 New IT Goals and/or Objectives

### ➤ **Improvements to Identity and Access Management Processes and Tools**

Description: Evaluating process improvements, policy changes, and cloud-based platforms. This will be a two-year, multi-phased project.

### ➤ **Disaster Recovery Plan Refresh**

Description: Updating disaster recovery plans and capabilities, including incident response procedures, backup and recovery capabilities, and process documentation.

### ➤ **Cyber Security Protections**

Description: Expanded use of university SIEM and other tools to improve monitoring and reporting capabilities.