Kansas
Office of Information Technology Services

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MINUTES
Information Technology Advisory Board (ITAB)
November 17, 2020
1:30pm – 3:00pm
Virtual Meeting that was recorded.

Opening Welcome and Introductions   **DeAngela Burns Wallace, CITO**

Secretary Burns-Wallace welcomed everyone. She reminded everyone to be diligent right now in monitoring our employees to make sure they are healthy and supported and we are making good choices to keep them safe. Pandemic fatigue is real and people are responding in many different ways. We need to be mindful in our role as leaders.

Introduction of new Chief Information Technology Architect (CITA), Travis Rail
Travis Rail introduced himself and stated that he was excited to get started in his new role.

ITEC Policy Updates   **Sara Spinks, KITO Director**

Policy Series 2000 Updates
Sara presented on the current status on the project. The next steps were to introduce the proposed statute changes into legislative committee for vote and to begin the search for a new IT system to automate the filing process.

Policy Series 5000 Team
Sara presented the names of the volunteers on this team. The team has held the first meeting.

Policy Series 8000 Team
Sara presented the names of the volunteers on this team. The team has scheduled the first meeting.

Questions
- Cory Faldine, Emporia State University (ESU) asked if there were any representatives on the two new teams from the regents. Sara replied that she had not had any volunteers from the regents. Cory will work with the Regents IT Council to get some recommendations for each team.

ITSM – ServiceNow   **Carolyn Bogan, OITS COO**

Carolyn Bogan presented on the status of the ServiceNow "relaunch" initiative from OITS to implement new *ITIL processes:
- Incident Management
- Request Management
- Problem Management
- Change Management
- Configuration Management Database

Executive Branch Information Technology
Office of Information Technology Services
2800 SW Topeka Blvd., Building 100
Topeka, KS 66611

Office of Information
Technology Services

Phone: (785) 296-3463
Fax: (785) 296-1168
oits.info@ks.gov

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Questions
- Gary Hassenstab, KDOL - has experience with ITSM. It's a great tool. Are you bringing in some outside help? Carolyn replied that yes, they have contracted with Vericode. Gary has volunteered to represent KDOL on the project team.
- Thomas Roderick - Are you looking to expand ServiceNow for the other modules? Like the business module for project management and resource management? DeAngela Burns-Wallace replied that they do have plans to do that in the future.

Security Self-Assessment   **Jeff Maxon, CISO**

Jeff Maxon provided an update on the status of the security self-assessment being conducted this year. This is the first year submission has been required to the CISO. It used to a voluntary online survey.

Areas of risk being evaluated are:
- Data management
- Risk Management
- Preparedness
- Vendor Management

Jeff reported that the next steps for KISO include hiring an at-large Information Security Officer (ISO) for the non-cabinet agencies and developing additional templates and guides for the agency's use.

KISO has started scheduling "Monthly Lunch and Learns" as regular information security training events. He asked for suggested topics.

Questions
- Adrian Guererro, Board of Nursing stated that they "greatly appreciate having our ISO for NCAs. It is most helpful."
- Jeff reported on some unique attacks known to KISO.
  - They had an incident where federal partners found some of our information for sale on the dark web. They were able to stop it.
  - Some bad actors found some open information on some licensees through websites
  - Bad actors website domain squatting
  - Katrin Osterhaus, LPA state that that sharing those stories is useful to make known that this is happening.
  - DeAngela Burns-Wallace commented that because we are working remotely, we are delivering services differently. We must be diligent in watching for things that are not right and make sure to share with KISO.
  - Jeff commented on unemployment insurance fraud. Public employees are being targeted using public records. KISO are working with the agencies to better protect the employees. It isn't PII being used but public information.

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Open Discussion

- DeAngela Burnd-Wallace – reported that the dates for upcoming ITAB and ITEC meetings for 2021 have been set and were listed on the bottom of the agenda. Please update your calendars.
- Lee Norman, KDHE – on the pandemic response - it's going to get worse. We're looking at 2200-2400 cases a day. Conservative modeling has us at 4000 cases in December. Agencies should be aware for HR planning.
  - Allie Denning, DofA - do you have any advice on best practices for safe holiday gatherings? Dr. Norman responded that small gatherings, using masks, and to minimize the holidays for this year. The community spread is in families, church gatherings, and school functions.
  - Katrin Osterhaus, LPA - several businesses are not doing anything to enforce new rules. What to do?
    - Dr. Norman replied that the burden of disease is becoming so great that it is touching everyone.
    - Dr. Norman stated that martyrdom is not okay. If you can work from home, you should. He is encouraging leadership to be diligent to make sure employees are minimizing their personal risk.
- John Cahill, KPERS – asked Secretary Burns-Wallace for an update on softphone capabilities for the OITS phone system. With what we just heard we could be heading to another round of remote work and we still do not have that capability.
  - DeAngela Burns-Wallace reported that soft phones are ready - please reach out to Stacy Mill, OITS for details. It does take some prep on agency side.
  - Stacy Mills, OITS stated that they are already working with John.
- Dave Clements (IBM) -Asked Secretary Burns-Wallace to speak to the announcement of IT funds for KDOT and priorities to be accomplished with these funds? It was released yesterday in the Governor's newsletter.
  - Jeff Neal, KDOT replied that the funds were from a recent grant from the Office of Innovative Technologies for other agencies that are doing transportation projects https://governor.kansas.gov/governor-laura-kelly-announces-more-than-6-million-in-local-transportation-technology-projects-statewide/
- Glen Yancey, KDHE stated that some of his managers, are struggling with how to supervise people remotely. He sees this as an opportunity for human resources to help staff with some virtual training. Some techniques for managers to better manage staff during the pandemic would be helpful.
- Glen Yancey, KDHE noted that he gave a presentation to the IT committee on Information Security. The Committee asked if Dr. Norman had any recommendations for upcoming session and how they might conduct that safely.
  - Dr. Norman replied that he has had very specific recommendations for them. They have not asked him for input.
- Jason Koehn, DCF - DTaaS delays in providing equipment may be more impacting as we have more staff working remote.
  - DeAngela Burns-Wallace stated that we are starting to see supply chain difficulties overall. She is recommending agencies plan ahead for delays.
  - Stacy Mills, OITS reported that there is currently a glass shortage that is causing problems for all computer providers.

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- DeAngela Burns-Wallace reported that Central Mail Services has discontinued mail pickups and delivery for safety. They are continued to process mail.
- Anthony Fadale, DCF wants to emphasize mental health support during this time. Many employees are experiencing more stress at this time.
  - Dr. Norman commented that we've done a lot with the Medicaid program for "opening up" mental health codes for payment and easier tele-visits.
  - Courtney Fitzgerald, DofA - Great point Anthony! At the State Employee Health Benefits Program, we are currently working on an email that outlines all of the various mental health resources available to state employees.
- Adrian Guererro, Bd of Nursing asked if they plan on closing the capitol complex?
  - DeAngela Burns-Wallace replied that they did not at this time. We are not seeing a lot of public traffic.