

MINUTES

JOINT COMMITTEE ON INFORMATION TECHNOLOGY

December 17-18, 2012
Room 152-S–Statehouse

Members Present

Representative Mike Burgess, Vice-chairperson
Senator Marci Francisco
Senator Tom Holland (Monday only)
Senator Garrett Love
Senator Vicki Schmidt
Representative Terry Calloway
Representative Harold Lane

Members Absent

Senator Mike Petersen
Representative Nile Dillmore
Representative Joe McLeland

Staff Present

Jim Miller, Legislative Chief Information Technology Officer
Julian Efir, Kansas Legislative Research Department
Michael Wales, Kansas Legislative Research Department
Norm Furse, Office of the Revisor of Statutes
Sean Ostrow, Office of the Revisor of Statutes
Gary Deeter, Committee Secretary

Conferees

Anthony Schlinsog, Executive Chief Information Technology Officer and Director of the
Office of Information Technology Services
Jim Miller, Legislative Chief Information Technology Officer
Kevin Cronister, Chief Information Officer, Kansas Department of Revenue
Stan Adams, Kansas Broadband Program Director, Kansas Department of Commerce
Kelly O'Brien, Judicial Chief Information Technology Officer
John Byers, Chief Information Security Officer, Office of Information Technology Services
Steve Montgomery, Chief Information Officer, Kansas Bureau of Investigation
Glen Yancey, Chief Information Officer, Kansas Department of Health and Environment
Darin Bodenhamer, Director of Eligibility, Kansas Department of Health and Environment
Jim Moudry, Software Engineering Services
Ben Nelson, Chief Information Officer, Kansas Department of Children and Families
Sean Toole, Executive Project Manager, Accenture

Monday, December 17
Morning Session

Senator Love, acting as Chairperson, welcomed members, staff, and guests. He asked for the members and staff to introduce themselves.

Senator Love welcomed Anthony Schlinsog, Executive Chief Information Technology Officer (CITO), and Director, Office of Information Technology Services (OITS), who provided an update on 25 agency technology and software initiatives ([Attachment 1](#)). Noting the three CITOs (Executive, Legislative and Judicial) and then the Governor approved these initiatives in July, he divided the initiatives into seven categories:

- Strengthening the Information Technology (IT) shared-services model;
- Validating and consolidating state IT applications;
- Creating a transparent and efficient IT organization;
- Improving access to state systems;
- Improving IT portfolio management and governance;
- Strengthening IT security; and
- Developing an efficient and skilled IT workforce.

Mr. Schlinsog commented on selected initiatives. Regarding consolidation, he stated new Internet Protocol (IP) phones and voice-over internet protocol will require initial capital expenses, but will save state government an estimated \$18 million over ten years. The migration will be completed by April 2014. Commenting on another initiative, he said a new position, Director of Cloud Services, under the leadership of Travis Combes, will ultimately provide a shared inter-agency infrastructure requiring fewer staff. Responding to a question, he replied, over the next several years, capital expenses would be required, but after that period, there would be fewer demands for agency capital expenditures and resources to address other funding issues.

Mr. Schlinsog acknowledged consolidating e-mail will be most disruptive to employees. He explained a multi-agency selection committee will guide the process to create a uniform e-mail system and uniform application for mobile devices. Regarding rate methodology, he noted the federal OMB Circular A-87 prohibits using surpluses from some rates to subsidize deficits in other rates. Therefore, OITS has contracted with the vendor Maximus to review rates and recommend improvements and alternatives.

Noting some agencies issue licenses, Mr. Schlinsog stated, through vendor systems automation, a statewide licensing system is being developed with a view toward a centralized eGov portal. Regarding Initiative 16, he said a request for proposal (RFP) is being prepared for a centralized no-cost or low-cost payment portal. Commenting on Initiative 21, he said a statewide IT Workforce Management System is being developed with an RFP closing on December 21.

Mr. Schlinsog outlined several legislative proposals. Among them were the following:

- Authorize the OITS authority for rate setting;
- Move the telecommunications authority to the Executive CITO; and
- Add the Executive CITO as a voting member of the Information Network of Kansas (INK) board.

Mr. Schlinsog reviewed the July-September 2012 agency IT project reports. He stated there are 23 active projects totaling \$152.6 million; of the 23, four are in Alert Status: the joint Kansas Department for Children and Families/Kansas Department of Health and Environment Provider Application Portal, the Kansas Bureau of Investigation Driving Under the Influence (DUI) Tracking System, the Kansas Juvenile Justice Authority Juvenile Justice Information System Rewrite II, and the Kansas Department of Revenue Division of Motor Vehicles Modernization Project. Two new projects were approved during the quarter: the Kansas Department of Agriculture Regulatory Management System (estimated cost, \$917,673) and the OITS Statewide IT Workforce Management and Service Desk Ticketing System (\$500,215).

Mr. Schlinsog commented on several active projects. Among them were the following:

- The Kansas Department of Administration's PeopleSoft 9.1 upgrade for the Statewide Human Resources and Reporting and Payroll (SHaRP) system;
- The OITS's Mainframe Processor replacement, upgrading to a z114; and
- The Kansas Department of Transportation's Communication System Interoperability Program, a \$55.5 million multi-year project that was completed in June 2012.

Jim Miller, Legislative Chief Information Technology Officer, reviewed the accomplishments and status of the Legislative Office of Information Services ([Attachments 2 and 3](#)). He stated the staff is able to provide day-to-day support for the Kansas Legislative Information Systems and Strategies (KLISS), with vendor Propylon needed only for major projects. He noted IT staff members are preparing for the new Legislative Session; he is confident KLISS will function much more smoothly this Session, especially since staffing is nearing optimum levels and the updated applications have been tested. Current activities include stabilizing and improving key applications and continuing to upgrade IT infrastructure (VOIP conversion, North Wing wiring, Visitors Center wiring, legislator laptop refresh). He noted a proposed legislative portal is a discretionary project that must be postponed.

Mr. Miller addressed Committee members' questions:

- IRC (International Roll Call) is a niche vendor whose voting boards in the House are archaic; numerous problems arose in trying to connect the IRC system with KLISS.
- The committee secretary interface system known as SLIQ was abandoned and system training compatible with KLISS is being developed.
- As shown on the budget overview, reducing Propylon support will continue each fiscal year. Two Propylon developers have joined computer services staff during the past six months.

Afternoon Session

Kevin Cronister, Chief Information Officer, Kansas Department of Revenue, reviewed the Division of Vehicles (DOV) Modernization Project, which rolled out Phase I (motor vehicle registration, a county treasurer function) in May 2012 and will implement Phase II (driver's

licenses) in August 2013 ([Attachment 4](#)). He listed the benefits of the new combined system, but because the system's conversion process created lengthy wait times at county treasurers' offices, members had many questions, to which Mr. Cronister responded:

- If the old data were incorrect, the new system would not accept it, requiring county staff to enter the correct data manually.
- The contract with 3M Corporation is based on deliverables; 3M will not receive final payments until the system is functioning smoothly.
- Training was made available to all county treasurers' staff. Some counties took advantage of the training and some did not.
- Phase I will be considered complete when all the bugs are identified and fixed in the registration portion.
- The only backlog currently is in Shawnee County.
- County treasurers will continue to have problems with the system until they have completed a year's cycle and addressed all the errors needing correction in the old data.
- Ninety percent of transactions currently take less than seven minutes.
- Phase II will not affect counties, since driver's licenses are issued by the state. Nevertheless, the new transactions will be more complex, since the new driver's license will function as a federally approved identification card, which also will require proof of citizenship.

By the end of November 2012, two million registration renewals and titles had been processed successfully and 2.7 million total transactions had been completed.

Stan Adams, Kansas Broadband Program Director, Kansas Department of Commerce, explained the Kansas Broadband initiative was begun in 2010 through a grant from the National Telecommunications and Information Administration to foster increased availability and utilization of broadband in Kansas. The project involves data collection, mapping, and strategy development ([Attachment 5](#)). He said when the mapping is completed, it will be combined with a national map; then, a needs assessment will be developed for the state, resources will be identified, and a comprehensive inter-agency resource center will be created.

Mr. Adams replied to Committee members' questions:

- The initial survey is being completed and a preliminary report on the survey will be available in January 2013. The final report, due in the spring 2013, will give more detailed financial information.

- Ninety-seven percent of the state has access to minimum broadband (768 KB per second) or more, but most users consider 4 to 6 MB per second to be true broadband.
- The federal requirements for the initiative have been met, but the state requirements are not yet completed.

Kelly O'Brien, Judicial CITO, outlined two current IT projects ([Attachment 6](#)). He reported, after thorough preparation for an electronic filing project, an RFP resulted in selection of the vendor Tybera Development Group. A pilot project will be launched in early 2013, with statewide roll-out in July 2013. The other project, a centralized case management system, is presently at the needs-assessment stage using the vendor Gartner Group. A centralized system will integrate the separate databases in 104 counties, will improve court efficiency and access to court information, and will reduce administrative costs at the local level. The needs assessment report, funded by a Justice Assistance Grant, will be delivered on January 16, 2013. Answering questions, Mr. O'Brien replied, for the most part, Kansas will be an innovator in developing a centralized court case management system.

Tuesday, December 18 Morning Session

John Byers, Chief Information Security Officer, OITS, reviewed a recent audit of state agency information technology security ([Attachment 7](#)). He addressed the answers to the following audit questions:

- **Do agencies have adequate security management processes?** Most agencies lack risk assessment structures because of a lack of centralization and standardization.
- **Do state agencies adequately control passwords?** Most agencies have password policies, but some do not enforce those policies.
- **Do state agencies provide adequate security awareness training?** Training is not standardized across all agencies. OITS plans to utilize statewide training software and institute statewide training policies.
- **Do state agencies adequately patch servers and workstations?** The patch processes vary depending on the complexity of agency systems. All agencies need to include testing and documentation.
- **Do state agencies adequately secure network access points?** No.
- **Do state agencies adequately inventory and track IT hardware?** No.
- **Do state agencies have adequate policies and procedures to address disaster recovery?** No agency has a comprehensive plan for disaster recovery or other emergencies. A software program could be utilized to develop a standardized plan.

Mr. Byers listed security improvements and enhancements needed. He noted with over 90 state agencies, boards, and commissions, there was a need for security centralization, a dedicated security staff, and adequate funding. He recommended a security risk assessment, a standardized log management system, and technology standardization. He acknowledged a member's comment that implementing his proposals will require a cultural change in state government that will take time. Answering a question, he stated incident reports will differentiate which systems are secure and which are vulnerable.

Steve Montgomery, Chief Information Officer, Kansas Bureau of Investigation (KBI), provided a status report on the RAPID (Report and Police Impaired Drivers) Project that was recommended by the 2009-2010 Driving Under the Influence (DUI) Commission ([Attachment 8](#)). He explained the project will consolidate DUI offense information used by city and county prosecutors and courts; and the information will be centralized and accessible in a timely manner through the KBI's Kansas Criminal Justice Information System. The project is a collaborative effort between the KBI and the Kansas Department of Transportation's Traffic Records Coordinating Committee. Having completed a feasibility study and selecting a vendor, the KBI is currently developing the basic framework for the system.

Responding to Committee discussion, Mr. Montgomery said prosecutors often are not aware of a second offense in another county even if each county files reports with the KBI electronically. If a county has no electronic reporting capability, the arrest record may not arrive at the KBI office for up to 30 days. Ed Klumpp, representing the Chiefs of Police and the Peace Officers Associations, commented that the new system will address the time-lag issue that will allow a prosecutor to know if the arrest is a first, second, or third offense. Leslie Moore, Public Service Executive for the Information Services Division, KBI, explained the current statute allows 60 days to file an arrest report. With electronic filing, the report must be filed within seven days. Responding to further questions, Mr. Montgomery replied the project will incorporate the crash report from KDOT, driver history from the DOV, and the criminal history and incident reports from the KBI. Presently about 85 percent of arrest records are filed electronically; and only about 2,000 records are submitted manually each month. A member requested a list of those counties that continue to file manually.

Glen Yancey, Chief Information Officer, Kansas Department of Health and Environment (KDHE), reviewed progress on the KEES (Kansas Eligibility Enforcement System). He reported the Online Application and the Presumptive Eligibility Tool went live on schedule and the design process is on schedule as of December 2012 ([Attachment 9](#)). The Electronic Content Management hardware has been procured, and the change from a waterfall style approach to an iterative style approach (adopted in August 2012) has been productive. He noted the Road Map/Phase 2 Design (interface design) is slightly behind schedule, but does not affect the Build phase critical path. He explained working out interface agreements with the 11 state agencies, federal partners, and other entities has taken longer than expected. He acknowledged the tight schedule in order to meet the project's October 2013 completion deadline. He commented, the first code drop scheduled for December 18, 2012, will be a harbinger of progress. A member requested status reports be sent to the Legislative CITO. Commenting on finances, Mr. Yancey said the project will meet or will be under the Centers for Medicare and Medicaid Services Advanced Planning Document approved budget limit of \$138 million.

The Vice-chairperson requested a break in the KEES report in order to accommodate Donna Shelite, Director of Vehicles, who arrived to respond to questions regarding the DOV Modernization Project. Members expressed concern about the disparity between the transaction time of the system (15 minutes) and the wait time for those renewing their license tags (four-plus hours at some sites). Ms. Shelite acknowledged the problems associated with

implementation of the system, but said nearly all counties are back to normal wait times. Regarding payment to vendor 3M, she said final payments are still pending, since some issues are not yet resolved.

Afternoon Session

The report on KEES resumed. Jim Moudry, Software Engineering Services, provided an Independent Validation and Verification (IV&V) report ([Attachment 10](#)). He assessed the overall health of the scope, schedule, costs, staffing, and quality of the project, identifying current strengths and areas of concern. He stated the open items of the design process could be detrimental to the project's scope. The complex interface design could negatively impinge on an already tight schedule. The costs are currently meeting budget parameters. The Detailed System Design document delivery dates have been delayed because the Technical Work Products have taken longer than expected, eliminating the time latitude built into the project plan. The original Solutions Architect (SA) was reassigned and a new SA is working on the project, creating a knowledge vacuum for some aspects of the project. Noting the issues raised, he stated, although the project team is working well together, the delays may impact time available for adequate testing of the system.

Members posed a number of questions, seeking assurance as to the viability of the project and hearing from different people involved in it.

- Darin Bodenhamer, Director of Eligibility, KDHE, explained the project's vendor Accenture must notify the project team 30 days before changing lead staff, and the vendor has 60 days to fill the position. He said the project includes 52,000 lines of code. He noted Accenture's effort-driven plan makes it more difficult to discern the critical path of the project. Regarding implementation, he stated five Resource Agents will help staff prepare for the new system.
- Ben Nelson, Chief Information Officer, Kansas Department for Children and Families, stated he has been working with agencies to change the corporate structure through business re-engineering, which will reduce the learning curve in preparation for the system roll-out.
- Mr. Yancey, replying to a question about incomplete data, said the data conversion is ahead of schedule. Members asked for reassurances that client input is being included in the design.
- Mr. Bodenhamer explained the Affordable Care Act (ACA) requires a specific template. He said a validation function and user acceptance testing will be included beginning in January 2013.
- Mr. Nelson stated an active Help Desk will be fully functional after roll-out in October.

Sean Toole, Executive Project Manager, Accenture, reviewed progress for the project ([Attachment 11](#)). Commenting on the complexity of the project, he acknowledged the build process was about 10 percent behind schedule, but said corrective actions had addressed the problems; he noted that to date the project has met all its milestones. He emphasized

Accenture sees the importance of the project and continues to add staff as needed. Responding to a question, he said Accenture has contracts for similar projects in North Carolina, Iowa, and California, all lagging behind Kansas in meeting their development stage schedule in meeting the October 1, 2013, federal deadline.

The meeting was adjourned at 3:26 p.m. No other meeting was scheduled.

Prepared by Gary Deeter
Edited Julian Efir

Approved by the Committee on:

January 14, 2013

(Date)