Kansas Legislature

Legislative Office of Information Services

Status Update

2013 Edition #3: Updated as of Monday, April 29, 2013

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2013 Editions of the *Status Update*		
Edition	**Updated as of:**	**Provided To: Comments/Notes**
#1	01/28/2013	LCC and Key Staff, House and Senate Leadership, KLISS Leadership on 02/01/2013
#2	03/25/2013	LCC and Key Staff, House and Senate Leadership, JCIT, KLISS Leadership on 04/02/2013
#3	04/29/2013	LCC and Key Staff, House and Senate Leadership, JCIT, KLISS Leadership on 05/06/2013
2012 Editions of the *Status Update*		
# 1	01/13/2012	JCIT on 01/19/2012
# 2	01/27/2012	Government Efficiency Committee on 01/30/2012
# 3	02/15/2012	JCIT on 02/15/2012
# 4	02/28/2012	JCIT and LCC on 02/28/2012
# 5	03/30/2012	JCIT and LCC on 04/02/2012
# 6	04/27/2012	JCIT and LCC on 04/30/2012
# 7	06/29/2012	JCIT and LCC on 07/03/2012
# 8	10/26/2012	JCIT, LCC, KLISS Leadership, and Key Staff on 11/01/2012
# 9	12/14/2012	JCIT, LCC, KLISS Leadership, and Key Staff on 12/17/2012

Joint Committee on Information Technology
May 13, 2013
Attachment 1

Table of Contents

page

Cover Page - - - - 1
Table of Contents - - - - 2
1. **Executive Summary** - - - - 3 – 4
2. **Session Support** - - - - 5
3. **Progress on Implementing Strategies and Status of Key Initiatives**
   Summary - - - - 6
   Strategy 1. Applications 2do List to Stabilize and Improve Key Systems - - - - 7 – 13
   - KLISS Operational Enhancements
   - Law Making, Publishing, Calendars, Journals, Chambers, Decision Support
   - ILI – Internal Legislative Interface, ELI – External Legislative Interface, Member Interface
   - Committee System (replacement for Sliq-Scribe Pilot system)

   Strategy 2. Technical 2do List to Upgrade I/T Infrastructure - - - - 14 – 15
   - Avamar Grid Backup System Upgrade, Technical Infrastructure Upgrades
   - Visitors Center Wiring Project, Staff PC Replacement/Lease

   Strategy 3. I/T Governance and Management Processes - - - - 16
   Strategy 4. I/T Organizational Development: Recruiting, Training and Knowledge Transfer - - - - 17
   Strategy 5. Leveraging Propylon Resources and Expertise - - - - 18
4. **I/T Budget Overview**
   4.1. Fiscal Years 2013, 2014, and 2015 - - - - 19
   4.2. Status of Key Contracts – In Force, Pending, Future - - - - 20
   4.3. Profiles and Plan Briefs for Key Contracts – Current Activity
   - *Plan Brief: 2013 Staff PC Replacement/Lease* - - - - 21 – 22
5. **Background Information: *Initial Assessment and Recommendations***[1]
   5.1. Review of Conclusions from ***Initial Assessment and Recommendations*** - - - - 23
   5.2. Review of Recommendations, Objectives, and Strategies - - - - 24
6. Exhibits and Supporting Information
   Exhibit I *Starting I/T Organization Chart* (as of June 2012, prior to implementing Recommendations) - - - 25
   Exhibit II *Target I/T Organization Chart* (as of May 2013, based upon implementing Recommendations) - - - 26
   Exhibit III Sample page from a recent ***Work Item Log***, tab = ***App Status by WI Priority*** - - - - 27
   Exhibit IV Sample page from a recent ***Work Item Log***, tab = ***Tech Status by WI Priority*** - - - - 28
   Exhibit V *Summary of Help Desk Activity - 2013 Activity and 2012 History* - - - - 29 – 30
7. Other Information and Documents Available Upon Request[2]
   7.1. ***Legislative I/T Environment: Initial Assessment and Recommendations*** *(Edition 7: 06/29/2012)*
   7.2. ***Work Item Log***: *MSExcel Workbook - Application and Technical Work Item Status (Updated Weekly)*
   7.3. ***KLISS Submission to NASCIO for Award in Open Government Category*** *06/01/2012*
   7.4. Profiles and Plan Briefs for Key Contracts from earlier ***Status Updates***
   - Propylon Technical Services and Support: Oct 2012-Dec2013
   - EMC/AOS Data Center Storage Upgrade
   - Legislator Laptop Refresh (Dell)

[1] The document: ***Legislative I/T Environment: Initial Assessment and Recommendations*** *(Edition 7: Last Updated as of 06/29/2012)* was prepared by Jim Miller for the LCC with the objective of presenting Leadership with an assessment of the overall Legislative I/T environment including strengths and deficiencies across its capabilities, organizational effectiveness, culture, technology operations, and architecture plus a set of accompanying recommendations for near-term actions and long-term strategies to re-direct/improve Legislative I/T. These recommendations and strategies were reviewed and approved by the LCC during the 2012 Session and are currently being implemented.

[2] Digital and/or hard copies of these documents are available upon request – please contact Jim Miller, Alan Weis, or Terri Clark at (respectively): jim.miller@las.ks.gov or 785.296.5566, Alan.Weis@las.ks.gov or 785.296.8466, Terri.Clark@las.ks.gov or 785. 296.5433.

Section 1. Executive Summary *(page 1 of 2)*

This edition of the ***Status Update*** deals with I/T performance and results from late March through April. During this period the I/T team has focused its efforts on three key areas:

- Supporting and enabling the Legislative business process by way of KLISS operations and support while taking advantage of break to do maintenance not conducive to active Session periods,
- Providing support to all Legislative users re their technology-related need,
- Executing work on the *Applications and Technical 2do Lists* as determined by KLISS Leadership[1] or as defined in the ***Legislative I/T Environment: Initial Assessment and Recommendations.***[2]

KLISS performance during this period has been stable and timely with no "show-stoppers" or disruptions to business process flows. The Legislative technical environment (e.g., phones, printers, PCs, network access, etc.) has also been stable during this period with a relatively low level of incidents and issues involving the usual list of suspects. A summary of notable results and progress during this period follows.

Support of the Legislative Process during the 2013 Session:

- Through the start of the break in 2013, we have used KLISS to process 656 bills with amendments through the Legislative process (including Revisor drafting, Research supplemental and fiscal info, Chamber proceedings, etc.) and have enabled the introduction and processing of 115 resolutions.
- Legislative business process flows within KLISS continue to run relatively smoothly with the need for many of the manual work-arounds required during prior Sessions having been eliminated by the scores of system fixes and improvements we have already defined and implemented (this work continues with work-arounds being addressed in priority order as determined by KLISS Leadership).
- To date during the 2013 Session the I/S Service Desk has logged and resolved 2,571 help call tickets with only 6 tickets remaining open at this writing (note: over 900 of this total relate to user and configuration issues with the start up of the new phone system during the first three weeks of January - this situation is now stabilized and the new phones are working as expected).

Work on the *Applications 2do List:*

- Successful ongoing performance from our initial KLISS Biennium Rollover - the new 2013-2014 Biennium environment went live on January 2nd as planned and has been performing as expected throughout the 2013 Session. This was, by far, the single largest, most complex KLOIS work effort since the initial KLISS implementation in 2011. Kudos to all who contributed to this achievement.
- Successful ongoing performance from the new KLISS Legislative interface (both the internal, ILI, and external, ELI, versions) for the 2013 Session; the new LI went live in January and has been performing as expected throughout the 2013 Session. Content from the 2011/12 Biennium system is now accessible via a link to "historical" information on the new LI.
- Significant progress on completing fixes and improvements to key functionality and formatting in Journals, Calendars, Bill Processing, Law Making, Publishing, and Decision Support.
- Phase 2 of the new Committee System, which adds Minutes and Testimony functionality to the Agenda creation capability introduced in January, was implemented in late March and was well received by the Committee Assistant population. Work is currently underway to implement enhancements that will enable use of the Committee System for Interim Committees.

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[1] KLISS Leadership includes: Revisor of Statutes (Gordon Self or designee Jason Long), Secretary of the Senate (Diane Minear), Chief Clerk of the House (Susan Kannarr), Director KLRD (designee Asst. Dir. KLRD Amy Deckard), LCITO (Jim Miller), Director of Application Services (Alan Weis), Director of Technical Services (Terri Clark), and executive representation from Propylon (Tyson Delnes, Beth Rice). Chamber, Revisor, and KLRD members determine the make up and prioritization of work items on the Applications 2do List and the timing of Technical 2doList items impacting the Applications space.

[2] For a brief description of the ***Initial Assessment and Recommendations*** document see the related footnotes in the ***Table of Contents,*** page 2 of this ***Status Update***. As noted in ***Table of Contents - Section 7***, digital and/or hard copies of this document are available upon request.

Section 1. Executive Summary *(page 2 of 2)*

Work on the *Technical 2do List:*

- Successful performance from the hardware and software upgrades and the application environment builds required for the Biennium Rollover initiative.
- Successful performance from the upgrades implemented to hardware, software, and capacity of the data center storage environment prior to Session start.
- Successful performance from Legislative PC's upgraded to Microsoft Office 2010 and Windows 7 operating system prior to Session start.
- Continued improvement in formalizing the applications testing and change management processes.
- Successful roll-out of the new Legislator laptops (Dell Ultrabooks). Provided 149 units to Legislators; 7 to key leadership staff - positive feedback across all users.

Work on I/T *Organizational Development:*[1]

After successfully recruiting six Applications developers and four Tech Services staff during the last six months of calendar 2012, we experienced material set backs in this area and have had four recent resignations. The departures include two staffers with longer tenures in Legislative I/T (a senior developer and the leader of our testing/quality assurance function) plus two developers hired in late 2012. While this talent will be difficult to replace, the experience and understanding of our environment stored in the two longer tenured staff are irreplaceable in the near term. The decision drivers for these resignations include money, growth opportunities, and work/family balance. Recruiting efforts are underway.

Focus for existing staff continues to be the balancing act of leveraging new resources to execute project and support work in conjunction with Propylon resources while allocating time to the training and knowledge transfer required to achieve strategic organizational development objectives.

Acknowledgements:

While it takes talented I/T staff and management to get this work done, every successful I/T effort requires involved and effective governance. In that spirit, any Status Update, even these abbreviated bullet points, would be incomplete without citing the engaged leadership and constructive day-to-day contributions of the KLISS Leadership Team – special thanks to Susan Kannarr, Diane Minear, Jason Long, and Amy Deckard.

Request for Feedback on the *Status Update* : I would truly appreciate it if those of you who are fearless enough to plow through these pages, once you have recovered, would send me your feedback, i.e., what content is useful and/or informative but more importantly what was confusing, unclear, too techie, too general, etc. Over the past several years technology has become an integral and critical element of the Legislative process and we want to make sure that we are effectively communicating what your I/S team is doing to support that process. In general, we are focused on the following goals with this ***Status Update,*** so please let you know your thoughts:

- Provide info at various levels of granularity to accommodate a range of readers' needs (highlights and summaries if you have 5 minutes; details and expanded analyses for the closet techies),
- Deliver an ongoing, comprehensive, and in-context assessment of I/T's progress, performance, and impact (without going epic and putting you to sleep),
- Discuss technology in the language of the Legislative community (without requiring you to have your *"techie-to-English"* translation dictionary in hand while you're reading this document), and
- Frame technical issues in terms of why they are important to you and the business of the Legislature (instead of expounding on why *"new tech version 1.2 is the coolest new technology ever"*.....).

[1] Exhibits I and II at the end of this ***Status Update*** show "before and after" snapshots of the I/T Organization Charts. Exhibit I shows the organization in June of 2012 prior to initiating the Organization Development Plan. Exhibit II shows organizational status as of May 2013.

Section 2. Session Support

The Legislative Service Desk operation within Technical Services has evolved over the past several years to provide support to Legislators, Session staff, and full time staff during both the Legislative Session and the Interim. As indicated in the Summary below, the Service Desk has successfully handled and closed 2,571 help call tickets and had only 6 tickets open as of April 28th.

In performing the Service Desk function we are consistently striving to implement ITIL[1] standards and have an overall, long-term goal of resolving 85% of Level I help calls within 15 minutes and resolving help calls received after hours and weekend within one hour. Our actual performance during the 2013 Session to date has us resolving 40% of Level I calls within 15 minutes and 83% within the same day. While this actual performance is well off the long term goal, the critical aspect of this process improvement effort is that we are now measuring and tracking our performance and have instilled an operating philosophy of continuous improvement that will push our collective performance, bit-by-bit, toward that long term goal.

One of the primary missions of Technical Services is to enable the Legislative process by providing Service Desk capabilities to Legislative staff experiencing issues with their technologies. In anticipation of the Legislative Session we supplement KLOIS permanent staff by adding contracted Session Support Staff[2]. For the 2013 Session we added seven Session Support Staff in December 2012, got them trained up, and have leveraged these contract staff heavily during the high help desk call weeks in January thru the beginning of April (see call detail in the Summary below). Given that we also strive to provide excellent services as cost-effectively as possible, we monitor these levels and reduce the number of contracted Session Support Staff as help desk call volume drops off (usually in late March or early April). As of this writing we have two contracted Session Support Staff remaining on the payroll.

Summary of HelpDesk Activity During 2013 Session

	Level 1 Tickets[3]			Level 2 Tickets[4]			Totals		
Week of:	Opened	Closed	Open EoW[5]	Opened	Closed	Open EoW	Opened	Closed	Open EoW
Starting Open Items			0			20			20
12/31/2012	18	18	0	65	57	28	83	75	28
01/07/2013	63	63	0	102	82	48	165	145	48
01/14	86	73	13	67	84	31	153	157	44
01/21	307	222	98	173	189	15	480	411	113
01/28	245	301	42	57	35	37	302	336	79
02/04	238	271	9	56	63	30	294	334	39
02/11	154	150	13	79	88	21	233	238	34
02/18	118	121	10	91	93	19	209	214	29
02/25	90	94	6	40	28	31	130	122	37
03/04	18	15	9	68	84	15	86	99	24
03/11	95	97	7	8	9	14	103	106	21
03/18	91	94	4	10	14	10	101	108	14
03/25	50	54	0	20	22	8	70	76	8
04/01	95	95	0	28	24	12	123	119	12
04/08	0	0	0	15	13	14	15	13	14
04/15	0	0	0	6	9	11	6	9	11
04/22	0	0	0	4	9	6	4	9	6
2013 Totals	1,668	1,668	0	889	903	6	2,557	2,571	6

[1] ITIL = Information Technology Infrastructure Library. ITIL in intended to facilitate performance-based standards focused on the operational aspects of IT management including incident management, request fulfillment, service strategy, IT asset control, and continual service improvement.

[2] For more information see *Status Update Section 6. Exhibit II. I/T Organization Chart as of May 2013*

[3] HelpDesk issues classified as Level 1 have minor to moderate impact and low to moderate degree of difficulty to resolve.

[4] HelpDesk issues classified as Level 2 have moderate to severe impact and high to very high degree of difficulty to resolve.

[5] EoW = abbreviation for End of Week referring to the number of tickets remaining open at the end of that particular week. The math in this schedule for calculating the number of tickets remaining open at the end of the current week is: (prior week Open Tickets EoW) + (current week Tickets Opened) – (current week Tickets Closed) = (Tickets Open EoW)

Section 3. Progress on Implementing Strategies - Summary [1]

As noted in Section 5.1 of this report, the objectives and strategies presented in the ***Initial Assessment and Recommendations*** document can be organized into five key areas which are listed below along with an indication of the overall status and progress on each strategy and its supporting objectives:

- ***Strategy 1: Applications 2do List to Stabilize and Improve Key Systems***
- ***Strategy 2: Technical 2do List to Upgrade I/T Infrastructure***
- ***Strategy 3: I/T Governance and Management Processes***
- ***Strategy 4: I/T Organizational Development (Recruiting, Training, Knowledge Transfer)***
- ***Strategy 5: Leveraging Propylon Resources and Expertise***

Below are a few general comments on strategy and on the following pages you will find a summary of the progress accomplished on each individual strategy including relevant notes on context.

General Comments

Given the strategic structure we achieved with the LCC's approval of the ***Legislative I/T Environment: Initial Assessment and Recommendations*** in 2012 and the significant progress we have made during the interim, our objective with KLISS for the 2013 Session is two-fold: successfully start up the new biennium and improve Legislative business process flow, e.g., enhanced workflow integration/smoothness and eliminating as many manual interventions and embedded work-arounds as practical. This stands in stark contrast to our over-riding KLISS objective for the 2012 Session which stay ahead of the tsunami of system problems and navigate the Session without being disrupted by any I/T related "show stoppers."

After significant effort during the 2012-2013 interim, we successfully launched the 2013-2014 Biennium version of KLISS in December 2012 and have maintained focus on stabilizing and tuning this new environment as we proceed into the Session. We also continue to address the evolving queue of KLISS issues and enhancements related to functionality in Chamber operations, Law Making (Revisor), and Decision Support (KLRD).

I have noted in earlier status reports that KLISS, as the primary, end-to-end legislative business application, is a victim of its implementation legacy. This legacy involved the perfect storm of a consultant-driven development process, siloed analyses, a bias toward rearview mirror design, superficial training, functionality jettisoning in the pre-go-live period, and premature implementation resulting in the need for scores of cumbersome, convoluted, and manually intensive "work-arounds" to accomplish the basics of the Legislative business process flow during the 2011 Session.

Two Sessions later we are still digging out from this implementation legacy as we continue to extract one work-around after another by implementing system repairs, creating required system integration points, cleaning up hundreds of styles and formatting issues, and building composition and publication capabilities from scratch. Given this legacy, KLISS will continue to be a work in process for an extended period as we work through a continually evolving and growing list of functional, integration, and process issues all of which are captured and managed in the ***Work Item Log.***[2]

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[1] Strategy Status Lights indicate the composite, high-level status and our overall progress toward achieving the strategy and supporting objectives:
- -- Green = work progressing per expectations across most/all critical aspects of the strategy
- -- Yellow = work progressing near expectations across most/all critical aspects of the strategy; minor adjustment(s) required to address issues
- -- Orange = work not progressing per expectations across some critical aspects of the strategy; major adjustments(s) required to address issues
- -- Red = expectations not achievable given current approach and work efforts; need to re-evaluate strategy, objectives, work and reset

[2] The ***Work Item Log*** is a MS Excel workbook and provides a comprehensive, consolidated list of open issues and requirements from across all Legislative functions/divisions and provides key information about each issue including narrative description, status chronology, priority, ownership, and task accountability.
The Work Item Log is intended to document and track work items at a level appropriate for management-level decision making and control and serves as the primary information/communication vehicle in our KLISS Leadership meetings.
Sample pages of the Work Item Log are provided in the Exhibits section of this Status document.

Section 3. Progress on Implementing Strategies and Status of Key Initiatives

Strategy 1: Applications 2do List to Stabilize and Improve Key Systems

Status of Key Initiatives - Summary [1]

Current	03/25 [2]	C [3]	#	**Key Initiatives:** (grouped by functional category or project topic)	Updated [4] or Added
●	○		1.	Work Item Log: KLISS Operational Enhancements	A: 04/29/2013
○	○		2.	Work Item Log: Law Making	
○	○		3.	Work Item Log: Publishing	U: 04/29/2013
●	●		4.	Work Item Log: Calendars	
●	●		5.	Work Item Log: Journals	
○	○		6.	Work Item Log: Chamber	
○	○		7.	Work Item Log: Decision Support	
●	●		8.	Web: ILI – Internal Legislative Interface	
●	●		9.	Web: ELI – External Legislative Interface	
◍	◍		10.	Web: Member Interface (Personalized Legislator Portal)	
◍	◍		11.	IRC: Upgrade, KLISS Interaction, Operational Stability	
○	○		12.	KLISS: Committee System (replacement for Sliq-Scribe Pilot system)	
○	○				
○	○				

As existing KLISS-related issues in the ***Work Item Log*** are resolved and kinks are worked out of the KLISS system's flow, key Legislative users continue to learn how to better leverage the functionality of KLISS and concurrently they will develop a better understanding of the system's quirks and limitations. One natural outcome of this better understanding is a growing list of ideas from users re how to effectively address these issues and improve how KLISS enables the Legislative business process. Our overall governance and management processes will need to evolve concurrently with this ever-evolving "Applications 2do List" to insure that resources are consistently focused on high-priority, high-value-add enhancements.

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[1] Work Item and Project Status Lights indicate how work is progressing relative to expectations re **S**chedule, **R**esourcing, **B**udget, and **D**eliverable :
- -- Green = work progressing as expected; negligible risk of material deviation in S, R, B, and D
- -- Yellow = work progressing near expectations; anticipate completion with minimal deviations on specific factors: S, R, B, and/or D
- -- Orange = work not progressing as expected; anticipate completion with material deviations on specific factors: S, R, B, and/or D
- -- Red = expectations not achievable given current situation; need to re-evaluate and reset expectations regarding S, R, B, and D

[2] This is the date of the most recent, previous edition of the ***Status Update***.

[3] An entry in this column indicates this will be the final status update for this work item. It is complete or canceled. No future reporting is anticipated. **C** = this work item or project is complete. **X** = this work item or project has been cancelled.

[4] A line item in this schedule is marked as "updated" when the content of the associated deliverable is materially updated (which usually occurs when the prior deliverable is completed and is replaced with a fresh objective for this particular line item).
A line item in this schedule is marked as "added" when the content of the associated deliverable and the line item label are completely different than the prior deliverable and line item (which usually occurs when the prior line item and deliverable are completed and the new line item deals with a completely different topic).

#	Key Initiative	***Strategy 1: Applications 2do List to Stabilize and Improve Key Systems*** **Status of Key Initiatives - Detail**
1	Work Item Log:[1] KLISS Operational Enhancements	Current Status ● Previous ○ This work item is new and does not have a "previous" status This effort includes a bundle of operational issues that require timely and material improvement, e.g., UAM updates/maintenance, imbedded security passwords, and enhancements to the Appointments System and Search & Query capabilities. Work on these operational capabilities is currently being organized and prioritized and will begin in earnest after the close of the 2013 Session.
2	Work Item Log: Law Making	Current Status ○ Previous ○ During December and January several fixes and enhancements were coded for bill title and repealers. It was decided to not implement these Law Making updates during session until sufficient testing has been completed. The updates have been tested during the April session break and testing indicates a few issues remain to be addressed. Since these fixes cannot be completed before the start of the Veto Session on May 8, it was decided to not implement a new client in LM until after Session close. Issue resolution and testing will continue throughout the Veto Session. Background: During the first week of November we implemented a large number of fixes in the Law Making area in conjunction with introducing the "new biennium" set up for Law Making. A second set of changes was implemented on 21 December with the notion of "freezing" the Law Making build for the duration of the 2013 Session (with the understanding that we will re-open the discussion on changes during the Session if we encounter critical issues). The freeze is intended to avoid introducing changes during the course of the Session with the potential that these changes could introduce unintended consequences and disrupt the flow of work through the Revisors' area.
3	Work Item Log: Publishing	Current Status ○ Previous ○ This content of this work item is new and does not have a "previous" status This effort includes a bundle of items relating to composition and publishing improvement work, e.g., using Adobe InDesign for statute composition, updating Final Calendars and Permanent Journal reports for the new Biennium, and completing issue resolution on Research publications. In the area of publishing we will be working with Bruce Kinzie and other members of the Revisors area to craft and operationalize repeatable improvements that are intended to improve the efficiency and effectiveness of this function. Background: Publishing statutes out of the KLISS environment has been an uphill battle since KLISS was implemented in 2011. Given the many work-arounds and manual interventions required during the 2011 Session, the statute content out of KLISS required numerous iterations of extremely intense manual review and correction. This scenario resulted in statutes arriving from the printer circa February 2012 (i.e., very late). For 2012 Statutes, a focused effort form Bruce's team and I/S resources significantly improved our delivery to circa November 2012. While this focused effort was a vast improvement, it still required many iterations of review and correction. Our objective now is to improve the overall process with tools (InDesign) and procedural standardization so that we are able to create an efficient and repeatable publication process which Bruce's team can execute with minimal I/S technical intervention and minimal iterations.

[1] The ***Work Item Log*** is a MS Excel workbook and provides a comprehensive, consolidated list of open issues and requirements from across all Legislative functions/divisions and provides key information about each issue including narrative description, status chronology, priority, ownership, and task accountability.
The Work Item Log is intended to document and track work items at a level appropriate for management-level decision making and control and serves as the primary information/communication vehicle in our KLISS Leadership meetings.
Sample pages of the Work Item Log are provided in the Exhibits section of this Status document.

#	Key Initiative	***Strategy 1: Applications 2do List to Stabilize and Improve Key Systems*** **Status of Key Initiatives - Detail**
4	Work Item Log: Calendars	Current Status ● Previous ○ As of this point in the 2013 Session both chambers have reported that Calendars have been working well. A key aspect of this performance stems from the fact that Committee Assistants are now delivering their agendas to the Chambers via the Committee System. This shift in the quality of the input to Chamber Calendars in addition to the numerous "fixes" implemented by the Development Team moves overall status to "green." Any additional issues discovered during session will be documented in bug tickets and resolved during the 2013 interim. Background: Fixes to a large number of the Calendar-related work items were developed and implemented in December. This progress accounts for the shift in status light from "orange" to "yellow." In addition, most of the importing and formatting of Committee agenda content (which makes up the second half of the House and Senate daily Calendar) is being provided to the Chambers by the new Committee System. At the end of January we still have a few issues with this importing functionality and assisting Committee Assistants up the learning curve but this capability significantly improves the quality of life for Chamber staff. During the 2012 interim, the Work Item Log had a significant queue of issues related to the formatting and functionality in the area of Calendars (primary users include staff of House and Senate Chambers). In June 2012, during a meeting of stakeholders, it was agreed to prioritize work on Calendar items below work on Journal items and Biennium Rollover. The team finalized critical work on Journals in November and initiated work on Calendar items. The "orange" status light for the 12/14 ***Status Update*** was an indication of the queue of work items that remained undone at that point in time due to the prioritization decision.
5	Work Item Log: Journals	Current Status ● Previous ● Senate staff have reviewed their Journal creation process and are implementing process improvements to utilize Chamber interface functions to input Journal information so as to increase Journal creation efficiency. Test Journals will be output throughout the Session day to check the Journal format before the final Journal is ready. This will decrease daily post-Session staff work time on the Journal. Any additional issues discovered during session will be documented in bug tickets and resolved during the 2013 interim. Background: During the 2012 interim, as with Calendars, the Work Item Log had a significant queue of issues relating to Journal formatting and functionality. All of the critical items have been resolved by mid-November with only a few remaining outstanding. Most of those remaining issues have been resolved despite a momentary delay as we diverted resources to work on Biennium Rollover tasks. A key learning during this period was how to overcome the challenge in testing the Journal which requires repeated staging of data in the system for compiling all the day's activity into one document. Fortunately the uniqueness of the KLISS "time machine" enabled the team to rollback a test virtual machine to a specific day from the 2012 session and test the Journal using the data as it existed for that day.

#	Key Initiative	***Strategy 1: Applications 2do List to Stabilize and Improve Key Systems*** **Status of Key Initiatives - Detail**
6	Work Item Log: Chambers	Current Status ◯ Previous ◯ During the 2013 session Senate staff has been reviewing and adjusting their processes to be more efficient is system use. Functions built into the Chamber system have been improved to allow more automated input of Chamber information. Implemented a process to off-load the maintenance of the distribution lists for Conference Committee Schedules from Chamber staff, relieving the Chief Clerk and Secretary of the Senate of this manually-intensive. This maintenance is now performed, ongoing, by a member of Tech Services. House and Senate staff trigger the sending of updates to those on the distribution list (which was scrubbed and validated prior to Conf. Comm. crunch time). Background: In late December the Chamber and Law Making builds were finally in sync regarding fixes to integrated functions which enabled the team to conduct a few short weeks of intense and thorough end-to-end testing with the intent of shaking out any remaining issues. Several key issues were discovered and resolved, most of which dealt with "inter-zone communications" – this is the set of complex trigger events and notifications that manage how data is passed among the zones (e.g., Law Making, Chambers, and Decision Support). These issues have been resolved but we are still encountering occasional "blips" that require immediate attention.
7	Work Item Log: Decision Support	Current Status ◯ Previous ◯ Current priorities for KLRD include resolving issues with Budget Analysis, Fiscal Impact Reports, Appropriations Bills, Bill Explainer, Summary of Legislation, and utilizing the new Committee System to support analysts as they deal with sub-committees. The lengthy list of work items related to Decision Support is a carry over of work stretching back to the KLISS implementation during which DS functionality was sacrificed in order to have any chance of placing KLISS into production in January 2011. We continue to chip away at this queue of work items and have made reasonable progress on the highest priority items relating to appropriations bills and search capabilities. Work continues with much yet to be done.
8	Web: Internal Legislative Interface	Current Status ● Previous ● Small changes were implemented during the January through March period with no critical issues arising. In April the committee agenda, minutes and testimony have been reorganized to enable ease-of-viewing related information by date. Background: All the work required to make the internal website operational for the 2013 Session was completed successfully. This including key, last-minute data regarding the new set of Legislators, Committee structures, etc. Several rounds of changes/fixes to the website were implemented between October and the end of December. We continue to make cosmetic changes as minor issues are identified.

#	Key Initiative	***Strategy 1: Applications 2do List to Stabilize and Improve Key Systems*** **Status of Key Initiatives - Detail**
9	Web: External Legislative Interface	Current Status Previous No change: With respect to the external web site's functionality the status is the same as the internal LI. The previously orange status indicator light related to the issue of OITS hosting this site. Late in 2012 OITS had lost several critical staffers, a situation which required that KS Legislative I/T staff assist with the efforts to upgrade the systems software in the OITS data center to accommodate the changes required by our Biennium Rollover initiative. This assistance proved successful and the site is operational. However, I will keep the dual status lights for this work item and will keep the one related to hosting the website in a yellow status. Mid to long term we will need to consider alternatives for hosting the external LI. Alternatives include another external hosting service or upgrading the Legislature's data center and network bandwidth to enable hosting this site internally.
10	Web: Member Interface (Personalized Legislator Portal)	Current Status Previous As we prepare to begin work on this initiative we are executing a training plan for Kansas developers so that internal KS staff are able to take the lead on this work. This training will be conducted by Propylon and will allow our developers to be more efficient and effective when working on the portal. The developers met with Research staff in April to review how they use web portals to gather and track legislative information. The next steps will be to review Propylon's core components that will facilitate the portal construction and to conduct sessions with Legislators to review how they use web portals to conduct business. As a discretionary project this work item will be resourced once critical priorities are completed. The original plan was to have a separate web site under construction prior to starting the 2013 Session to enable finalizing design in January and February of 2013 with input from Legislators who demonstrated prior interest in this topic. The intent of this web site is to provide a Legislator-specific site that is tailored to address their individual needs for specific functionality and access to information. Other priorities have deferred this work and construction has not yet begun. As noted above, we have reset the schedule with design to begin in April which will enable us to get Legislator feedback from key individuals midway through the 2013 Session to drive the design effort.

#	Key Initiative	***Strategy 1: Applications 2do List to Stabilize and Improve Key Systems*** **Status of Key Initiatives - Detail**
11	IRC Upgrade and KLISS Interaction	Current Status Previous No change in the status of this work item. In the previous Status Updates I reported that during much of the 4Q of 2012 we had been working through seemingly never-ending iterations and layers of problems as we attempted to implement an updated version of the IRC software (International Roll Call - a niche vendor based out of Virginia. This software is used by both Chambers to take and track voting within the Chambers and is tightly integrated with KLISS). The extended timeframe for resolving the many issues encountered are a combination of minimal understanding of the system by Legislative I/T staff and a severely unstructured software development process utilized by IRC. In late December we narrowed the issue list down to a few remaining areas which we believed we understood and were working with IRC to resolve these issues. After three months' worth of grinding and with the 2013 Session about to start, we formally requested that IRC bring their expertise to bear on-site in Topeka. As a result, the IRC owner and one of IRC's key techies came to the Capitol for a week in early January. Despite this heavyweight intervention we were still not able to resolve the issues and were forced to revert to the old version of IRC and the KLISS vote system interface so as not to disrupt the voting process in the Chambers. Work on resolving these issues continues in "off-line" mode with IRC, Propylon, and KS staff in the mix. Once a solution evolves from this brain trust, we will thoroughly test it prior to putting the new version of IRC and the enabling integration with KLISS into production. This has been a low-priority effort given that the older version is working and we do not want to introduce changes during the active periods of the Session. One of the 2do's coming out of this experience is to focus significant energy in bringing targeted Legislative I/T staff up the learning curve re IRC software. This work item is coded orange to indicate that one of our options is to revert to the earlier version of the IRC software if we are not able to insure the integrity of the new software.

#	Key Initiative	***Strategy 1: Applications 2do List to Stabilize and Improve Key Systems*** **Status of Key Initiatives - Detail**
12	KLISS: Committee System	Current Status ◯ Previous ◯ Work is currently underway to define requirements and design to enhance the Committee System for Interim Committees. Coding of the enhancements will begin the week of May 20. The "yellow" status reflects delays in timing of deliverables. The first phase of the Committee System was implemented into production in early January. This first phase included functionality for Committee Assistant to create daily and weekly agendas and submit this agenda info to the Chamber Calendars. Development work on functionality for creating minutes and attaching testimony was implemented during the week of March 25th. User acceptance has been positive. Training of Committee Assistants occurred during late December and the first two weeks of January. Since this introduction in January most Committee Assistants have climbed the learning curve and are using the system. We continue to work with a small number of Committee Assistants who are having difficulty with the system and/or adapting to the change. This personal assistance will continue until each CA is functional with the system and the operational issues have been resolved. Background: As reported in the previous Status Update, the introduction of the Sliq (the old committee application) during January 2012 stumbled out of the gate given several critical functionality issues and problems with system stability. Despite significant effort directed at "fixing" the system and providing training during the 2012 Session, we did not regain user acceptance by the end of the 2012 Session - this situation required some critical thinking re next steps. Original thinking regarding regaining user acceptance and next steps for Sliq involved implementing a limited and prioritized set of enhancements to the core Sliq system that addressed Committee Assistant needs and also implementing automated KLISS-Sliq integration prior to the start of the 2013 Session to avoid the numerous style and formatting issues caused by input from Sliq during the 2012 Session. After grinding for several weeks on the reasonableness of this approach in tandem with reservations on my part regarding the original impetus for Sliq's selection as the tool for Committee Assistants (managing video content was the primary decision criteria, not Committee Assistant functionality), we convened a workshop of the various stakeholders to assess the options and decide on a path forward in June. In this workshop we achieved unanimous agreement from participants to discard the original thinking and, instead, decided to implement needed Committee Assistant functionality within KLISS. The rationale for building the needed functionality within KLISS includes: ▫ completely avoids the complexities of integrating key data elements between the Sliq and KLISS systems (the key shortfall in the Sliq-KLISS arrangement), ▫ enables use of styles and formatting native to KLISS which are required by Chamber staff (the second key shortfall in the Sliq-KLISS arrangement), ▫ leverages existing KLISS capabilities and data structures within KLISS (3rd shortfall), ▫ enables the standardized formatting of Calendar content and the standardized labeling of testimony files (a free-format debacle during the 2012 Session), ▫ enables automated posting of committee minutes to the legislative interface, and ▫ enables automated updating of bill history with committee hearing dates on bills. This implementation of a Committee System in the KLISS system demonstrates the power of the underling KLISS architecture as the CS module seamlessly bolted into the Chamber Automation system and integrates well with the existing data structures.

Section 3. Progress on Implementing Strategies and Status of Key Initiatives

Strategy 2: Technical 2do List to Upgrade I/T Infrastructure

Status of Key Initiatives - Summary [1]

Current	03/25 [2]	C [3]	#	Key Initiatives:	Updated [4] or Added
○	○		1.	Avamar Grid Backup System Upgrade	A: 04/29/2013
○	○		2.	Technical Infrastructure Upgrades	
○	○		3.	Visitors Center Wiring	
○	○		4.	Staff PC Replacement/Lease	
○	○		5.		
○	○		6.		
○	○		7.		
○	○		8.		
○	○		9.		

[1] Work Item and Project Status Lights indicate how work is progressing relative to expectations re **S**chedule, **R**esourcing, **B**udget, and **D**eliverable :
- -- Green = work progressing as expected; negligible risk of material deviation in S, R, B, and D
- -- Yellow = work progressing near expectations; anticipate completion with minimal deviations on specific factors: S, R, B, and/or D
- -- Orange = work not progressing as expected; anticipate completion with material deviations on specific factors: S, R, B, and/or D
- -- Red = expectations not achievable given current situation; need to re-evaluate and reset expectations regarding S, R, B, and D

[2] This is the date of the most recent, previous edition of the ***Status Update***.

[3] An entry in this column indicates this will be the final status update for this work item. It is complete or canceled. No future reporting is anticipated. **C** = this work item or project is complete. **X** = this work item or project has been cancelled.

[4] A line item in this schedule is marked as "updated" when the content of the associated deliverable is materially updated (which usually occurs when the prior deliverable is completed and is replaced with a fresh objective for this particular line item).
A line item in this schedule is marked as "added" when the content of the associated deliverable and the line item label are completely different than the prior deliverable and line item (which usually occurs when the prior line item and deliverable are completed and the new line item deals with a completely different topic).

#	Key Initiative	***Strategy 2: Technical 2do List to Upgrade I/T Infrastructure*** **Status of Key Initiatives - Detail**
1	Avamar Grid Backup System Upgrade	Current Status ◯ Previous ◯ This work item is new and does not have a "previous" status The initial maintenance contract on the Avamar Backup Grid system lapsed in Q2 of 2013 and the plan is to upgrade/update the existing system or replace it with a comparable system that provides the necessary functionality in a cost effective manner. Terri Clark and team are currently involved in a procurement that targets the Legislature's specific requirements. Three vendors have responded to the RFP, and the procurement negotiation committee will make a decision and begin negotiations with the selected vendor by May 10th. Implementation of the upgrade or replacement is due in early June.
2	Technical Infrastructure Upgrades	Current Status ◯ Previous ◯ Our Windows network authentication and file servers are currently between 4 – 6 years old. To mitigate the risk of disruption due to hardware failures in this environment (high probability), our original plan was to "virtualize" these servers during November2012. In order to maintain the pre-Session prep schedule resources were diverted to higher priority efforts (e.g., Biennium Rollover) and the virtualization effort was delayed. The new technology available in the storage area network (SAN) provides us an opportunity to modernize the way data is stored on the file servers, resulting in a more stable environment and faster retrieval of data. The effort to virtualize file servers is dependent on updating the Avamar Backup Grid system (#1 above) and as a result this work has moved to July/August. Background: Multiple infrastructure upgrades were completed during the 2012 interim with the objective of bringing the data center up to current release levels and implementing new security features. The upgrades include: VMWare ESXi 5.0 virtualization technology, Red Hat Linux 6.0 servers, and Exchange Server 2010 email system. Also in 2012 PC operating systems were upgraded to Windows 7 and desktop applications, including MS Office 2010, were upgraded with the rollout of the new legislator laptops in December.
3	Visitor's Center Wiring Project	Current Status ◯ Previous ◯ Technical Services provides project management and support for the technical infrastructure in the Capitol Restoration Visitor's Center project. The scope of the project includes cable installation and termination for data, telecom and security devices, network switching and routing, and audio systems in the auditorium and classroom. Technical Services staff are currently negotiating the final quote from OITS for cable installation and network switching, all other vendor quotes have been finalized. While the cost of this project will be well under the $250,000 threshold for oversight by the Enterprise Project Management Office (EPMO), the EPMO office has agreed to provide project oversight through the state's project management process. Changes in the construction schedule have moved the wiring project completion date to mid-August 2013.
4	Staff PC Replacement/ Lease	Current Status Previous This work item is new and does not have a "previous" status The lease on the current staff pc's will expire 10/31/2013. The Technical Services staff are currently gathering performance requirements for different user groups based on job function, drafting the project plan, and investigating new technologies. An RFP will be issued for the pc refresh in mid-May. The replacement PC's should be distributed to users in September 2013 to meet the timeline of the expiring lease agreement. The ***Plan Brief*** for this project is provided in ***Section 4.3*** of this ***Status Update***.
5		Current Status Previous

Section 3. Progress on Implementing Strategies and Status of Key Initiatives

Strategy 3: I/T Governance and Management Processes

Progress/Status: During the 2012 Session our processes for managing the work item queues and changing priorities of both applications and technical services deliverables evolved materially. During the interim and to-date in the 2013 Session our processes are functioning relatively effectively. We have additional work to do in creating and maintaining both understanding across a diverse user community and transparency across a complex in-flight workload and pending priorities.

With this ongoing need for understanding and transparency in mind, most participants in the process have adapted to the structure and familiarity of the relatively disciplined and standardized processes for adding work items to the queue, prioritizing work items and re-prioritizing as the situation changes, assigning follow up tasks, conducting daily progress checks, and utilizing the change control and ECR[1] processes.

During high-volume periods the overall workload management process continues to be anchored by scrum[2] meetings led by Alan Weis (Director of Applications Services) several times each week, KLISS Leadership[3] meetings as required, and monthly meetings to review KS/Propylon effectiveness. The governance process is working well enough to allow us to shift from weekly KLISS Leadership meetings to more focused, one-on-one sessions with functional leadership in the House, Senate, Revisors, and KLRD. The process for managing the I/T workload continues to utilize the ***Work Item Log***[4] as a key tool for management review and control. We continue to maintain the detail of issue documentation and resolution in a software ticketing system which is integrated with the software source code repository.

With a full year of behavior modification behind us, we have effectively transitioned from "crisis of the moment" firefighting to a more deliberate, coordinated style with a focused sense of urgency. We still have work to do in diffusing the notion that any Legislative user's ability to articulate a requirement for a project constitutes a compelling rationale to immediately push that idea to the top of the priority list.

As I have noted in prior ***Status Updates***, and it deserves repeating, much of this improvement in our management processes and the improving state of Legislative systems is the result of the detailed involvement, leadership, and support provided by members of the KLISS Leadership Team including Susan Kannarr - Chief Clerk of the House, Diane Minear - Secretary of the Senate, Jason Long - Revisors, and Amy Deckard - KLRD. These individuals, equipped with the learning (aka scars) from KLISS' troubled history, serve as the collaborative engine and intellect driving the successful evolution of KLISS while reinforcing high expectations for I/T service and results.

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[1] ECR = Emergency Change Request. As the name implies, this process in intended to add structure and discipline to the efforts required to implement a change or fix that is critical to the operation of the legislative process in an expedited manner (outside the parameters of the normal change control process).

[2] A bit of history for those who are interested and, like me, know nothing about scrums and/or rugby:
Scrum is a form of agile project management. Scrum's origins date back to 1986 when Hirotaka Takeuchi and Ikujiro Nonaka described a new tactic that would increase speed and flexibility and the cost of design and quality, based on case studies from manufacturing firms. They called this the holistic or rugby approach, as the whole process is performed by one cross-functional group across multiple overlapping phases, where the group "tries to go the distance as a unit, passing the ball back and forth" hence the word scrum which, in rugby, refers to the manner of restarting the game after a minor infraction.

[3] KLISS Leadership includes: Revisor of Statutes (Gordon Self or designee Jason Long), Secretary of the Senate (Diane Minear), Chief Clerk of the House (Susan Kannarr), Director KLRD (designee Asst. Dir. KLRD Amy Deckard), LCITO (Jim Miller), Director of Application Services (Alan Weis), Director of Technical Services (Terri Clark), and executive representation from Propylon (Tyson Deines, Beth Rice). Chamber, Revisor, and KLRD members determine the make up and prioritization of work items on the Applications 2do List and the timing of Technical 2doList items impacting the Applications space.

[4] The Work Item Log is a MS Excel workbook and provides a comprehensive, consolidated list of open issues and requirements from across all Legislative functions/divisions and provides key information about each issue including narrative description, status chronology, priority, ownership, and task accountability. The Work Item Log is intended to document and track work items at a level appropriate for management-level decision making and control and serves as the primary information/communication vehicle in our KLISS Leadership meetings. Sample pages of the Work Item Log are provided in the Exhibits section of this Status document. The sample page Exhibit for Applications work is from the tab in the MS Excel workbook labeled "App Status by WI Priority" which displays the 100+ applications work items in work item priority order.
The sample page Exhibit for Technical Services work is from the tab in the MS Excel workbook labeled "Tech Status by WI Priority" which displays the technical services work items in work item priority order.

Section 3. Progress on Implementing Strategies and Status of Key Initiatives

Strategy 4: I/T Organizational Development: Recruiting, Training, and Knowledge Transfer

Progress/Status of Recruiting: In June of 2012 we initiated a regional recruiting effort to fill the nine new positions approved for FY2013 and two existing openings. This staffing increase is the key recommendation re I/T organizational development[1] as defined in our ***Initial Assessment and Recommendations*** plan approved early in 2012. These additional positions included six applications developers focused on the various aspects of the KLISS environment and five technical services staff to address gaps in our capabilities regarding support of key elements of our I/T infrastructure.

After successfully recruiting six Applications developers and four Tech Services staff during the last six months of calendar 2012, we have recently experienced material set backs in this area and have had four resignations in April. The departing staffers include a senior developer and the leader of our testing/quality assurance function with longer tenures in Legislative I/T plus two developers hired in late 2012. While this talent will be difficult to replace, the experience with and understanding of our environment stored in the two longer tenured staff are irreplaceable in the near term. The decision drivers for these resignations include primarily money followed by growth opportunities and work/family balance. Recruiting efforts are underway. We have advertised these three developer positions and the testing/QA role and will conduct interviews to fill the positions as soon as possible.

Progress/Status of Training and Knowledge Transfer: Focus for existing staff continues to be the balancing act of leveraging these new resources to execute project and support work in conjunction with Propylon resources while allocating time to the training and knowledge transfer required to achieve strategic organizational development objectives. As a key component of the organizational development plan we have initiated a "pairing" strategy designed to accomplish newbie training and knowledge transfer from experienced consultants and existing staff. This effort pairs each newbie with an experienced Kansas staffer or Propylon consultant in the context of executing "real" work which has proven to be an effective approach to training and enabling newbies to climb difficult learning curves.

With the combination of needing to deliver on commitments prior to 2013 Session start and our better than expected results in recruiting (prior to recent setbacks), we were confronted with a very good example of "situational balancing" late in 2012. This balancing involved striving to deliver the results required prior to the start of Session while also leveraging newbie contributions to the extent possible while executing as much of the training and knowledge transfer effort as practical. This was a good problem to have and also an opportunity to build some management talent along the way as we seek to maintain balance.

Propylon has recovered from its loss of talent early in 2012 hiring several new analysts and developers in the Lawrence/Topeka area. While the loss of experienced resources set us back a few paces with the notion of leveraging Propylon staff with deep Kansas-KLISS experience in executing the training and knowledge transfer to our new hires, we are back on track in this area and will continue to emphasize knowledge transfer and training with Propylon management.

[1] Exhibits I and II at the end of this Status Update show "before and after" snapshots of the I/T Organization Charts. Exhibit I shows the organization in June of 2012 prior to initiating the Organization Development Plan. Exhibit II shows organizational status as of May 2013.

Section 3. Progress on Implementing Strategies and Status of Key Initiatives

Strategy 5: Leveraging Propylon Resources and Expertise

Progress/Status: With the new Propylon contract in place we have been taking advantage of Propylon's expertise and experience to assist us in delivering support, training and knowledge transfer, and project work out and will continue to do so out through the end of December 2013. As we shift from the mode of having Propylon staff do most of the "heavy lifting" in the area of support and development to the mode where Kansas staff is performing most of this work, one of the key areas of focus for us is to define our expectations and objectives and then manage the available resources to achieve those outcomes. This is particularly relevant in the case of bringing new Kansas staff up their respective learning curves through a combination of training and knowledge transfer from Propylon staff and experienced Kansas staff.

It is probably worth reiterating the rationale for why we want to establish a strong Kansas I/T staff capable of providing day-to-day support for KLISS and key infrastructure and delivering development/enhancement work that evolves our overall systems environment. Building I/T's capabilities benefits the Legislative community by providing internal staff with a working understanding of our systems and a more cost effective systems support structure. My working assumption for this recommendation was that the Legislature wants to eliminate the risk and cost of being dependent on Propylon or any vendor for basic system support and would prefer to leverage vendor/contract staff to address specific resourcing needs[1] for large project-driven staffing bubbles and niche technical areas where a skill is required only intermittently (using contract staff in this manner avoids the "over staffing" that develops when using internal staff to resource all projects and niche technical needs).

Effectively managed internal staffers are significantly *more cost effective and more productive*[2] than consultants in providing day-to-day support and continuously improving and evolving our Legislative systems over time.

- The average total annual cost of the additional internal staff is about $95,000 ($70k salary + 35% overhead) while a comparable consulting staff FTE will cost at least 50% to 100% more.
- Internal staff can leverage the necessary technical skills in conjunction with an intimate working knowledge of our systems, processes, and culture which cannot be readily duplicated by consultants.
- Internal staff can be managed with a singular focus on adding value re real Legislative I/T needs and are not burdened by the overhead/drag built into consulting contracts or the dual focus inherent to consultants (i.e., delivering results according to contractual specifications and creating an ongoing revenue stream for the consulting business).

In addition to the normal day-to-day interaction with Propylon staff and management, we have implemented a formal management process in the form of a monthly "management review" to insure that we are effectively utilizing Propylon resources and also executing the necessary situational balancing of resources across support, training/knowledge transfer, and project work.

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[1] We can justify the use of consulting firms and contract staff in specific situations where they are more cost effective than internal staff for work with a specific focus and/or limited duration, e.g., critical third level support and maintenance (which only Propylon is capable of providing re KLISS), large projects requiring a diverse set of skills for defined blocks of time, and specialized niche technical skills needed intermittently.

[2] Cost effectiveness and productivity are related to the price of a resource and the time required by a resource to complete a unit of work (respectively). The price and productivity of a resource in producing an output can be indicated in an equation as: *($/hour of labor) x (hours/output) = total cost of output.* Given a total cost objective for an output, in accounting terms we can experience a combination of variances from that total cost in terms of a price variance and/or a productivity or volume variance. A price variance is due to deviations from the expected price of labor *($/hour of labor)* and a productivity or volume variance is due to deviations in the expected hours to complete the work *(hours/output).* Motivated, well trained, and well managed internal staff are positioned to provide a relatively attractive cost *($/hour of labor)* while also achieving a competitive level of productivity *(hours/output).* This combination of factors supports the rationale for having internal staff capable of performing work required for day-to-day support and system evolution.

Section 4. I/T Budget Overview

4.1 I/T Budgets FY2013, 2014, and 2015

Current expectations for annual I/T budgets through FY2015 are summarized in the schedule below (the original figures are from the document: ***Legislative I/T Environment: Initial Assessment and Recommendations*** *Edition 7: Last Updated as of 06/29/2012*).

Impact of ***Recommendations*** on I/T Budgets	FY2012	FY2013	FY2014	FY2015
Original Approved/Proposed Budget for FY2013		3,762,528		
Recommended FY2013 Increase defined in *Initial Assessment:* Increase was approved by the Legislature during the 2012 Session		905,000		
Total Approved Budgets (as defined in FY2013 Session budget proceedings) **Budgets Include the following elements:**	**3,762,528**	**4,667,528**	**4,496,908** ~~4,560,000~~	**4,514,130** ~~4,100,000~~
1. Ramp Down of the Level of Propylon Support Services	1,300,000	1,035,000	780,000	760,000 [1] ~~300,000~~
2. Ramp Up of KS Legislative I/T Staff Salaries and Benefits	1,048,890	1,750, 890	1,774,908 [2] ~~1,838,000~~	1,792,130 [3] ~~1,838,000~~
3. Other Ongoing Operational Expenses	1,413,638	1,881,638	1,942,000	1,962,000

These fiscal year budgets are structured to implement the recommendations as defined in the ***Initial Assessment and Recommendations*** which are operationalized by the objectives and strategies defined in Section 5 of this ***Status Update***. The $905,000 budget increase approved for FY2013 over FY2012 was targeted to fund incremental spending for the I/T staff build up as defined in Strategy 4 and 5 and required ongoing updates to the I/T infrastructure as defined in Strategy 2 (Strategies are those referenced in Section 5 of this ***Status Update***).

The key drivers for changes in spending over the four year timeframe shown above include:

- Increases in spending for KS I/T Staff as a result of the buildup of the Legislative I/T staff to fill critical gaps in staff capabilities (Strategy 4) which includes adding nine new, approved positions to the existing I/T staff, executing a recruiting plan to fill these new positions and all existing vacancies between June 2012 and June 2013, and implementing training and knowledge transfer of KS staff.
- Increases in Ongoing Operational Expenses to insure that the I/T infrastructure is maintained and updated in an ongoing manner to minimize the risk of business disruption due to outdated software, aging hardware, and back-level operational controls (Strategy 2) plus provisions for other Legislative agencies to deal with critical I/T situations (a wide variety of "needs" in the face of no structure or pattern of historical precedents regarding what I/T pays for and what agencies do independently).
- Leveraging Propylon resources and expertise to do critical support, training and knowledge transfer to new KS staff (Strategy 5), and project work (Strategies 1 and 2) during the October 2012 through FY2014 and then ramping down Propylon to critical support and maintenance starting toward the end of FY2014 and finding a stabilized, minimum level in FY2015.

[1] FY2015 Propylon Support Services adjusted to reflect a contingency for a slower than planned ramp down of Propylon services due to a slower than planned training and knowledge transfer ramp up on newly hired permanent staff. Total for FY2015 has potential to be reduced given future progress on new staff climbing the learning curve on KLISS technologies and knowledge transfer from Propylon staff.

[2] Per J.G. Scott, KLRD, FY2014 KS Legislative I/T Staff Salaries and Benefits adjusted during 2013 Legislative Session due to changes in KPERS costs.

[3] Per J.G. Scott, KLRD, FY2015 KS Legislative I/T Staff Salaries and Benefits adjusted during 2013 Legislative Session due to changes in KPERS costs.

4.1 I/T Budgets FY2013, 2014, and 2015 *(continued)*

These key drivers create the increase in FY2013 and then enable the reduction of the total budget from $4.7 million in FY2013 to $4.5 million in FY2014 with a further reduction possible in FY2015 (projected range for FY2015 is a high of about $4.5 million to a low of about $4.3 million - this total will be firmed up later in calendar 2013). This budget curve funds the use of Propylon resources through the end of calendar 2013 to implement the needed training and knowledge transfer with new staff in addition to the planned project work and essential system support. Overlapping the build up of Kansas I/T Staff with continued use of Propylon resources creates a bubble of increased spending from July 2012 through December 2013. This bubble is followed by the ramp down of Propylon resources which results in decreases to an annual steady state total annual budget in the $4.3 to $4.5 million range including an estimated $420,000 to $720,000 annually for steady state Propylon services (final level yet to be determined and negotiated). The objective is to have Kansas I/T staff in self-sufficient mode for day-to-day support and steady-state project work in the January - June 2014 timeframe such that Propylon services are reduced to providing critical 3rd level system support and ongoing system maintenance (services which can not be provided by internal Kansas I/T Staff).

4.2 Status of Key Contracts (In Force, Works-in-Progress, Future) [1]

Current	03/25[2]	State[3]	#	Contract	Term
●	●	In Force	1.	Propylon Technical Services and Support	Oct.2012 – Dec.2013
●	●	In Force	2.	EMC/AOS Data Center Storage Upgrade	Oct.2012 – Oct.2015
●	●	In Force	3.	Legislator Laptop Refresh (Dell)	Jul.2013 – Jun.2016
○	○	WIP	4.	Avamar Backup Grid System Refresh	Jul.2013 – Jul.2016
○	○	WIP	5.	Legislative Staff PC Replacement/Lease[4]	Oct.2013 – Oct.2016
○	○	Future	6.	OITS: Expand Capitol Wireless Capacity	?? – ??
○	○	Future	7.	Ongoing Propylon Technical Services and Support	Jan.2014 – ??
○	○				

[1] Status Lights indicate how contract related activity is progressing relative to expectations re **S**chedule, **R**esourcing, **B**udget, and **D**eliverable :
- Green = contractually defined work progressing as expected; negligible risk of material deviation in S, R, B, D, and contract terms/conditions
- Yellow = work progressing near expectations; anticipate completion with minimal deviations on specific factors: S, R, B, and/or D
- Orange = contractually defined work not progressing as expected; anticipate contract mods with material deviations on S, R, B, and/or D
- Red = contractually defined results not achievable given current situation; need to re-negotiate and reset expectations regarding S, R, B, and D

[2] This is the date of the most recent, previous edition of the ***Status Update***.

[3] In Force = contract work is complete; contract is in place and operational
Future = requirement for contract is defined and in-force date determined; work on RFP, contract negotiations, etc. has not started
WIP = contract is a "work in progress" with work on RFP, contract negotiations, etc. currently underway

[4] For more information on this topic see the most recent Plan Brief in *Section 4.3 Profiles and Plan Briefs of Key Contracts*

4.3 Profiles and Plan Briefs of Key Contracts:[1] *2013 Staff PC Replacement/Lease*

(page 1 of 2)

Introduction:

Our lease on the PC's currently being used by full time staff, chamber staff, Office Assistants, and Committee Assistants ends on 10/31/2013. To address this pending end-of-lease event, we kicked off the *2013 Staff PC Replacement/Lease* effort earlier this week. The objective of this effort is to assess current PC needs, evaluate PC options, make a selection, structure a new lease agreement, and deploy the required replacement PCs prior to the 10/31 deadline.

Objective:

The primary objective of this effort is to replace the PCs that are going off-lease with new PCs that will satisfy the computing requirements of our Legislative PC users. The secondary driver for this effort will be TCO (total cost of ownership) which focuses on delivering the required computing capacity to Legislative users as cost effectively as possible. TCO includes the overall cost of acquiring, maintaining, and supporting the target PC infrastructure and user community over the useful life of the PC. Using this framework, the actual cost of the PC hardware itself is usually a fraction of the total cost of ownership for a PC over its useful life (which in this case is a three year lease), so we definitely want to include a view of all the relevant costs as we conduct the *2013 Staff PC Replacement/Lease* effort.

In this spirit, with TCO as the key driver for this effort (after addressing critical computing requirements), the notion of "personalized" PCs will not be part of the plan given that each variable added to our PC environment adds complexity which translates directly to long-term, incremental costs for the Legislature (soft costs including user downtime as well as hard costs such as technical support time). We will strive to minimize the number of different configurations to be deployed, e.g., heavy-duty laptop, light-duty laptop, AA desktop. With respect to adding individualized "bells and whistles" within a configuration, our bias will be to make this number zero or close to it with the objective being to minimize TCO.

Background and Additional Info:

As noted in the schedule below, one of the first tasks in this effort will be to gather and consolidate requirements from each user group to determine several basic characteristics of the new PCs including memory and CPU. While we can extrapolate some requirements based on the current situation, each group will be asked to define critical computing requirements to insure we have a solid assessment of current and projected needs, e.g., heavy number crunching and/or file manipulation, specific applications and/or concurrent applications, etc. (not the bill of materials or machine specs).

continued.....

[1] Copies of profiles for "In Force" contracts are available in earlier Status Updates. Digital and/or hard copies of these documents are available upon request – please contact Jim Miller, Alan Weis, or Terri Clark at (respectively): jim.miller@las.ks.gov or 785.296.5566, Alan.Weis@las.ks.gov or 785.296.8466, Terri.Clark@las.ks.gov or 785. 296.5433.

4.3 Profiles and Plan Briefs of Key Contracts:[1] *2013 Staff PC Replacement/Lease*

(page 2 of 2)

A few additional comments about the *2013 Staff PC Replacement/Lease* effort:

- The starting point for replacing the existing PCs is, by definition, the current, in-place environment (i.e., PC count) and approved staffing. Requests for multiple computers, extraneous/additional peripherals, etc. will be collected and packaged for review with the LCC.
- Historically, "spare" PCs have been inventoried within each department. Given the limited number of configurations and the absence of "personalized" PCs for this iteration, we will plan to manage spares from a centralized inventory to avoid redundant (aka high cost) inventories and enable the most cost effective availability of spare units across the Legislative environment.
- The single, high-concern risk factor we have identified to date for this effort is the possible introduction of the Windows 8 operating system to the Legislative environment. Moving to Windows 8 will require an intense (and ongoing) training effort for all users and will put us in the position of supporting multiple operating systems, Windows 7 and 8 (which, in my experience, usually provides for a bottomless pit of user and compatibility issues – so my bias is evident).

Proposed Schedule:

Schedule of Key Tasks *(practical back off timing referencing 10/31 ddd)*	*start*	*complete*
- general planning	---	19apr
- develop detailed project plan	22 apr	04 may
- assemble content of RFP working with Revisors legal support	22 apr	11 may
- meet with group representatives to gather input re PC requirements	22 apr	01 may
- submit RFP to vendors	13 may	---
- receive responses from vendors	---	28 may
- test evaluation units	---	15 jun
- assess responses from vendors and incorporate evaluation unit testing	29 may	14 jun
- negotiate with vendors and make selection	03 jun	14 jun
- acquire LCC approval and sign contract	15 jun	31 jul
- configure units – phases 1, 2, ..., n	15 aug	15 sep
- deploy units – phases 1, 2, ..., n	01 sep	01 oct
- DBAN and palletize old units	15 sep	30 oct
- ship old units to Dell	---	30 oct

[1] Copies of profiles for "In Force" contracts are available in earlier Status Updates. Digital and/or hard copies of these documents are available upon request – please contact Jim Miller, Alan Weis, or Terri Clark at (respectively): jim.miller@las.ks.gov or 785.296.5566, Alan.Weis@las.ks.gov or 785.296.8466, Terri.Clark@las.ks.gov or 785. 296.5433.

Section 5. Background Information: *Initial Assessment and Recommendations*

5.1 Review of Conclusions from *Initial Assessment and Recommendations*[1]

At the beginning of 2012, about six weeks into my initial assessment of the Legislature's I/T environment, conducted during December 2011 through February 2012, we came to several conclusions relatively quickly including (paraphrased from the ***Initial Assessment and Recommendations***):

- **Conclusion 1. Legislative Applications**

  A significant amount of work was required to stabilize, fix, and improve our key application systems (KLISS, IRC, Sliq-Scribe Pilot). These key applications, particularly KLISS, were in a workable but marginally functional state with many lingering issues, workarounds, and buggy code. The good news was that the fixes, maintenance, and enhancement efforts required to stabilize and improve these key systems were readily identifiable and could be accomplished given a coordinated plan, disciplined execution, adequate resourcing, and appropriate governance.

- **Conclusion 2. Technical Infrastructure**

  The I/T infrastructure that supports these key business applications and related utility applications was very well architected, effectively implemented, and secure. However, the environment suffered from a lack of maintenance necessary to maintain reasonable levels of software currency and hardware age (due in large part to insufficient staffing and capital investments). This back-level software and aging hardware scenario raised the risk of business disruption to unacceptable levels and the risk level would only rise over time if unattended.

- **Conclusion 3. I/T Organizational Capabilities**

  The most pressing issues facing the Legislature's I/T environment involved the shortfall of skills and depth in the existing I/T staff and the Legislature's dependence on external vendors for support which created a situation where:

  - The Legislature's existing I/T organization did not have the technical skills nor the staff depth to effectively support and evolve the existing systems and technical infrastructure.

  - The Legislature was wholly dependent upon Propylon and other contract staff and consultants to provide the technical skills and staff depth required to effectively provide day-to-day support and evolve our existing systems and technical infrastructure.

[1] The document: ***Legislative I/T Environment: Initial Assessment and Recommendations*** *(Edition 7: Last Updated as of 06/29/2012)* was prepared by Jim Miller for the LCC with the objective of presenting Leadership with an assessment of the overall Legislative I/T environment (capabilities, organizational effectiveness, culture, etc.) and recommendations for near-term actions and strategies to re-direct/improve Legislative I/T. These recommendations and strategies were reviewed and approved by the LCC during the 2012 Session and are currently being implemented.

Section 5. Follow Up on the *Initial Assessment and Recommendations*

5.2 Review of Recommendations, Objectives, and Strategies

The *Recommendations* provided to and approved by the LCC to address the issues and shortcomings defined in the *Conclusions* summarized above included both the Objectives and the supporting Strategies required to implement those Objectives as follows (paraphrased from ***Initial Assessment and Recommendations***):

Objective: Stabilize, fix, and improve key Legislative applications while reducing the risk of business disruption due to outdated and aging I/T infrastructure.

Strategy 1: Applications 2do List to Stabilize and Improve Key Systems
Develop and execute a comprehensive list of application work items and projects based on a Legislature-wide view of requirements and clarity on deliverables, priorities, resourcing, timing, and dependencies across key work efforts.

Strategy 2: Technical 2do List to Upgrade I/T Infrastructure
Develop and execute a comprehensive list of infrastructure work items and upgrade projects required to update software levels and replace aging hardware.

Strategy 3: I/T Governance and Management Processes
Apply the necessary governance structure, leveraging the KLISS Leadership team, to insure coordinated planning, disciplined execution, adequate resourcing, and effective prioritization and change management.

Objective: Build the Legislature I/T staff's capabilities so as to:

- Achieve the capability to be self-sufficient in providing day-to-day support and evolving project work for key systems and infrastructure by the end of FY2014 (within the January thru June 2014 timeframe).
  Note: These staff additions will not fill all skills gaps but will address those gaps that are critical to I/T being able to deliver required routine day-to-day support for key Legislative systems and the enabling infrastructure.
- Eliminate the Legislature's dependence on consultants for ongoing, day-to-day support and shift the use of consultants to areas where Kansas I/T staff are not cost effective or viable resourcing options.
  Note: This includes providing critical 3rd level support services, supplemental support for larger projects, and specialized skills for niche technical needs; an essential, real-life example is the ongoing use of Propylon resources to provide critical 3rd level support and ongoing maintenance for KLISS - neither of these tasks can be successfully executed by permanent KS I/T staff.

Strategy 4: I/T Organizational Development: Recruiting, Training, and Knowledge Transfer
Add 9 new, approved positions to the existing I/T staff by executing a recruiting plan to fill these new positions and all existing vacancies in the June 2012 - March 2013 timeframe and implement targeted training and knowledge transfer efforts to close critical skills gaps by leveraging skills/expertise of existing internal staff and consultants with heavy Kansas experience with particular emphasis on Propylon resources given their history and depth of experience with all aspects of the KLISS environment.

Strategy 5: Leveraging Propylon Resources and Expertise
Structure a new contract with Propylon that extends the existing support services agreement from the end of the current support contract (09/30/2012) through the end of December 2013 thereby enabling Kansas I/T to leverage Propylon services to do critical support, staff training and knowledge transfer to new KS staff, and project work. As of January 2014 the strategy will be to utilize Propylon for necessary ongoing critical system support and maintenance work.

Exhibit I. Starting I/T Organization Chart (Staff as of June 2012)

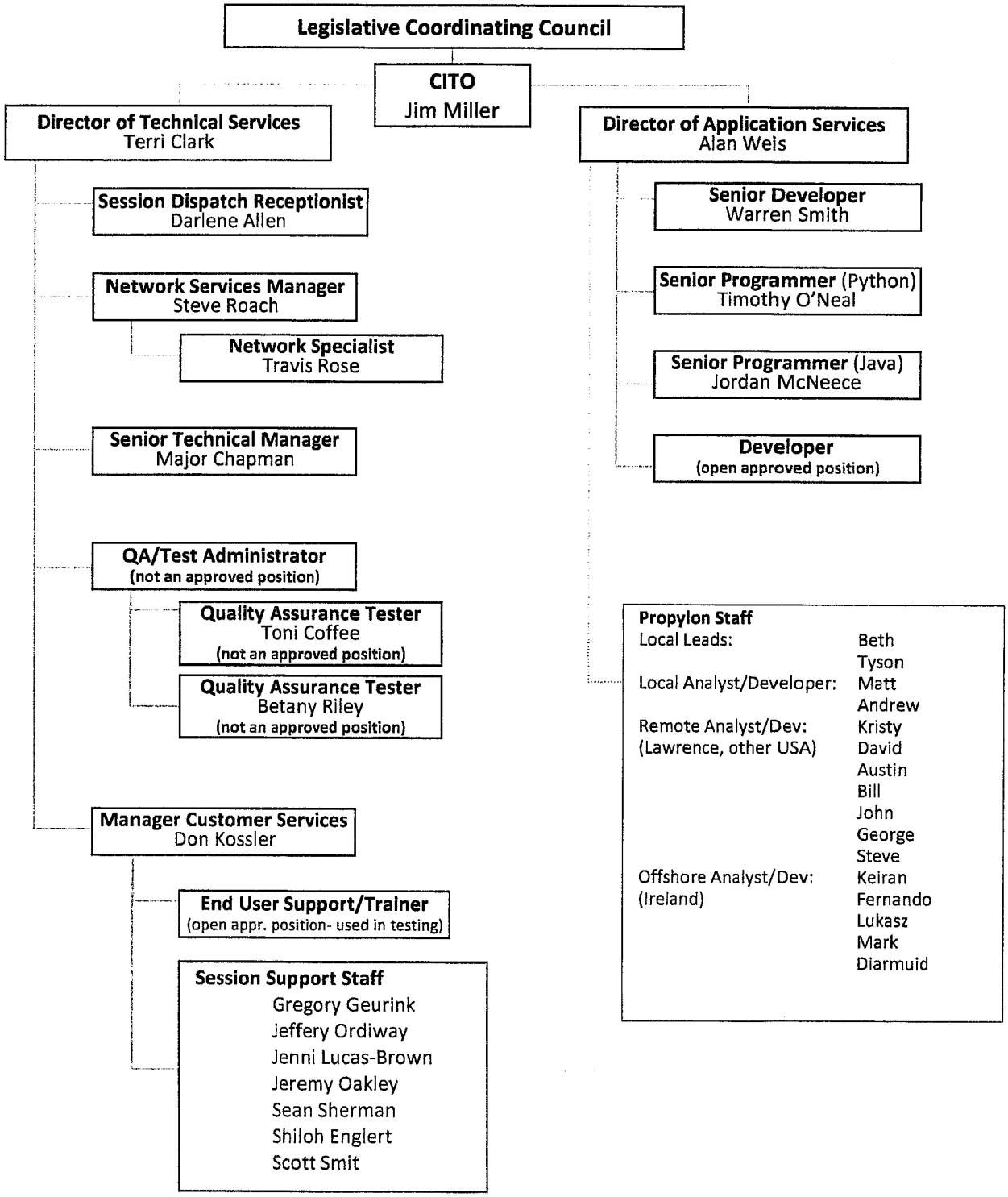
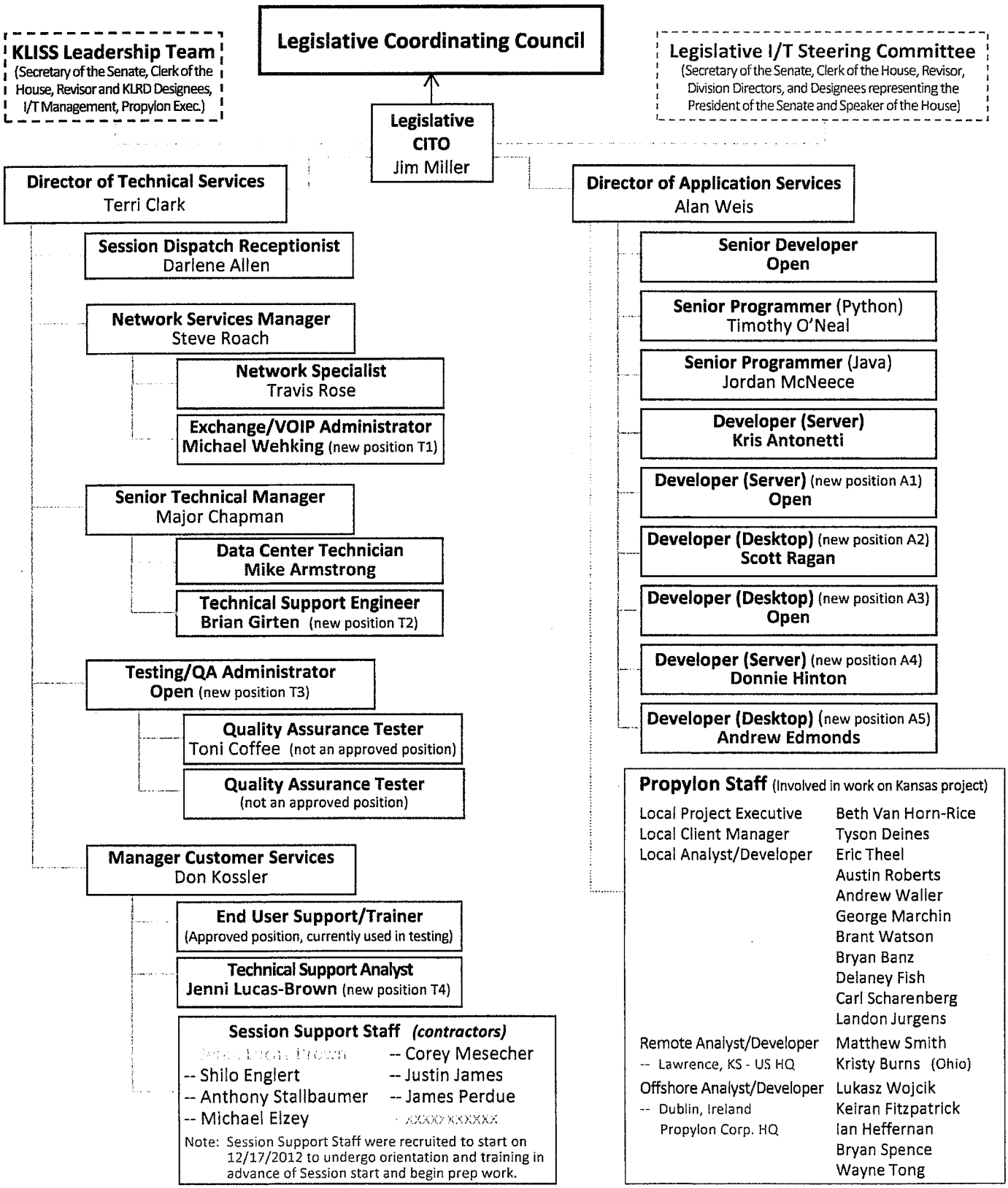


Exhibit II. Target I/T Organization Chart[1] (Staff as of May 2013)



[1] The FY2013 organizational development plan to achieve the target I/T organization involves recruiting 11 new hires which includes filling 9 new approved positions and 2 prior vacancies. Org Chart updated 03/25/2013. Names of new hires are shown in the Org Chart in **Bold Blue Text.** New positions are numbered A1-A5 and T1-T4 (Applications Services and Technical Services respectively).

Exhibit III. Sample page from ***Work Item Log***, tab = ***App Status by WI Priority***

Work Item #	Work Item Name	Priority	Owner	Task Manager	Status	Function	Log entries in reverse chronological order (latest on top) with entries separated by line with ..... -- Status Update, format= Update event date-author; event description including narrative update, issues, next steps. -- Task Assignment, format= Assign due date; person assigned to; description of task and/or deliverable. -- Action Plan, format= Plan expected date of action; activity or action planned and any narrative explanation.	Related Tickets
40.00	1R. Statute hoist, ability to verify accuracy. Original WI#76: Statute update in statute base.	0	MT		O	LM	Update 10/18 AW: Remaining hoist completed on 10/11/12. ..... Update: 10/11-AW Backup of LM production completed evening of 10/10/2012. Remaining hoist can now proceed. ..... Note from 10/05 meeting - jcm: In discussing the "hoist" process it was noted that the process has been executed from Jordan's computer. Request from JL/CC to migrate this process "back into the	
46.00	7R. Drafting appropriation bills and committee, fi, and cc amendments to appropriation bills.	0	MT	TD	O	LM	Update: 10/11-AW Styles and multi-import work conducted week of 10/8/2012. Plan to test week of 10/15/2012. ..... Update: 10/11-ET Trac # 4449 Assigned back to Betany for regression testing. Trac # 4411 Law Making drafting folder structure. This is assigned to Andrew. He will begin work on this as soon as he completes his assigned DS tickets.	4449 4411
46.01	Appropriations re floor amendments	0	AD		O	DS	Note from 10/05 meeting - jcm: Priority changed from 1 to 0 to group with WI#46 (priority changed to 0 as noted in WI#46). ..... Update: 09/27-AW Renumbered to 46.01, orginally #134.00	
131.00	Appropriations Reports	0	AD		O	DS	Update 10/18 ET: Trac # 4435 – Assigned to KLRD for testing. Trac # 3502 OK to close 10/11/12 Trac # 4347 With KLRD for testing ..... Update 10/18 AW: #4472 Ready for testing #4480 This ticket has been resolved. Can it be closed?	4435 3502 4347 4368 4472 4480
163.00	New method for compiling grids, e.g., sentencing grids WI#73.1 (Publishing of statute images to the LI) moved-consolidated here into WI#163 due	0	MT		O	LM	Update: 09/10-AW Meeting held on 9/4/12 where decisions were made on handling grids: 1) RS will indicate on the front page of the physical document sent to Chambers that a grid is in the document. 2) An issues was encountered last session on skinning where the grid was lost in the skinned document. It is suspected this was due to the image file size being very large. RS will check file sizes of images and regenrate from source doucments if images are large. 3) LI statute publication will need to handle grid images. Coding will need to be done. Example: Sentencing grid in statute 21-6804.	
165.00	Primary "LI related" WI	0	All	AW	O	All	Update 10/18 AW: Several items are scheduled for the 10/25/12 deployment: #4499 Prefiled bill lists on bill list page #4502 LI - Chamber status date wrong format #4505 LI - Recent Documents – Sort list by document title #4514 LI - Member page committee listing order #4521 Left navigation changes - Miscellaneous LI Home Page Updates #4526 LI - Add a link on the Calendars tab for "WHAT IS A CALENDAR" #4530 Change Help Center link at bottom right	
165.06	Implement Research Tab on LI. ..... Previously WI#82, P=5: changed to WE#165.06 to group LI-related WI's	0			O	DS	Update 10/18 AW: Set meeting with Amy and developers. ..... Update: 09/20-AW Work scheduled for 10/15 through 11/02. ..... Update: 08/29 - jcm Change priority to 0 to cluster with LI items when sorting by priority	
165.07	Search in DS zone. ..... Previously WI#115, P=0: changed to WE#165.07 to group LI-related WI's under WI#165	0	AD	LL	O	DS	Update 10/18 ET: Work Item 165.07 Search in DS Zone Including Liberty Trac # 4536 – Assigned to John Byrne and Landon Jurgens. They plan to work have a new index built with meta-data. DS Search, this process has slowed while work continued on Biennium rollover work. ..... Update 10/11 ET: Trac # 4536 Is assigned to John Byrne. Work on the DS Search is essentially done. However, John highly recommends that a new build is deployed in DS as there were several critical bugs fixed.	4536
165.09	LI external links to add	0	MT	AW	O	LI	Update: 09/27-AW Deployed into the production LI on 9/24/2012. #4520: Remove Resources link #4522: Add new section "How do I..." on left navigation #4528: Remove link to kansas.gov. #4529: Change "Legislative News" to "Current Happenings" on left navigation. ..... Note from 07/26 meeting - jcm: priority changed to 0 to cluster with other LI items	
166.00	Process and timing for handling new and existing districts	0			O	All	Update 10/18 AW: Are maps ready to be loaded? Will need a ticket to change links on member pages and roster pages. ..... Update: 09/20-AW Schedule for completion on 11/2. ..... Update: 8/23-AW Naming Convention established. Coding needed on LI.	

Exhibit IV. Sample page from ***Work Item Log,*** tab = ***Tech Status by WI Priority***

Work Item #	Work Item Name	Priority	Owner	Task Manager	Status	Function	Log entries in reverse chronological order (latest on top) with entries separated by line with ..... -- Status Update, format= Update event date-author; event description including narrative update, issues, next steps. -- Task Assignment, format= Assign due date; person assigned to; description of task and/or deliverable. -- Action Plan, format= Plan expected date of action; activity or action planned and any narrative explanation.	Related Tickets
9.0	North Wing Wiring	0	BG	TC	O	I/T	Update 10/18 TC; OITS is completing their final testing of the network switches. Computer Services final testing of data jacks has been moved to 10/22. ..... Update 10/10 TC; AV+ Design noted several minor issues in their preliminary QA report and those are being addressed. The network switches have been programmed and should be installed by 10/12. Final testing of data jacks will begin 10/15. We do not have conduit for cable installation on floors 6 - 9 yet, this should be completed by the end of October. ..... Update 10/5 TC; Audio systems have been commission and tested. AV+ Design will complete their final QA report by 10/12. Simplex is 95% complete with installation of the duress buttons. The network switches should be installed by 10/12 and final testing of data jacks will begin 10/15. Data cable installation on the 6th, 7th, 8th and 9th floors has been delayed for installation of the conduit to these spaces.	
19.0	Biennium Environment Build	0	TC	TC	O	I/T	Update 10/18 TC; While testing in the new LM and CA development environments several needed changes to the servers were discovered. These changes have been documented and are now part of the process used when creating a new server. The LM and DS production tpoz and utility servers have been created. The Chamber production zone is still under construction, LI application and the ELI servers have not been started. ..... Update 10/10 TC; We are building new server environments for the 2013-2014 biennium. The dev environment will be built first. We had hoped to be able to clone dev to create the test and production environments but are now building those from scratch. We are starting work in the production environment, it has bare bones servers. The status for each zone in the dev environment is: LM zone: comm, archive are built, still needs search, rebuilding tpoz DS zone: tpoz, comm, archive are built, still needs search	
5.0	Liberty Migration ..... Created as WI#5 in Tech Status Log; Apprears as WI#108.0 in the App Status log	2	AD	TC	O	DS	Update 10/10 TC; per Eric Theel: The DS Archive containing the Liberty export documents is running on http://10.154.201.70/search/. John Byrne is working to complete the UI. John has also discovered several bugs after running the initial index, more work is required in this area before the archive will be released for testing. ..... Update 10/5 TC; Propylon continues work on populating the DS Archive server with the Liberty documents and developing the search function - at this time all files are loaded and indexing is complete. We are currently updating the work plan and will have an expected test date by COB 10/9. ..... Update 9/20 TC; The bare bones archive servers for Law Making and Decision Support have been	none
16.0	Legislator Laptop Refresh	2	jcm	TC	O	Leg	Update 10/18 TC; Testing has been completed on all Dell demo units. A tablet and laptop from Microtech are currently in testing. The ultrabook quoted by Microtech has not been received yet due to a shipping delay from the manufacturer. ..... Update 10/10 TC; The Dell demo units are currently in testing. Microtech will deliver their demo units on 10/12. ..... Update 10/5 TC; Vendor responses were received from Dell, Microtech and CDW-G. Evaluation units were requested from Dell and Microtech. The laptop units from Dell have been received and configured for the legislative environment. Testing will begin on these today. We have not received Dell's tablet, or any of the Microtech evaluation units. Those should be arriving early next week. ..... Update 9/20 TC; A 48 hour extension was granted for vendor responses, moving the deadline to	
17.0	Storage Area Network Hardware Refresh	2	TC	TC	O	I/T	Update 10/18 TC; Installation of the VNX 5300 SAN in the Topeka data center is complete. Installation of the secondary system in the WODC should be completed today. ..... Update 10/10 TC; Data migration to the new VNX 5300 SAN is in progress and going well. Data replication to the offsite SAN has been configured. We are on schedule to install the offsite system in the WODC the week of 10/15. ..... Update 10/5 TC; The VNX 5300 SAN has been received and installed in the data center. Data migrations have tested successfully and we are starting full data migrations 10/8. The system slated for the WODC has been set up and tested in the Topeka data center. It will be installed in the WODC the week of 10/15	
18.0	Exchange Upgrade	2	TC	TC	O	I/T	Update 10/18 TC; Due to Terri being out of the office unexpectedly, the project kick off meeting is being rescheduled for 10/22. ..... Update 10/10 TC; The project kick off meeting is scheduled for 10/15. ..... Update 10/5 TC; The Exchange Server 2007 system will be ugraded to Exchange Server 2010 the week of October 15th. This will involve bringing up the new system in parallel with the existing system. User mailboxes will be migrated by department. During the migration process email will flow to the user mailbox on both systems. This will allow us to complete the migrations without an interruption in service for the end users.	

Exhibit V. Summary of HelpDesk Activity - 2013 Activity

Week of: [3]	Level 1 Tickets [1]			Level 2 Tickets [2]			Totals		
	Opened	Closed	Open EoW [4]	Opened	Closed	Open EoW	Opened	Closed	Open EoW
Starting Open Items			0			20			20
12/31/2012	18	18	0	65	57	28	83	75	28
01/07/2013	63	63	0	102	82	48	165	145	48
01/14	86	73	13	67	84	31	153	157	44
01/21	307	222	98	173	189	15	480	411	113
01/28	245	301	42	57	35	37	302	336	79
02/04	238	271	9	56	63	30	294	334	39
02/11	154	150	13	79	88	21	233	238	34
02/18	118	121	10	91	93	19	209	214	29
02/25	90	94	6	40	28	31	130	122	37
03/04	18	15	9	68	84	15	86	99	24
03/11	95	97	7	8	9	14	103	106	21
03/18	91	94	4	10	14	10	101	108	14
03/25	50	54	0	20	22	8	70	76	8
04/01	95	95	0	28	24	12	123	119	12
04/08	0	0	0	15	13	14	15	13	14
04/15	0	0	0	6	9	11	6	9	11
04/22	0	0	0	4	9	6	4	9	6
04/29									
05/06									
05/13									
05/20									
05/27									
06/03									
06/10									
06/17									
06/24									
07/01 - 07/29 (5)									
08/05 - 08/26 (4)									
09/02 - 09/30 (5)									
10/07 - 10/28 (4)									
11/04 - 11/25 (4)									
12/02 - 12/30 (5)									
2013 Totals	1,668	1,668	0	889	903	6	2,557	2,571	6

[1] HelpDesk Issues classified as Level 1 have minor to moderate impact and low to moderate degree of difficulty to resolve.

[2] HelpDesk Issues classified as Level 2 have moderate to severe impact and high to very high degree of difficulty to resolve.

[3] The reporting process shifts to monthly (four or five week totals) reporting in July or August given the lower number of events we experience during the interim. Reporting shifts back to weekly in January as we begin the new Session so as to effectively monitor volume and manage hotspots.

[4] EoW = abbreviation for End of Week referring to the number of tickets remaining open at the end of that particular week. The math in this schedule for calculating the number of tickets remaining open at the end of the current week is: (prior week Open Tickets EoW) + (current week Tickets Opened) – (current week Tickets Closed) = (Tickets Open EoW)

Exhibit V. Summary of HelpDesk Activity - 2012 History

	Level 1 Tickets [1]			Level 2 Tickets [2]			Totals		
Week of: [3]	Opened	Closed	Open EoW [4]	Opened	Closed	Open EoW	Opened	Closed	Open EoW
Starting Open Items			335			115			450
w/o 01/09/2012	306	307	334	57	97	75	363	404	409
01/16	179	416	97	41	70	46	220	486	143
01/23	224	272	49	23	48	21	247	320	70
01/30	194	216	27	13	22	12	207	238	39
02/06	144	161	10	32	33	11	176	194	21
02/13	220	227	3	126	126	11	346	353	14
02/20	224	227	0	94	94	11	318	321	11
02/27	165	161	4	85	87	9	250	248	13
03/05	105	106	3	117	117	9	222	223	12
03/12	164	165	2	80	87	2	244	252	4
03/19	124	126	0	114	108	8	238	234	8
03/26	114	111	3	106	107	7	220	218	10
04/02	67	68	2	63	62	8	130	130	10
04/09	0	1	1	8	8	8	8	9	9
04/16	0	0	1	37	40	5	37	40	6
04/23	0	1	0	35	35	5	35	36	5
04/30	84	72	12	43	38	10	127	110	22
05/07	60	69	3	122	124	8	182	193	11
05/14	28	31	0	114	116	6	142	147	6
05/21	88	83	5	199	195	10	287	278	15
05/28	85	88	2	192	192	10	277	280	12
06/04	0	0	2	61	63	8	61	63	10
06/11	2	4	0	43	43	8	45	47	8
06/18	2	2	0	51	53	6	53	55	6
06/25	9	9	0	43	46	3	52	55	3
07/02	3	3	0	50	47	6	53	50	6
07/09	6	6	0	92	87	11	98	93	11
07/16	0	0	0	63	66	8	63	66	8
07/23	0	0	0	10	16	2	10	16	2
m/e 08/26	14	14	0	171	164	9	185	178	9
m/e 09/30	10	10	0	144	143	10	154	153	10
m/e 10/28	12	12	0	183	186	7	195	198	7
m/e 11/30	35	35	0	187	174	20	222	209	20
m/e 12/30	40	40	0	85	85	20	125	125	20
2012 Totals	2708	3043	0	2884	2979	20	5592	6022	20

[1] HelpDesk issues classified as Level 1 have minor to moderate impact and low to moderate degree of difficulty to resolve.

[2] HelpDesk issues classified as Level 2 have moderate to severe impact and high to very high degree of difficulty to resolve.

[3] The reporting process shifts to monthly (four or five week totals) reporting in July or August given the lower number of events we experience during the interim. Reporting shifts back to weekly in January as we begin the new Session so as to effectively monitor volume and manage hotspots.

[4] EoW = abbreviation for End of Week referring to the number of tickets remaining open at the end of that particular week. The math in this schedule for calculating the number of tickets remaining open at the end of the current week is: (prior week Open Tickets EoW) + (current week Tickets Opened) – (current week Tickets Closed) = (Tickets Open EoW)