

Executive Branch Information Technology  
Office of Information Technology Services  
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Jeff Maxon, Interim Chief Information Technology Officer

Laura Kelly, Governor

March 29, 2023

Calvin Reed, Acting Secretary  
Department of Transportation

Dear Sec. Reed:

Thank you for submitting your planned project information for the KDOT Website Redesign. Information submitted indicates this to be an effort which meets the criteria of a CITO reportable project.

**Before moving the project forward** the next step would be to submit a high-level project plan for Joint Committee on Information Technology (JCIT) review and CITO approval. One digital copy of the IT project plan is to be submitted at least four (4) weeks prior and must receive written CITO approval prior to finalization of specifications and/or project execution. Requirements for Agencies to obtain CITO approval of proposed IT projects were adjusted to be in agreement with JCIT's August 2004 recommendations. As a result, a high-level IT project plan must receive CITO approval prior to finalization of specifications and/or project execution. This high-level project plan should include information found at the following link: <https://ebit.ks.gov/kito/epmo/proposed-information-technology-project-plans>.

KSA 75-7209 states all specifications for bids or proposals related to an approved IT project shall be reviewed by the chief information technology officer of each branch of state government of which the agency or agencies are a part. Requirements for agencies to obtain CITO approval of proposed IT projects were adjusted to be in agreement with the JCIT's August 2004 recommendations. As a result, all specifications for bids or proposals related to an approved IT project shall now be approved by the CITO before release.

If a variance of 10% or more in time or cost to the approved high-level project plan would occur with vendor selection, a revised high-level project plan shall be submitted for CITO approval and the CITO's approval shall be received, prior to contract award. The CITO will notify JCIT of such events as per their request.

Once the final contracts are awarded, the high-level project plan will need to be updated with detailed information and receive final CITO approval. As required by statute and reinforced by the JCIT, the detailed project plan must receive CITO approval prior to project execution. This detailed project plan should include information found at the following link: <https://ebit.ks.gov/kito/epmo/proposed-information-technology-project-plans>.

If you have any questions, or we may be of further assistance, please contact Sara Spinks at (785) 296-3329 or via email at [sara.spinks@ks.gov](mailto:sara.spinks@ks.gov).

Respectfully,

DocuSigned by:

A stylized, handwritten signature of Jeff Maxon in black ink.

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Jeff Maxon

Interim CITO, Executive Branch

cc: Todd Herman, Director, OPC  
Kelly Johnson, OPC  
Brian Reiter, OITS  
Shawn Brown, KDOT  
Allan Haverkamp, KDOT  
Sara Spinks, KITO  
Alex Wong, CITA

Sash Smith, OITS

## IT PLANNED PROJECTS

Provide information below for all planned projects with an estimated total cost of \$250,000 or more from any source of funds, in which the agency is proposing new state funding or has spending authority. Agencies are required to provide this information pursuant to [KSA 75-7209](#). Planned projects identify new projects by agencies that are in planning stages only and the IT Project Plan may or may not have been submitted for CITO approval.

An Information technology project is defined in [KSA 75-7201](#) as “a project for a major computer, telecommunications or other information technology improvement with an estimated cumulative cost of \$250,000 or more and includes any such project that has proposed expenditures for: (1) New or replacement equipment or software; (2) upgrade improvements to existing equipment and any computer systems, programs or software upgrades therefor; or (3) data or consulting or other professional services for such a project.”

**To: Jeff Maxon, Chief Information Technology Officer**  
**From: Allan Haverkamp, KDOT PMO Manager**

**Agency Name: Kansas Department of Transportation**

**Date Submitted: 03/20/2023**

**Project Name: KDOT Website Redesign**

**Project Acronym: NA**

**Estimated Project Cost: \$355,000**

|                        |                   |
|------------------------|-------------------|
| <b>Internal Costs:</b> | <b>\$ 30,000</b>  |
| <b>External Costs:</b> | <b>\$ 325,000</b> |

|                                       |        |                  |
|---------------------------------------|--------|------------------|
| <b>Estimated <u>Ongoing</u> Cost:</b> | SFY 25 | <b>\$ 25,000</b> |
|                                       | SFY 26 | <b>\$ 27,000</b> |
|                                       | SFY 27 | <b>\$ 29,000</b> |

**Estimated total project cost and three ensuing years of ongoing cost: \$ 436,000**

**Anticipated Funding Source: State General Fund**

**Estimated Start Date: 04/03/2023**

**Estimated Completion Date: 09/29/2023**

**Project Business Objective(s) or Motivator(s):**

KDOT's current website has three primary structural issues that are in urgent need of mitigation.

- **Security:** The website's Content Management System (CMS) is no longer supported by the vendor. No new security patches or updates to the system are forthcoming. This could pose significant security risks for the site and its users. It will continue to pose challenges to maintaining the site in good working order and require more staff time with each passing year. Relying on an unsupported CMS does not represent best practices and opens the agency up for the potential of website system failure.
- **Compliance:** A good deal of effort has been put into remaining in compliance with the Americans with Disabilities Act (ADA) and the Web Content Accessibility Guidelines (WCAG) 2.1, a widely used set of accessibility guidelines for websites produced by the World Wide Web Consortium (W3C), an international standards organization for the Internet. The current website has significant limitations in its ability to remain compliant and an audit of the site would likely reveal significant difficulty in its use by Kansans with disabilities. At some point, these deficiencies may pose legal issues for the agency for non-compliance with the ADA. KDOT would not build a sidewalk without ensuring its compliance with ADA requirements, nor should it have a website that is not accessible to all. Beyond legal requirements, as a public agency, KDOT understands ADA compliance as the right thing to do and constant with its Mission: **“To provide a safe, reliable, innovative statewide transportation system that works for ALL Kansans**

### **today and in the future.”**

- **Mobility:** KDOT’s website users are on the move. Mobility is an inherent part of any Transportation Department. Most visitors access KDOT’s website through their smart phones and the number of mobile users continues to increase. KDOT’s website is unfortunately not optimized for mobile. It displays on a smartphone just as it displays on a desktop. Without zooming it is impossible to read any of the information displayed. This is not best practice for any modern website. It is perhaps even worse for a public transportation agency whose users looking for road safety information are very likely in their cars and on a mobile device. KDOT’s website’s inability to display well on mobile devices does not align with the agency’s Goal to: **“Enhance the safety and security of the transportation system for all users and workers.”**

Additionally, KDOT is an outlier among the other Kansas state agencies. The vast majority of its fellow departments have adopted websites that optimize for mobile devices. Providing a website that is easily viewed on a smartphone is the current best practice and will better serve users of the site.

These three topline problems with the website are significant and cannot be adequately addressed without replacing the website platform and CMS. The deficiencies of the current site are not the fault of any staff, but rather the issue is time and the speed by which technology becomes outdated. A decade-old website system will be outdated regardless of the best efforts of staff. At KDOT, communications and IT professionals have gone above and beyond to keep the website full of useful content and available to the public.

Without a major update, the efforts by its support team will not be enough. In the near future the website may have significant security and maintenance issues. Additionally, no DOT that strives to be a national leader is represented well by a website that is neither ADA compliant nor mobile friendly. The opportunity for improvement is significant and the time for investment in an upgrade is now.

### **E-Government:**

An improved user experience for visitors to the KDOT website would comply with the agency’s Mission to provide an **innovative statewide transportation system that works for all Kansans today and in the future.**

A new website will provide significant benefits to the public in accessibility, transparency, and active communication. An upgraded website will also provide KDOT with enhanced abilities to interact with the public. The public benefits from meeting all three objectives for a new website: increased security, accessibility for those with disabilities, and optimized for mobile use.

### **Technical Architecture:**

The information below represents required functional capabilities. It is not all inclusive, other functionality may be recommended or added.

- **Agenda Management** - Upload existing, create new, categorize, approve and manage agendas
- **Alerts & Notifications** - Display alerts prominently on website with notifications sent via email and text messaging to subscribers
- **Archive Center** - Store agendas, minutes, newsletters and other documents
- **Browser Based Administration** - Update, delete and create content from any device with internet access
- **Content Scheduling** - Set dates for content to automatically publish and expire
- **Division, Bureau and Program Home Pages** - Ability for departments, divisions or programs to have dedicated pages within the site with that follow the same design as the other interior pages
- **Directories for Staff** - Ability to allow citizens to search for staff department information
- **Document Center** - Upload/download capability for files up to 1GB, back-end ability to search within published and unpublished documents
- **E-Notifications** - Electronic subscription, scheduled notifications for email and SMS

- **Frequently Asked Questions** - Ability to categorize FAQs by department or page
- **Access** - ability to restrict pages/content by IP range. This would be good for those pages you want open to restricted people for example State employee only pages.
- **Levels of Rights/Permissions** - Allow system administrators to establish levels of rights for staff to update/manage/access content based upon roles
- **Live Edit** - Add, edit and move content directly on the front end of the site without the need to utilize or be trained in writing HTML or CSS code. This applies to user and “super user” (KDOT staff). Vendor will provide ongoing technical support.
- **Map Display** - A display solution for maps derived from native GIS data that is ADA compliant and mobile responsive.
- **Multilingual Support** - Using current best practice standards
- **News & Announcements** - Post news releases or updates dynamically to relevant pages based on category
- **Online Forms** – Ability for editors to create unlimited customizable forms, track and export results
- **Online Payments** - Ability to integrate with secure online transactions
- **Image Center** - Store images in a central location on website
- **Printable Pages** - Print-friendly function
- **Responsive Web Design** - Fully mobile responsive design - site adjusts to the screen size of all devices its being viewed on, includes forms, calendars, etc.
- **RSS Feeds out** - Registration by Division, Bureau, Program or Category
- **Sharing Capability** - Links to share content via email and social media on every page
- **Site Search** - Internal site search engine and log of search terms
- **Site Statistics** - Analytics and site audit reports
- **Sitemap & Breadcrumbs** - Automatically generated and updated sitemap and breadcrumbs
- **Social Media Interface** - Display social media feeds
- **Website Visitor Profile** - Visitors can pick and choose the information that automatically becomes fed to their profile upon site login.
- **Browser Compatibility** – Work properly on Edge, Firefox, Chrome, Safari
- **Mobile Emulation** – The ability to test the site on various phones/tablets before the content is published

### **Project Description and Scope:**

The redesign of KDOT’s website has three primary business objectives which are directly connected to the three structural issues outlined earlier in this document:

1. Procure and install a supported CMS that can provide long-term stability and security best practices. The CMS should be flexible and allow for content contributors from across the agency to safely connect and update the site. The CMS should provide the agency with protection against hackers or corruption. Once installed, security patches and updates should be regularly applied. Once a new CMS is installed, security tests can measure effectiveness.
2. The new website should be ADA and WCAG 2.1 compliant. Once the new website is deployed, a compliance audit should be conducted to confirm the new site is 100% compliant.
3. The new website should be optimized for mobile using industry best practices. This will be an observable measure and could be measured by a user focus group to insure maximum usability.

In addition, the redesign of KDOT’s website will provide a better overall user experience through improved organization and features that are customer-focused.

### **Project Status:**

The project is currently in the planning and RFP development phase.