

Operations / Information Technology

December 2023

Administration Update:

- KSBN DoO and Executive submitted the KSBN [three-year IT plan](#) as required by the state. The statewide report, including KSBN's, has been submitted and posted on the Executive Branch IT website.
- [Kansas Nursing Workforce Center](#) - KSBN Executive Administrator and DoO met with representatives from the Kansas Nursing Workforce Center to discuss possible representation on their board and data committees. Launched in 2023, the Kansas Nursing Workforce Center is an inclusive, research-based initiative that convenes key stakeholders, including schools, employers, associations, government, and nurses around complex issues. KSBN awaits board review in the December board meeting.
- The DoO and IT/Operations staff attended various state meetings this quarter that included the Non-Cabinet Agencies [NCA] HR Meeting and the KS Information Technology Executive Council and the Ks Information Technology Advisory Board meeting.
- Continuity of Operations Plan (COOP) Update Project - COOP manager, Michelle Brown, is updating various components of the COOP system. Michelle is working in conjunction with the DoO and KS Information Security Office (KISO) on procedural operations review per [ITEC 5000 Series - Business Contingency](#).

COOP Department Process Documentation – July 24, 2023 Governor Kelly issued [Executive Order 23-03](#) directing all executive branch state agencies to update their [Continuity of Operations Plans \(COOP\)](#).

KSBN is working in conjunction with KISO to establish departmental process documentation. This is being done to support the COOP update requirements. The Board reviewed the progress at the September board meeting. KSBN has completed the requirements and submitted to the Kansas Department of Emergency Management for their review.

- Project Management Software – A project initiative from the DoO was created to establish a more formalized project management solution to track timelines, dates, and progress, which would allow the DoO to keep the Executive Administrator and KSBN Leadership team updated on the status of various projects. KSBN is learning the new software to allow for more formal project management tracking.

HR:

- KSBN has posted three [employment opportunities](#) on the web. Current vacancies are,
 - Assistant Attorney General
 - RN Investigator
 - Senior Administrative Assistant - Investigative

Online Updates:

- [Discipline Case List Orders](#): KSBN updated the case list in a data driven format on the agency content management system. A total of 16 orders have been updated this quarter.
- Social Media & Website: Approximately 1291 currently follow the sites on X, formally known as [Twitter](#) and 2922 on [FaceBook](#).

Cybersecurity

& Network Updates:

- KSBN DoO continues to work with Information Security Officer's from the KS Information Security Office (KISO). They are assisting with the review of agency information security policies and helping identify areas of risk from vulnerability scans and update the agency risk assessment. This is a continuous weekly effort to review all information security policies and includes consultation time with KSBN Admin and IT staff. These sessions do require extra time commitments by KSBN IT staff, however, have proven very beneficial for agency cybersecurity operations. KSBN completed the licensing system, system security plan and is compiling a final report to the KSBN Board President and Executive Administrator in December. KSBN DoO will be working on updating our Incident Response plan in the coming months.
- KSBN Staff have completed the required State of Kansas 2023 Information Security Awareness (ISA) trainings. All KSBN Board Members complete their 2023 ISA training. KSBN Staff have been participating in the ISA refresher course trainings in October and November.
- Network security scanning continues to be a priority for KSBN IT. OITS & KISO are assisting with this effort. KSBN continues to place system patching and network security and policy review as a high priority. This is a continuous ongoing effort. KSBN is working with KISO to extend our scanning technology.
- As Noted in Consent Agenda Item 2: System Automation Licensing System Upgrade.

KSBN received a generous financial grant provided under the federal American Rescue Plan Act of 2021, as recommended by the Strengthening People and Revitalizing Kansas (SPARK) Taskforce and the approved by the State Finance Council for the State Efficiency and Modernization Program. Funding acceptance was approved by the KSBN Board President. This funding will be used as part of the modernization upgrades to the KSBN licensing system.

Project plan paperwork has been approved and signed. KSBN began the modernization project plan discussions with the licensing software vendor, System Automation. This project will be a multiphase project. Phase 1 will include the following deliverables. Project Management Plan, Requirements Documentation, MyLicense Upgrade in Test Deploy Jasper Reports Server, Perform Jasper Reports Training, Configure KSBN Data Model, Deploy Hyland Perceptive Integration, Install and Configure Verification, User Acceptance Testing Go-Live and Operational Support. Total for Phase 1 (High-End Timeline) 5-6 months. Current progress and tentative plans for Phase 1 is as follows:

- October: KSBN Staff from Administration, IT/Operations, Licensing, and Investigative Departments attended the System Automation Users Conference in Baltimore, Maryland at SA's headquarters.
- November: Set up and install all servers, prepare migration scripts, set up Verification.
- December: UAT for test environment (MLO/eGov/Verification), set up Jasper server.
- January: Jasper training, set up Hyland integration, fix any issues found in User Acceptance Testing.
- February: Go live, at least for MLO/eGov/Verification

Phase 2 – Implement MyLicense One Online Services and Case Management, MyLicense One Setup Fee, Online Services and Case Management Requirements Documentation, MyLicense One Administrator Training, Online Initial Application Configuration, Online Renewal Configuration, Demographics Update Configuration, Case Management Configuration, User Acceptance Testing of Online Services and Case Management, Perform End User Training for Case Management, Go-Live and Operational Support, Total for Phase 2 (High-End Timeline) 12 months. KSBN has received the quotes and high-level project plan and will be submitting to the Kansas Information Technology Office (KITO) for project approval.

KSBN is prepared to commit the needed resources to move forward with the upgrades that are needed to implement the enforcement, mobile and reporting modules. This project will be completed in phases over two fiscal years and received approval for Phase 1 from budget and KITO project approvals by state officials.

- Secured Data Transfer Service – Per the board’s request, KSBN entered negotiations and service contracts with a service provider for secured data file transfers for use in various department within KSBN. KSBN IT worked with the service providers representatives, KSBN Investigative and Discipline departments to be the phase 1 rollout of the service. KSBN will begin rolling out to KSBN Education, HR, IT, Licensing and Administration departments in the not-too-distant future. Go live has occurred and staff Phase 1 staff will begin to use the service when a situation presents itself.

Imaging & Records:

- The indexing of microfilmed and paper documents into the KSBN Imaging System continues to steadily increase. Currently KSBN has over 3,893,014 images in the system.
- BTCO – KSBN continues to work with BTCO on the Importing of the scanned files. All project files have been scanned date; 561 boxes have been scanned.
- KSBN is in discussions with state approved providers to securely shred files in the Mills State Office Building that are no longer required to be retained due to records retention schedules. The lease for Mills has been extended twice to allow time to secure destroy the files with the goal of vacating the location in first quarter 2024.

KORA Updates:

- The number and complexity of KORA requests continues to increase significantly, which places the agency, and the State of Kansas, under strict and tight timelines to comply with the law. However, the expectation placed upon the agency continues to increase and requires they be processed as soon as possible (*Regardless of the rise in both quantity and intricacy, including large-scale redactions, eDiscovery processes, and so on*). The cloud based ArkCase software solution will assist KSBN with the processing and compliance processes of the Kansas Open Records Act (KORA) requests. This will be accomplished within the same timeframe and within the same budget (*no additional FTEs were requested to process the requests*).

ArkCase is a cloud-based, low code, no code, case management solution. This flexibility enables KSBN to bring our KORA offerings to a whole new level of effectiveness and modernizes our current “low-tech” approach. Our current offering is high maintenance and has the potential to miss strict deadlines which can lead to errors or lawsuits.

ArkCase will allow for workflow and tracking management of these requests to from the top down, which will ensure all levels of the agency compliance, from the initial submission to the executive administrator oversight of all levels of processing.

KSBN is working with the ArkCase vendors. They provided a demo and Q&A session for relevant staff for training. Go live date has yet to be determined, however the production version is almost ready for KSBN to move to go-live status.

Agency Efficiencies & Successes:

Office Remodel – KSBN has been embarking on a phased comprehensive office space and furniture remodel project to replace the three-decade-old furniture in efforts to work towards modernization and enhanced workplace functionality.

The existing furniture, with all its state-vintage charm, is showing great signs of wear and might not cater to the evolving needs of a contemporary modern hybrid office environment.

The phased remodel project provides an opportunity to revitalize the workspace, fostering a more efficient and aesthetically pleasing atmosphere.

In the initial phase, a thorough assessment of the current furniture's condition and ergonomic aspects was imperative. This evaluation fostered inform decisions on whether to refurbish certain pieces, retire others, or invest in entirely new, technologically advanced furniture that aligns with current office trends. The remodel process also involves a thoughtful focus on the hybrid layout design to optimize space utilization, promote collaboration, and create a more dynamic work environment.

Ultimately, the project not only breathes new life into the office space but also contributes to increased productivity and employee satisfaction.

This project is being done as a phased approach that first started with the KSBN Lobby, Executive Administrator's Office, and Meeting Library.

This year's project was to create a "huddle" collaborative room with AV and web meeting cameras, a shared hybrid space and moving the Director of Operations and Practice Specialist to new locations and retrofitting the Nursing Education Compliance Officer's each with reused or new furniture with AV accommodations.

During this phase, the Executive Assistant will also be relocated to a location that supports extra room for office and additional security to our financial files.

The next phase is to meet with the office designers to gather suggestions and quotes for the Licensing, AAG & Investigative Support areas if time and funds permit.