MINUTES OF THE e-GOVERNMENT COMMITTEE.

The meeting was called to order by Chairperson Deena Horst at 3:37 p.m. on February 13, 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
    Lisa Montgomery, Revisor of Statutes' Office
    Gary Deeter, Temporary Committee Secretary

Conferees appearing before the committee:
    Rick Beyer, Secretary, Kansas Department of Human Resources (KDHR)
    William Sanders, Chief Information Officer, KDHR
    Roger Aeschliman, Deputy Secretary, KDHR

Others attending: See attached sheet.

The minutes for the February 8 meeting were approved. (Motion, Representative Gatewood, second, Representative Wilson)

Rick Beyer, Secretary, Kansas Department of Human Resources, (KDHR) recounted the Information Technology (IT) changes that have occurred at KDHR in the past 4 years, migrating from its own mainframe computer to reliance on the services of DISC (Division of Information Systems and Communications), enabling the agency to create a project and management infrastructure that is fully integrated with other agencies. (Attachment 1) He said that with decreasing funds, only by relying on an effective electronic government delivery system will the agency be able to increase services.

Mr. Beyer introduced William Sanders, Chief Information Officer, KDHR, who listed recent electronic government initiatives. (Attachment 2) Internal e-government applications include a tracking system for employee training and a motor vehicle accounting system that allows the agency to reduce its vehicle pool. Mr. Sanders said external IT applications include a unique labor market partnering system with others states called kansasjoblink.com, which matches jobs to prospective employees. He said the Workers Compensation System is still being developed so that an accurate claims database can provide data to meet federal regulations.

Answering questions, Mr. Sanders said the Information Systems division has 40 programers, and the Workforce Technology partnership has an additional 30 programers. He said the Workers Compensation System will go live October 1, 2001; he expects the Unemployment System will be online by November 1, 2001. Regarding the agency's ability to deliver services, he outlined a service delivery model that ranges from face-to-face to remote self-service through the Internet. His goal is to improve services under all categories. He said the process of developing information systems is outlined and supervised by DISC–from needs assessment to RFP to selection of a vendor to building the system.. He said that in the bidding process the agency chooses the best bid, not necessarily the lowest. Regarding sharing of personal data, the agency's goal is to share needed data with partners without breaching an individual's privacy. Asked about future goals for KDHR, Mr. Sanders said he wants to see the agency's core business online by December 2001. Further, he would like to develop a way to allow fund transfers from employers to agencies and increase electronic transfers from agency to recipients.

The meeting was adjourned at 4:45 p.m. The next meeting is scheduled for Thursday, February 15, 2001, at 3:30 p.m. in Room 526-S.

e-GOVERNMENT COMMITTEE
GUEST LIST
DATE: FEBRUARY 13 2001

NAME	REPRESENTING
Scott Schneider	INK / KIC
Danielle Noe	D of A
William Sanders	KDHR
Kip Sagehorn	intern Rep Wilson
Ann Christian	public citizen
Linda Conderman	Citizen
(illegible)	"
Roger Aeschliman	KDHR
Richard Hays	Legislature

TESTIMONY TO HOUSE E-GOVERNMENT COMMITTEE

Tuesday, February 13, 2001
by Rick Beyer, Secretary
Kansas Department of Human Resources

Chairman Horst, Esteemed Committee Members:

Thank you for the opportunity to appear today to talk about the state of e-government within the Kansas Department of Human Resources (KDHR). While I believe we are a leader amongst state agencies in the use of technology today, that has not always been the case. I will share a brief history with you.

As recently as three years ago our department had a reputation for being an isolated segment of state government, uncooperative with DISC and other entities, and perhaps somewhat less than well organized in the administration of technology projects and the development of process improvements.

Until 1997, KDHR maintained its own mainframe computer, tape drives and other computer systems. After an acrimonious analysis and protracted review, we opted to run our agency on the DISC mainframe system. There were objections from our employees who presented convincing evidence that the loss of our own mainframe would result in higher costs to the agency, reduced

service levels and slower processing times. However, the result has been a dramatic improvement in relationships and services. While the cost structure of our arrangement is an issue that remains on the table, we are able to talk about it in an open and collaborative environment. With a few key staff additions and a brand new focus on systems and process controls and project management, our work products and image have turned around completely.

If you make inquiries of those who lead our state technology system, I believe you will hear that KDHR is an excellent partner—known for teamwork and cooperation. Moreover, we have outstanding process control systems and project management systems.

All of this has resulted in constantly improving service to our customers, both internal and external. This improvement has made life easier and better for our customers and it has enabled us to survive. KDHR has suffered twenty years of declining budgets and spending power. Without the technology improvements you will hear about in a moment, we would have gone out of business. Our funding has been considerably short of that needed to provide the level of face-to-face service that we provide today; only our e-government enhancements have allowed us to provide this front-lines service by reducing costs and freeing money formerly spent on processes and systems to be spent instead on people.

Our funding is extremely tight and without an aggressive and ongoing e-government mind set, we will not be able to continue to provide our core services in the future.

I would like to introduce William Sanders. William leads not only the Unemployment Insurance Division, he also leads the agency technology units and processes and the project management

services. He will tell you about our efforts in e-government. Once complete, both he and I will

be very glad to answer your questions and discuss the future.

CONTACTS:

Secretary Rick Beyer, 785-296-7474
Deputy Secretary Roger Aeschliman, 785-296-0821
Director William Sanders, 785-296-5075

KANSAS

Bill Graves
Governor

DEPARTMENT OF HUMAN RESOURCES
Division of Employment Security

Richard E. Beyer
Secretary

**E-Government Initiatives
Kansas Department of Human Resources**

**E-Government Committee
February 13, 2001**

**William N. Sanders, PMP
Chief Information Officer and
Director, Division of Employment Security**

wnsanders@hr.state.ks.us
**Phone: (785) 296-5075
Fax: (785) 296-1719**

Attachment 2
e-Gov   2-13-01

KDHR E-GOVERNMENT INITIATIVES

INTERNAL APPLICATIONS

- KDHR Intranet
    - Work Request System - (Oklahoma)
    - Motor Vehicle Check-out System
    - Employee Training
    - Agency Information

EXTERNAL APPLICATIONS

- Labor Market Information
- Kansasjoblink.com – Kansas, Ohio, Florida, (Oklahoma, Vermont)
- KDHR Web Site

IN DEVELOPMENT STAGES

- Workers Compensation System
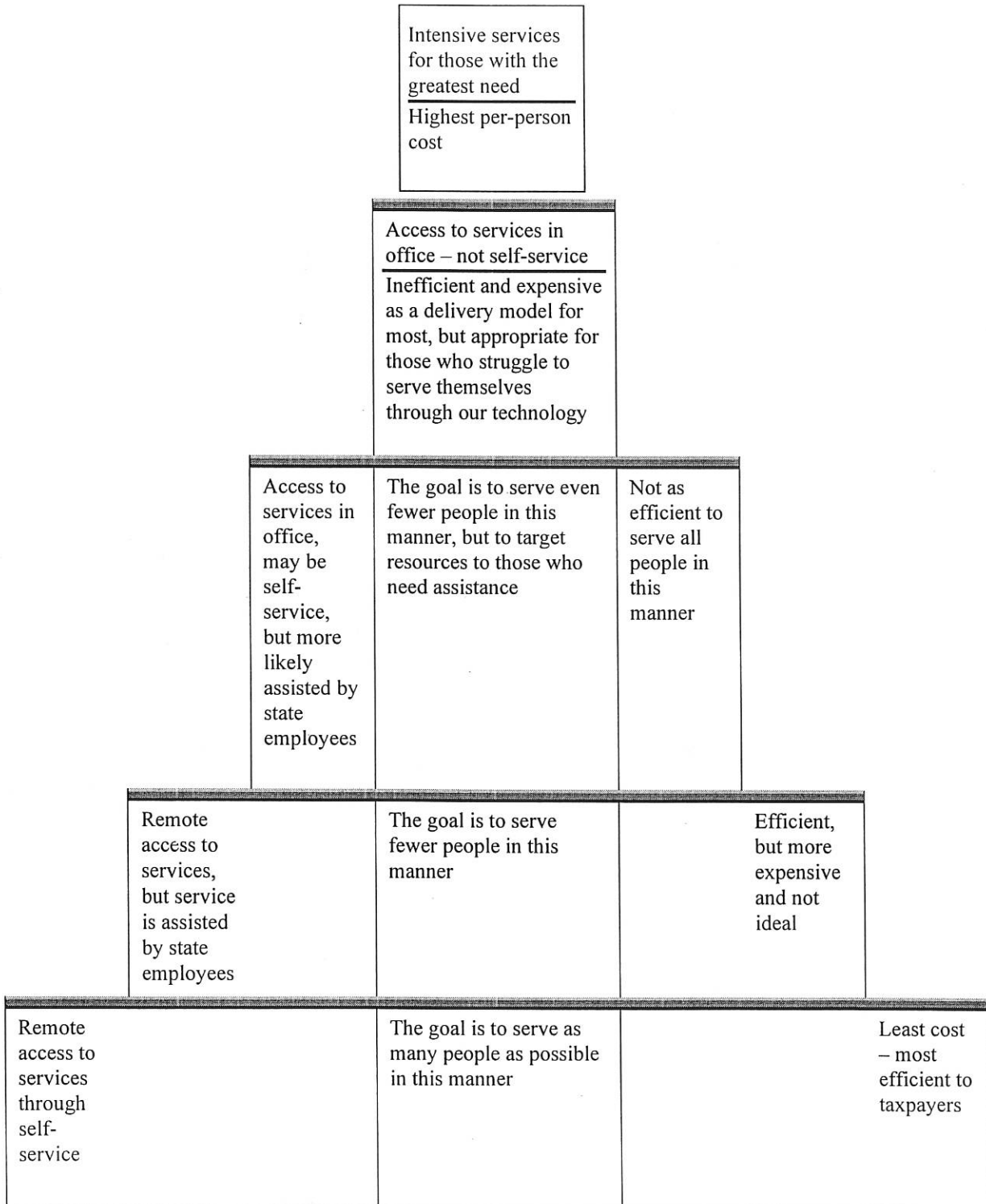
IN PLANNING STAGES

- Unemployment Insurance (Oklahoma)

THOUGHT PROCESS
(Oklahoma)

I. GUIDANCE AND LEADERSHIP

    A. Change Leadership
    B. Asking the Right Questions
    C. 360 Degree Feedback for Project Managers

II. HUMAN RESOURCE ISSUES

    D. Communications
    E. Human Resource Management
    F. Productive Meetings
    G. Conflict Resolution
    H. Team Building

III. STRATEGIC MANAGEMENT

    I. Strategic Management
    J. Strategic Visioning
    K. Strategic Planning
    L. Strategic Implementation and Execution
    M. Strategic Continuous Improvement

IV. ENSURING EFFICIENCY AND EFFECTIVENESS

    N. Benchmarking
    O. Business Process Reviews
    P. Increasing Customer Utility
    Q. Feasibility Studies
    R. Developing Business Cases

V. IMPLEMENTING PROJECTS

    S. Project Management
    T. Expectations of Project Managers
    U. Project Planning
    V. Project Scope Planning
    W. Project Start-Up

VI. PROJECT EXECUTION AND CONTROL

    X. Project Execution
    Y. Risk Management
    Z. Quality Assurance
    AA. Time Management
    BB. Cost Management
    CC. Procurement Management

SERVICE DELIVERY MODEL

Intensive services for those with the greatest need		
Highest per-person cost		

Access to services in office – not self-service		
Inefficient and expensive as a delivery model for most, but appropriate for those who struggle to serve themselves through our technology		

Access to services in office, may be self-service, but more likely assisted by state employees	The goal is to serve even fewer people in this manner, but to target resources to those who need assistance	Not as efficient to serve all people in this manner

Remote access to services, but service is assisted by state employees	The goal is to serve fewer people in this manner	Efficient, but more expensive and not ideal

Remote access to services through self-service	The goal is to serve as many people as possible in this manner	Least cost – most efficient to taxpayers

2-4

CUSTOMER UTILITY MODEL

	Point of Contact	Delivery	Use	Supplements	Maintenance	Disposal
Risk						
Convenience						
Simplicity						
Customer Productivity						

2-5

APPROVAL QUESTIONS

1. Have we adequately defined our customers?

2. Do we fully understand our customers' needs?

3. Have we focused our solution on our customers' needs?

4. Are we empowering our customers to help themselves?

5. Are we delivering personalized services when needed?

6. Have we redesigned our business processes with our customers in mind?

7. Will customers believe doing business with us is pleasant?

8. Are we thinking big, but starting small and scaling quickly?

9. Have we created the right strategic partnerships?

10. Are we delivering value?

11. Can we afford it?

2-6