MINUTES OF THE e-GOVERNMENT COMMITTEE.

The meeting was called to order by Chairperson Deena Horst at 3:40 p.m. on January 18, 2001, in Room 526-S of the Capitol.

All members were present except Representative Alldritt, who was excused.

Committee staff present:
    Audrey Nogle, Kansas Legislative Research Department
    Amory Lovin, Kansas Legislative Research Department
    Robert Chapman, Kansas Legislative Research Department
    Jim Wilson, Revisor of Statutes' Office
    Lisa Montgomery, Revisor of Statutes' Office
    Gary Deeter, Temporary Committee Secretary

Conferees appearing before the committee:
    Representative Kent Glasscock, Speaker of the Kansas House of Representatives

Others attending: See attached sheet.

Speaker Kent Glasscock outlined the charge for the e-Government Committee, stating that Kansas government must prepare for change, transforming itself "from a 19th-century to 21st-century mentality." (Attachment 1)   He stated that coming demographic changes will impact all areas of the state as well as the nation, noting that no state is prepared to meet the challenges of the future. He said wisely using technology is critical in meeting the challenges of the future. He cited three questions to guide the committee in developing an agenda and a strategic plan for effective government for the future: How will developing e-government practices impact state government? What steps can be taken to encourage and expand e-government practices? How can e-government meet the challenges of demographic changes?

Speaker Glasscock encouraged the committee to develop policies to make state government more competitive with the private sector, citing studies that indicate poor government planning, an aging workforce, and inflexible salaries and benefits damage morale and hinder retention of valuable employees. (Attachment 2)   Speaker Glasscock responded to questions from members, reiterating his vision for the committee.

Members introduced themselves. Following introduction of staff, the Chair quoted from Peter Drucker as a conclusion to the meeting: "A person cannot manage change; he or she can only be ahead of it."   The meeting adjourned at 4:36 p.m. **The next meeting is scheduled for Tuesday, January 23, 2001, at 3:30 p.m. in Room 526-S.**

E-GOVERNMENT TECHNOLOGY COMMITTEE
GUEST LIST
DATE: _January 18 2001_

NAME	REPRESENTING
George Vega	SRS
Jeff Arpin	Division of the Budget
Alison Ranson	Federico Consulting
Richard Hays	Legislature
Jesse Borjon	Sec. of State
Whitney Damron	FS Bar Assn.
Jennifer Schmidt	Speaker's office
Henry Watts	"
Jennifer Crow	Federico Consulting
Danielle Noe	D of A

Mission and Goals of the
e-Government Committee: Governing in the 21st Century

According to a recent poll requested by the Council for Excellence in Government, nearly 7 in 10 Americans, including those who don't use the Internet, believe that investing tax dollars in electronic government or "e-government" should be a priority. However, the same poll found that 2 of 3 Americans want e-government to develop slowly rather than quickly because they are concerned about security and privacy, and because many people currently lack access to the Internet.

Kansas has been recognized nationally for its work in adopting e-government practices–including the ability to file taxes on-line–but the State undoubtably faces challenges in overcoming concerns of security, privacy, and access. In addition, the dramatic demographic changes that will be precipitated by an aging, more ethnically diverse, and more urban population will produce additional opportunities and obstacles to providing State services through e-government initiatives.

The e-Government Committee was created to help assess the likely impacts of this transformation of Kansas government into the e-government realm, and to look at how technology can be used to provide efficient, timely, and high-quality state services to all Kansas residents. Over the next two years, the Committee will answer the following questions:

1. What are the likely impacts of transforming state government to incorporate greater use of the e-government practices?

The e-Government Committee is charged with identifying the likely issues associated with the state's adoption of e-government initiatives, including the potential problems, challenges, and opportunities that may arise. The Committee will bring in representatives from all three branches of government to discuss the state's current and planned application of e-government, and to help identify what additional resources will be needed and what potential problems could arise from expanded e-government activities. The Committee will bring in other experts as needed to speak on the advances taking place in other states and to help model what Kansas' e-government applications should look like in the future. Among the issues the Committee will consider are the public priorities and costs of providing e-government services, the availability and retention of an adequately trained workforce, the public's access to and acceptance of technology, security of electronic transactions and data storage, and system integrity and reliability.

Attachment 1

e-Gov   1-18-01

2. What steps should the state take now and in the years to come to encourage and bring about greater use of e-government practices?

The e-Government Committee will identify the changes that are needed to help transform Kansas government into the e-government of the future. The Committee will propose policies or actions it thinks are needed to help ensure that state and local governments are prepared to serve the needs of their citizens as effectively and efficiently as possible in the future. The Committee also will report on the likely time frames and estimated costs for its proposals. Finally, the Committee will consider appropriate mechanisms for reviewing and charting the changes that are taking place, evaluating the state's progress at addressing the problems or needs that arise, and reporting this information to the Legislature so that it can periodically reassess whether the state's policies and programs are accomplishing the goals that were intended.

3. How will the demographics of the state impact government and how will e-government be prepared to deal with these changes?

Category	Sample Areas To Be Considered in Expanding e-Government Activities
Programs and services	• what services / programs have been or could be subject to e-government practices • ease / difficulty / cost / priority of making specific services / programs part of e-government • building on other states' practices
Workforce / training	• availability of a technically trained employment pool (including recruitment and retention issues, salaries and benefits, etc.) • retention of the state's graduates in computer science and related fields • training/re-training programs
Public Accessability	• access to computers and technology • availability of needed communication links • considerations for disabled, non-native speakers • services easy to access and use • knowledge/know-how to use services • inclusion of populations and communities that are not technologically up to date
Reliability / Public Acceptance	• services available 24/7 without interruption • overcoming public's reluctance to use e-government services • validity of information provided by users • need to have parallel systems in place–services offered both on-line and off-line
Security	• transmission and storage of personal information • protection of financial transactions • system integrity - preventing services from being compromised

1-3

USA TODAY Nation

01/17/01- Updated 09:09 PM ET

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Government at risk for brain drain

WASHINGTON (AP) — Federal programs worth billions of dollars are at risk because the government is not doing enough to recruit, train and keep good employees, congressional investigators say.

Poorly planned government staff cutbacks, an aging work force and competition from the private sector have contributed to the brain drain in the federal government, according to a General Accounting Office report released Wednesday. The GAO added the federal government's personnel system to its list of programs at high risk for mismanagement.

"For too long, we have viewed federal employees as a cost to be cut, not as an asset to be valued," said Comptroller General David Walker, the head of the GAO.

On the Web   • General Accounting Office

The number of federal workers dropped from about 2.3 million in fiscal 1990 to fewer than 1.9 million in fiscal 1999, the report said. Federal agencies often trim staff without planning for how to deal with the effects, and cut benefits and training for the workers who remained, the report said.

More than a third of the federal work force — and 71% of senior managers — will become eligible to retire in the next five years, the report said. Agencies have not done enough to prepare or to make sure they are hiring and keeping the workers they need to deal with changes in technology, the report said.

"We're still in the 19th century as far as government management is concerned," said Sen. Fred Thompson, R-Tenn., who will head the Governmental Affairs Committee when the GOP regains Senate control next week.

For example, studies at NASA found that a one-third cut in the staff for

Attachment 2
1/17/01
e-Gov   1-18-01

the space shuttle could hamper the agency's ability to safely manage the planned number of shuttle missions, the report said. Problems recruiting and retaining seasonal firefighters could hamper efforts to contain wildfires on federal land. And the State Department is having trouble recruiting workers for its foreign service and anti-drug efforts, the report said.

Federal agencies need to improve their planning and be more flexible in offering salaries and benefits to their workers to make sure they have the employees they need, Walker said.

- Nationline
- News front page