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DeAngela Burns-Wallace, Chief Information Technology Officer

Laura Kelly, Governor

Information Technology Advisory Board (ITAB)
MINUTES
May 19, 2020
1:30pm
Virtual Teams Meeting

Moderator: Sara Spinks

Opening Welcome: DeAngela Burns-Wallace / Sara Spinks
DeAngela thanked everyone for joining the meeting as we have over 60 on the call.
Sara will be watching the Chat for questions.

Legislative Update: Samir Arif
The legislators will be coming back for a one-day session on May 21st. There are a number of topics that they will attempt to finalize, i.e., Property Taxes, Budget and the Governor's Emergency Executive Order.

This morning in the Senate Judiciary Committee meeting, the Attorney General gave members a run through of where we are right now. He anticipates a robust discussion around the Executive Order and the budget.

There will be an ITEC meeting in June where we may discuss items or tasks that come out of the legislature.

IT Accessibility Requirements: Cole Robison
The type of accessibility that Cole is referring to is the usability of a technology or service by everyone, including people with disabilities.

How accessibility is affected by COVID-19: Accessibility is every bit as important now as it was before, if not more so. All the usual rules still apply.

Vulnerable populations who need access to public health information are often those who most need accessibility accommodations. Work from home and online education are things that have highlighted the importance of digital channels of communication and also the importance of accessibility. The main message is that this is not a time to cut corners with accessibility. It is actually more important now.

Cole has been monitoring the COVID-19-specific websites that have been brought on-line and has also been in touch with those teams. Overall, the accessibility of these sites has been very good. When issues were brought to their attention, these teams have been very responsive. If anyone notices any issues, get in touch with Cole.Robison@ks.gov. Cole thanked the Governor's office, KDHE, INK, CivicPlus and Bajillion Agency for their attention to accessibility.

ITEC Policy 1210 refresher: https://ebit.ks.gov/itec/resources/policies/policy-1210)
This is our state accessibility policy. By title, it is the *Information and Communication Technology Accessibility Standards*. This policy was last updated in December 2018 after having been in place since 2000. The update made our policy mirror the Federal counterpart, Federal Section 508, which was revised in 2017. The major component or change was that our policy now covers all information communication technology. Prior to the 2018 revision, it was a web accessibility policy only. The policy comes into play operationally during the IT project approval process. This gives Cole an opportunity to communicate the changes to agencies that are not aware that the policy has changed. This has been working really well as most are aware of the changes. The high-level project filing requirement gives him an opportunity to raise the awareness.

The other change is that the accessibility compliance documentation can now be done with a standard instrument rather than the previous proprietary one that Kansas was using. We use a VPAT (Voluntary Product Accessibility Template). Most vendors already have these templates available for their products which streamlines things quite a bit.

The transition to the updated policy has been quite smooth. There has not been an abundance of exceptions.

The new policy was written to include an additional type of exception called a "best meets" exception. This means that if you are procuring a commercial off-the-shelf system that cannot be modified, you can procure the option that best meets the standards. This is a better fit for this situation than the undue burden process.

Basically, agencies need to know that accessibility is required by all projects and ICT, and that accessibility needs to be evaluated as part of the selection of a solution—not after you select one. If you are in a situation where the best meets exception applies, documentation of the accessibility of the options will be required.

Adriane Guerrero asked that Cole share the VPAT document. Cole attached the document to the Teams Chat.

Cole asked for volunteers to join a team that he is putting together in Microsoft Teams as an interest group for accessibility. Contact him directly to join. Cole.Robison@ks.gov.

DeAngela added that Cole is a great resource and she encourages agencies to reach out to him if you have any accessibility questions.

Legislature IT Strategies: Alan Weis, Legislative CITO
Alan provided a brief summary of his background.
- Alan has been employed with the state of Kansas for more than 25 years, 13 years with the Legislature. He has been in IT Management for 32 years.
- He was appointed as the Chief Information Technology Officer for the Legislative Branch last November.

Alan is giving the same presentation today that he gave the JCIT in December 2019.
Current priorities include:
- Completing the current session on May 21, which will be the last day of the session. Once the session ends they begin working on any post session publications, i.e., statutes, permanent journals and summary of the legislative session.
- They will prepare legislative systems for the 2021-2022 Legislative Biennium session.
- Continue to adjust processes due to Covid-19 such as documentation around lessons learned and polices that were updated. They believe that the way the constitution is written that all legislative members must be within the statehouse to conduct the legislative session, which may require some updates to their disaster recovery plan.
- He is assisting with the search for the CITA Chief Information Technical Architect.
- He will assist with ITEC policy updates, reviews and approvals.
- He will advocate for the update of the Kansas Information Technology Architecture and the State Information Technology Management Plan.
- He will work with JCIT as a staff resource and report to committees as needed.
- They will be reviewing policies and update, i.e., security policy, change control policy, disaster recovery and LCC Policy 51.
- He will assist agency divisions to develop 3-year plans for IT.
- They will be reviewing the KLISS (Kansas Legislative Information Systems and Services) Roadmap. Their plan is to document all the updates and enhancements to the system and then develop a plan on future enhancements to the system.
- He would like to develop a long-term strategic plan for Legislative IT Services (5-6 years).

He described enhancements the Legislature plans to implement in the future for the public-facing website.
- Bills in Conference Committees: Look at source material going into the reports and bill sections.

- Provide Statute and Bill cross-references. Look at the statute page and see bills that will modify the statute. Look at the bills page and see statutes it will modify. This change will include a full interactive amendment and repeals report online.
- He wants an Interactive Bill Subject Index Report that is published weekly to be fully linked to bills and resolutions. Searchable by subject, formatted for all devices and be able to send notifications on bills or flag subjects for notification.
- Add Interactive House & Senate Actions Report on the website. The 3-section book will be fully linked to committee chambers and journal pages and be searchable by subject and formatted for all devices. This is an effort to be a more paperless environment.
- Add HTML versions of bill documents that are linked to statutes, committees, members and chambers
- Add an embedded web page PDF viewer
- Optimization of the website for mobile devices to assist with presenting information.

He provided his proposed strategic planning goals
- Open Government
- Virtual Statehouse
- Citizen Full Participation from Anywhere
- Increase Efficiency and Enhance Legislative Processes
- Easy Access to Information
- Open Standards & Open Data Easily Shared
- Fully Integrated Systems
- Secure Systems.

Comments:
Sara Spinks is looking forward to the changes to KLISS especially receiving notifications of changes to bills & statutes. Alan says this is a way to try and be as transparent as possible.

Questions:
Joe Mandala: Do you plan to offer an external web service for KLISS?
They are currently providing a resting interface that is a machine-readable format of the website information that is currently being used by several. Alan suggested to go to KSlegislature.org website and click on services and select resting interfaces if you want additional information.

DeAngela thanked Alan for providing this information in an effort to keep communication flowing between the 3 branches of government.

Update on Email Guideline 6401: Matt Veatch

Matt's team has been a bit delayed since the last ITEC meeting. They presented to ITEC on March 10th and then the Covid activities began. He is just now starting to ramp back up and continue working on the email guidelines. The ITEC was supportive of the concept of the guidelines and the capstone concept. There was a spirited discussion about managing email, a capstone account vs non-capstone account, how a capstone account is identified and how you get agencies to implement the guidelines, etc.
The two action items or requested changes from the discussion are:
1. Remove the specific call-out of the O-365 software product. They will make the language more generic.
2. Deleted emails. They are not always deleted immediately upon pressing the delete key and also how deleted emails are managed. He will be working with various people to address this topic. They will focus on people implementing intentional retention guidelines. They will work on language to update the guidelines from suggestions they have received. Will be sending out draft language to the taskforce. Once the taskforce approves the language, it will go out to the entire board.
DeAngela thanked Matt for keeping this topic moving forward.

Update on Covid-19 Response: DeAngela Burns-Wallace

Over the past two months, we have been working in a space where we are trying to help state agencies to work as efficiently, effectively and as safely as possible in a remote stance. The real focus over the last few months was how we move our workforce to remote, how do we make sure VPNs, firewalls and systems are able to support that virtual

engagement that our staffs need to continue their work. In some cases, rethinking the way we deliver service or an operation in a way to support what our staff is doing and how they function and how they interact using the technology and leveraging resources we have, i.e., Teams to do the work effectively. Overall, she feels we have responded well from an IT standpoint to deliver and match on the needs of the Executive Branch agencies. There are things we did well and there are things that we wish we would have done better.

We are now in Phase 1.5, which will continue to push out the phases the Governor has proposed for the reopening of the state and so that means from an IT support perspective, most of us need to really think about and understand that we will remain in a remote work environment at least through the month of May and probably through most of June.

We need to continue to think about being as agile as possible and having flexibility. We now know what we can do with very short notice and with not as much preparation as we would have liked, but being able to truly deliver it.

We are able to go back and review COOP plans and look at processes and our policies to ensure that if we needed to ramp up again at this level, we have answers for: what does that look like; what would we do differently; what would we do the same; and what we've learned from this instance. That is a big piece for us. One of the things that we are starting to capture and continue to make a broader understanding of is this idea of lessons learned. We are taking a step back and really doing some assessment of what we learned during that rapid deployment period in March and April trying to get us up and online. We will not go back to 'normal' or what we looked like back in January of this year anytime soon. We will likely settle into some version of a new normal. We should challenge ourselves to think about this new normal and identify some of the things we don't want to bring back from the old normal. What are the things we are doing a little bit better now that we want to hold onto as part of those lessons learned and not default back to how things were simply done because that is how we always did it. We have all learned different ways that are more effective and efficient ways to do the work.

If anyone sits in the IT leadership roll within in your agencies, make sure that if there were any IT-related expenses specific to Covid (ex. Expenses that allowed your agency to move to a remote work environment to be able to do any level of functionality differently) you want to be sure you are working with your finance team to ensure these items are marked/coded as Covid-related expenses within the budget system. This is important from a larger state accounting perspective to costs that were incurred in preparation to do our business in this pandemic environment. Contact DeAngela if you have any questions about expenses relating to Covid.

Comments/Questions:
Adrian Guerrero expressed his agency's sincere appreciation for all the help they've received from OITS. He wondered if there will be a committee or debrief type session where all of the external entities can review some of the things that worked well and some of the things that could be better?

DeAngela stated that our goal was to try to capture this information. We are currently trying to catch our breath and make sure we are as stable as we can be and then encourage the agencies to do it internally. Then, as we work on this over the next month, begin to pull some small teams together to gather some of that feedback and roll it up and around.

DeAngela asked if anyone is still dealing with gaps related to Covid that they are trying to work through?
No responses.

Adrian Guerrero stated that the biggest barrier that they are dealing with is in terms of their telecommunication. They tried to implement the VPN service with somewhat limited success for their rural locations. With DeAngela's help, they were able to get cell phones to some of their staff but now the administration is worried about the cost with having both state phones and cell phones because sometimes people are working in the office and sometimes they are not working in the office. Is there vision of potentially having soft phones available for laptops for transition workers to make transfer more seamless?

DeAngela stated that this is an example of things that could have helped us in this situation and what would it take for us to get there? What type of resources, what type of infrastructure do we need to put that in place and activate?

Stacy Mill stated that they are doing some visioning sessions within OITS and would love to include Adrian in these conversations. This is exactly what they have seen in the state's ability to have those type of virtual interfaces, not just VPNs but VDI with virtual desktops or that nature that forced into laptops. This is a whole strategy that we are definitely looking at and partnering with agencies at this time.

DeAngela reminded Adrian to capture any of these expenses that are being incurred during this pandemic which are not the normal expenses due to having to pop up and support operations in relationship to the telework environment. Be sure to mark these as Covid-related expenses. It is still unclear right now but there may be avenues where the state is able to recover some of those dollars from the federal recovery dollars. We are still working through it. This is one of the reasons it is critical that these expenses are tagged accordingly. Saying that this expense would not have normally been here unless we had to move into this remote work environment, so the first step is to tag and track. As we learn more of what may be available we will share that as well.

As we move through this pandemic we will be doing some follow ups as we work through things and hope you all will do the same and we will be pulling small groups together to debrief and collect feedback. We don't have clarity at this time of what the end game looks like or how long we will have to do various things so determining if debriefing is a phase of what we are currently going through. This little bit of stabilization in preparation of what might be in front of us.

Executive Branch Activities: DeAngela Burns-Wallace

Most of our activities have been around Covid-related operations.
More and more, we are getting back to projects and getting them back on task. We will continue to see and support. If you have a KITO project that is off track, reach out to Sara. We have been working around some of that and thinking about conversations we can have with JCIT. The reality is that many things stopped. Some projects can easily recover in terms of timing, like a long-term project that can catch back up, where for others, there could be a significant impact in terms of their time to completion. Reach out if you have questions or concerns. As people begin to get back to projects that they were working on in February and March, she thinks there will be a new normal, but we need to be communicating and may need to think about these differently to understand how we will continue to work on them due to how our world has changed.

Chris McGinley/KDHE: I know we are working on it, but remote mobile device management would have made implementation of remote services much easier for IT staff and much easier for our customers at our agency. DeAngela agrees and this is part and will continue to be part of our conversations.

Adrian Guerrero: Are there any updates on the status of the KS Digital Government Summit?
Courtney reported that the company's planning team requested some time as they are working through multiple conferences with other states. They are working through the guidelines for each of the states where conferences were scheduled. She will be reaching out to them this week to see how they want to proceed. We have a planning session scheduled in June that will probably be moved to a virtual planning session at a later date. The conference is August 26th, which at this time is still being held virtually.

Sara Spinks reminded CIOs that the KITO office is still planning to hold the Kansas Public Management Methodology class in July. This is a 3-week certification class that is held once a year. It is currently being scheduled as an in-person class but using social distancing spacing but if needed they will move to a virtual setting. The class will hold regardless.

Chris McGinley: What are we doing for the mass recast of projects that were delayed as a result of COVID-19?
DeAngela stated that we are working on a strategy for JCIT in and around those so that we have a good sense of who got delayed because of Covid-19; who can recover in terms of their timing or cost; and what is impacted and who may not be able to. Then, we hope to be able to do a combination of some of it, but some may be individualized based on a particular project but also trying to give an overall recognition in the fact that there was almost a pause button put on for two months so everyone's projects are going to look a little bit off but that shouldn't automatically move people into a caution status. We have been working on a few options but want to discuss with legislature before we move forward, so stay tuned. We will work with individual projects to see where they land.

DeAngela reminded everyone of the future dates of ITAB and ITEC that are listed below. We plan to watch and see what phase we are in as a state, but we will send out invitation prior to the meeting with meeting logistics. If we are

fully in phase 2 of the reopening, we may do a hybrid meeting where the sitting members of ITEC are in person social distanced and other attendees would join virtually. For now, the June 9th meeting is scheduled to be in person. This will depend on the opening date of the Judicial Center. Stay tuned.

Open Discussion

Joe Mandala: Are you in a position to update us on the status of CITA selection?
DeAngela said that a handful of candidates were brought in and interviewed. The position currently is in a holding pattern as are many positions in relation to the fiscal year end. When she knows more she will share with this group. She may have an update at the June 9th ITEC meeting.

Rod Blunt, CISO, is retiring officially June 1st. His last day in the office is this week. If you have worked with him over his tenure in state government, send him a congratulations and thank you for his service. The CISO position is posted on our website. DeAngela would like to fill as quickly as possible. Jeff Maxon will be interim CISO until the position is filled. So, if you have any questions or needs, reach out to Jeff. DeAngela asked that those on the call to circulate within their circles.

Meeting Ended: 2:41pm

Future ITAB Meetings: Mark your calendars!
August 18, 2020, November 17, 2020

Future ITEC Meetings: Mark your calendars!
June 9, 2020, Sept 8, 2020, Dec 8, 2020

ITAB Members: Bold names were present during the meeting.

Antonacci, Dave - KU Med	Howard, Laura – DCF/KDADS	Pratt, Gary KSU CIO
Bachman, Dennis - KRGC	Johnson, Kelly – KHP CIO	Rail, Travis – Dept of Ag CIO
Maxon, Jeff - Interim CISO	**Koehn, Jason – Human Services CIO**	**Reinert, Todd – KCC**
Branam, Mike - KPERS	Lewis, Earl - KWO	**Sandberg, Andy – KDOR CIO**
Burns-Wallace, DeAngela – EBIT CITO	**Mandala, Joe - KBI**	Sass, Harold – KDOC CIO
Comstock, Kevin - KSOS	**Marshall, David - KCJIS**	Schmidt, Vicki – KID
Crook, Christopher – KU COO	McCall, Polly – KDOL Interim CIO	**Standeford, Todd – BOHA**
Day, Tom – Leg Services	**Mill, Stacy – OITS Deputy CITO**	Stinson, Col Robert – KAG
Dickson, Jason – WLPT CIO	Miller, David - WSU	**Veatch, Matt - HS**
Dreier, Darren, Lottery	**Jones, Nolan – Kansas.gov**	**Walsh, Mary - KU**
Fadale, Anthony – ADA Coord	**Neal, Jeff – KDOT CIO**	**White, Josh – DofA CIO**
Falldine, Cory - ESU	**Nelson, Ken – KGS**	**White, Travis – ITSC**
Friend, Duncan – INK	Neria, Angela – PSU	Wiley, Lane – KDOE
Funk, Steve, KBOR	Norman, Lee - KDHE	**Yancey, Glen – KDHE CIO**
Guerrero, Adrian - KBON	Oborny, Joe - KSSD	Unknown – SG Co IS
Haugh, Jim - Commerce	Osterhaus, Katrin – LPA	Unknown - FHSU
Hooper-Bears, Cindy - Treasurer	Pittman, Jeff – KS Representative	

Members may have joined via phone but did not identify themselves. There were about 70 people on the call.

Other Attendees:

Allison Conklin	Jeff Scannell	Randy Drum
Angela Wilson	John Cahill	Rob Hart
Brian ?	John Moyer	Samir Arif
Chris McGinley	Kami Cusick	Sara Spinks
Courtney Fitzgerald	Linda Scott	Shelly Bartron
David Herndon	Martha Gabehart	Terri Clark
Denise Grau	Megan Dodge	Tiernan Good
Erik Wisner	Megan Rohleder	Todd Waltman
Hope Burns	Michael Wehking	Travis Combes

Various others joined by phone.

Minutes taken by Shelly Bartron, Special Assistant to Secretary Burns-Wallace

Kansas Information Technology Executive Council (ITEC)

Kansas Information Technology Policies and Guidelines

Policies & Guidelines

JCIT Policy 1 - Review of Proposed Projects

JCIT Policy 2 - Review of Active Projects

Guideline 6401 - Email Guidelines

Guideline 9501 - Interim Wireless Security Architecture

1000 Series - Applications/Software

Policy 1100 - Software Licensing

Policy 1200 - Acceptable Internet Use

Policy 1210 - Web Accessibility Requirements

Policy 1500 - Software Code

2000 Series - Project Management

Policy 2400 - IT Project Approval *Revised*

Policy 2400A - IT Project Plan Instructions *Revised*

Policy 2500 - IT Project Status Reporting *Revised*

Policy 2510 - IT Project Oversight *Revised*

Policy 2510A - IT Project Oversight Guidelines *New*

Policy 2530 - IT Project Management

3000 Series - Governance

Policy 3100 - IT Advisory Board Charter

4000 Series - Architecture

Policy 4000 - KITA Review Board Charter

Policy 4010 - KITA Compliance

Policy 4020 - KITA Change Management

Policy 4210 - Network Security Architecture

5000 Series - Business

Policy 5300 - Business Contingency Planning

Policy 5310 - Business Contingency Implementation

6000 Series - Data / Records / Content

Policy 6100 - GIS Metadata Policy

Policy 6120 - GIS Cadastral Policy

Policy 6120A - GIS Cadastral Standard

Policy 6180 - Water Utility Data Policy

Policy 6180A - Water Utility Data Standard

Policy 6200 - Date Data Policy

7000 Series - Security

Policy 7220 - KANWIN Security Policy

Policy 7230 - Enterprise Security Policy *Revised*

Policy 7230A - Default Security Requirements - *Nov 2014* *Revised*

Policy 7300 - Security Council Charter

Policy 7305 - Portable Electronic Device / Media Encryption

Policy 7310 - IT Security Self-Assessment

8000 Series - Shared Solutions

Policy 8000 - Data Administration Program

9000 Series - Infrastructure

Policy 9200 - Public Key Infrastructure

Policy 9200A - Kansas PKI Certificate Policy Ver 2.1

Policy 9210 - Identity Management Group Charter

Policy 9500 - Wireless LANs