MINUTES

JOINT COMMITTEE ON INFORMATION TECHNOLOGY

April 29, 2009
Room 535-N—Statehouse

Members Present

Representative Joe McLeland, Chairperson
Senator Tim Huelskamp, Vice-chairperson
Senator Tom Holland
Senator Mike Petersen
Representative Mike Burgess
Representative Nile Dillmore

Staff

Aaron Klaassen, Kansas Legislative Research Department
Julian Efird, Kansas Legislative Research Department
Scott Wells, Office of the Revisor of Statutes
Don Heiman, Legislative Chief Information Technology Officer
Gary Deeter, Committee Secretary

Conferees

Terri Clark, Data Center Manager, Computer Services, Legislative Administrative Services
David Larson, Director, Computer Services, Legislative Administrative Services
Carmen Alldritt, Director, Division of Motor Vehicles, Kansas Department of Revenue
Anthony Schlinsog, Chief, Bureau of Computer Services, Kansas Department of Transportation
Keith Meyers, Director of Training Services, Kansas Department of Commerce
Don Jordan, Secretary, Kansas Department of Social and Rehabilitation Services
Steve Montgomery, Chief Information Officer, Kansas Bureau of Investigation
Dorothy Stites, Deputy Secretary, Kansas Department of Labor
George Hubka, Chief Information Officer, Kansas Department of Labor

Others Attending

See attached list.

The Chairperson welcomed Terri Clark, Data Center Manager, Computer Services, Legislative Administrative Services (LAS), who reviewed the conversion from GroupWise to Microsoft Exchange (Attachment 1). She said that the migration to Microsoft Outlook meets Chief Information Technology Architect and Information Technology Executive Council standards, as well as being integrated with the Kansas Legislative Information System Strategic Plan (KLISS) architecture; the project cost will be completed 4.34 percent ($12,198) under budget. She provided a migration schedule (estimated to be completed 11 days over schedule) (Attachment 2) and noted the availability of web access training (Attachment 3). Ms. Clark replied to a question that GroupWise servers will be discontinued after June 30, 2009.

David Larson, Director, Computer Services, LAS, commented on the cost of the KLISS Project, saying that the project costs have been reduced by 49 percent through license savings and using staff, rather than consultants, for project work (Attachment 4). Commenting on the expiring Dell laptop lease for legislators, Mr. Larson said the old laptops should be turned in by May 30 and the new Dell laptops will be distributed later in June.

Carmen Alldritt, Director, Division of Motor Vehicles, Kansas Department of Revenue, reporting on the Photo First Model Office Project, said that the project received Kansas Information Technology Office (KITO) approval January 9, 2009, that a federal grant was provided ($925,000), that final approval for the system was received April 30, 2009, and that the system will be ready for pilot testing by September 2009 (Attachment 5).

Anthony Schlinsog, Chief, Bureau of Computer Services, Kansas Department of Transportation (KDOT), briefed the Committee on two projects: the Comprehensive Program Management System Replacement (sub-project 4), and the interface with the Financial Management System (now called SMART–Statewide Management Accounting and Reporting Tool). He stated that the former is nearing completion and scheduled to go live over Labor Day 2009. Regarding the latter, he commented that two systems will be replaced by SMART: the Voucher Entry System and the Integrated Financial Management System. He noted that several other systems will need interfaces in order to function with SMART, interfaces that will be incrementally implemented with the possibility of later being merged with SMART. The estimated cost is $779,707, with a close-out date of December 2011 (Attachment 6). The Chairperson stated that SMART was intended to supplant agency financial management systems; he expressed concern that KDOT deemed some function conversions optional and requested further information to determine why some application conversions are considered optional. Responding to a question, Mr. Schlinsog said that KDOT rarely interacts with the Kansas Turnpike Authority on projects.

Keith Meyers, Director of Training Services, Kansas Department of Commerce, reviewed the Regional Education and Workforce Access Remote Delivery (REWARD) project, which proposes deploying high-definition videoconferencing units to libraries and community/technical colleges throughout the state (Attachment 7). Explaining that this technology-based method of providing employment and training services will obviate the need for bricks-and-mortar locations and will save staff time, he commented that the project relies entirely on federal funds, but was placed on hold pending JCIT review.

Don Jordan, Secretary, Kansas Department of Social and Rehabilitation Services (SRS), presented two new projects to the Committee (Attachment 8). He said that the Protection Reporting Center will standardize and automate the reporting of suspected adult and child abuse/neglect and will interface with the Family and Child Tracking System (FACTS). After receiving KITO approval, SRS contracted with Harmony Consultants for $738,908 to implement the system by February 11, 2010. He explained that much of the cost for the project has been encumbered, since the project has been accumulating funds since FY 2007. Answering a question, Mr. Jordan replied that the up-

front funds for the project are all State General Fund, but federal matching funds will be available after the project is implemented. He replied that the project will replace manual processes and is critical enough that the agency plans to proceed, especially since most of the funds ($788,908) are currently encumbered and available.

Reporting on HATS (Host Access Transformation Services), Mr. Jordan said the infrastructure project is a temporary patch to keep an antiquated system running until funds are available to continue the $45 million Human Services Management System. Responding to a question, Jeff Lewis, Chief Information Officer, SRS, said HATS is a life-support interface done by SRS staff.

Steve Montgomery, Chief Information Officer, Kansas Bureau of Investigation (KBI), informed the JCIT that the planned Central Message Switch (CMS) replacement, a core communication component for KCJIS (Kansas Criminal Justice Information System) hardware, must be delayed and the funds diverted to upgrade the frame-relay system which provides dedicated connectivity to each of the state's 105 counties (Attachment 9). Mr. Montgomery requested that the JCIT recommend retaining the $605,200 for the message switch replacement and recommend a budget enhancement to fund the KCJIS circuit upgrades. Answering questions, Mr. Montgomery said the CMS funds are savings which, if expended elsewhere, cannot be replaced. He replied that the circuit upgrades will cost an additional $200,000 to $400,000. Don Heiman replied to another question that KAN-Ed uses the new circuit technology, which, like the KBI, is purchased from an AT&T contract through the Division of Information Systems and Communications (DISC). Members expressed surprise at the $416,000 telecommunication costs. The Chairperson requested that Mr. Heiman obtain cost information from DISC.

Dorothy Stites, Deputy Secretary, Kansas Department of Labor, updated the Committee regarding the Unemployment Insurance Modernization Project (Attachment 10). She then introduced George Hubka, Chief Information Officer, Kansas Department of Labor, who said that the design phase had been completed and the project was beginning the build phase; however, issues with vendor IBM caused the project to be placed on hold. The IBM contract was canceled and the agency, using the design information, began an incremental approach using agency staff. Answering questions, Mr. Hubka said the major technology was already in place. He replied that the online application for unemployment worked well unless special circumstances needed to be addressed, such as prior military service; if so, then the applicant must use the call center. A member observed that when the contract with IBM was closed, the project should have been recast rather than put on hold. To another question, Mr. Hubka said the federal stimulus package required two changes in the project configuration.

The meeting was adjourned. No further meeting was scheduled.

Prepared by Gary Deeter
Edited by Aaron Klaassen

Approved by Committee on:

<u>December 15, 2009</u>
(Date)

50199~(12/17/9{1:12PM})

Legislative Microsoft Email and GroupWare Conversion

Presentation to the Joint Committee on
Information Technology
April 29, 2009
Terri Clark
Data Center Manager
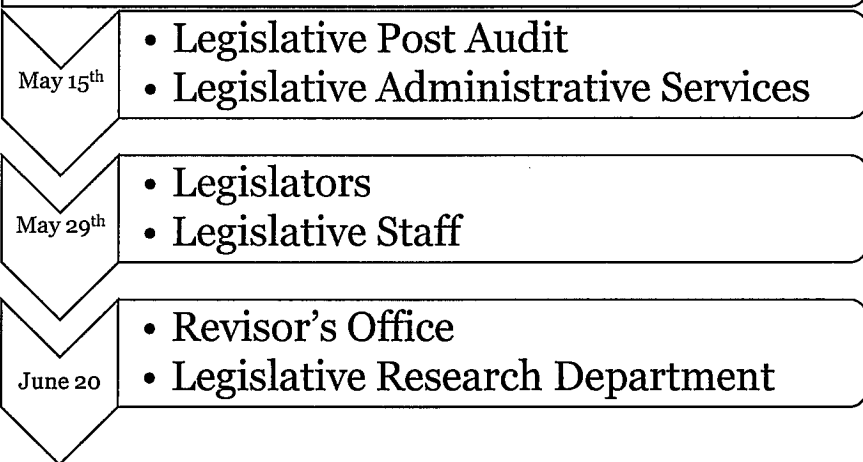
Exchange Server 2007 /Outlook Features

➢Enterprise email meets CITA/ITEC Standards
  ➢GroupWise twilighted in Technical Architecture v. 12
➢Improved spam control with IronPort device
  ➢88.6% incoming mail blocked, only 11.4% valid
➢Integrates with KLISS automatic event notification
  architecture, including RSS feeds
➢Integrates with 3rd party systems - Google Mail,
  mobile devices
➢Access remotely with https:/ secure web connection
➢Available for personal laptops - Microsoft At Home
➢Instant Messaging will be OpenFire/Spark – open
  source, KLISS integration

Project Status - Budget and Costs

	Project Budget	Actual Current	Est. Cost to Complete	Estimated Total Cost
Internal Expenses	$70,382	$20,060	$50,322	$70,382
External Costs	$210,950	$156,412	$42,340	$198,752
Total	$281,332	$176,472	$92,662	$269,134

Project is Estimated to Complete at $12,198 (4.34%) Under Budget

Migration Schedule

May 15th	• Legislative Post Audit • Legislative Administrative Services
May 29th	• Legislators • Legislative Staff
June 20	• Revisor's Office • Legislative Research Department

Project Status - Schedule

	Plan – Users	Actual – Users	Plan – Date	Actual – Date
Pilot Project	30	71	4/20/09	4/20/09
Final Migration	470	429	6/9/09	6/20/09
	500 Users	500 Users	241 Days	252 Days

Project is Estimated to Complete at 11 Days (4.56%) Over Schedule

Outlook Training
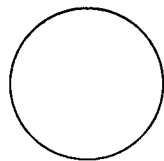
Scheduled Training
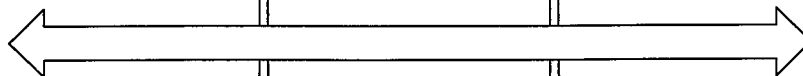- 30 min sessions on the hour during Veto Session
- Call or Drop In

One on One
- Convenient – Scheduled On Demand with Toni
- One on One or Small Group

Online
- Printed Manual
- Online Access
- Phone Support

Thank you. Questions?

Contact Computer Services:
368-7157
Suite 057-W in the Capitol
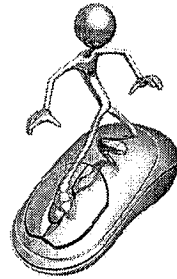
The legislature will be migrating from GroupWise email to the legislative Exchange Server 2007 system following the veto session. Outlook 2007 will be the email client on legislative computers.

The anticipated migration schedule follows:

Representatives:
Last Name begins A – D   Second evening following completion of veto session
Last Name begins E – H   Third evening following completion of veto session
Last Name begins I – M   Fourth evening following completion of veto session
Last Name begins N – R   Fifth evening following completion of veto session
Last Name begins S – Z   Sixth evening following completion of veto session

Senators:
Last name begins A – L   Seventh evening following completion of veto session
Last name begins M – Z   Eighth evening following completion of veto session

Legislative staff will migrate with their legislator.

When the veto session is complete the migration with actual dates will be published. Migrations will start at 6:00 pm. The completed email migration will be verified and tested by Computer Services technical staff. Following the migration we'll be available to answer questions and provide training on Outlook. Training materials are also available online at https://la003.state.ks.us/help/index.html

IF YOU HAVE BEEN ARCHIVING EMAIL IN THE GROUPWISE SYSTEM, PLEASE LET US KNOW BEFORE YOUR SCHEDULED MIGRATION. Your archived mail will be migrated, we just need to know the location of your archive in advance.

If you use a mobile device we will be happy to synchronize it with the new email system. If you use an iPhone, Treo, or other device, please be sure the cables are available so we can perform the synchronization. Please schedule this for the next time you are in the Capitol, or we can provide phone support for this service.

To access email during the interim please use Outlook web access.

https://legemail.ks.gov

(Note this is a secure site – https://)

Username = lg*username*
Password = *your network password*
(If you've created a different GroupWise password it will not work. Please use your network login password)

For assistance please call the Help Desk at 368-7157 during business hours.

I appreciate your cooperation as we implement the new email system.

Thanks,
Terri

Attachment 2
JCIT 4-29-09

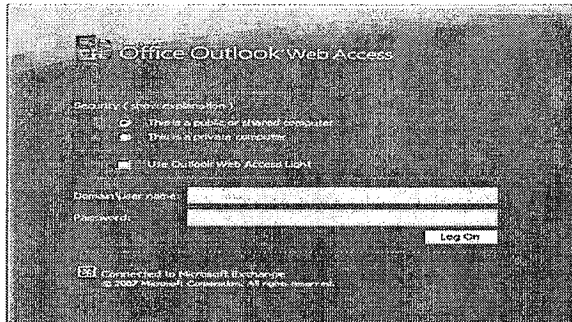# Microsoft® Office Outlook® Web Access 2007 Training

Get up to speed

Uses:

- The web interface of Outlook Web Access resembles the interface in <u>Microsoft Outlook</u>.

- OWA is used to access e-mail, calendars, contacts, tasks, and other mailbox content from any computer with an internet connection.

- Microsoft provides Outlook Web Access as part of Exchange Server to allow users to <u>connect remotely via a web browser</u>.

- OWA can be used from <u>Internet cafes </u>and any other location that provides connectivity to the Web.

Outlook Web Access 2007

Attachment 3   1
JCIT   4-29-09

The OWA Logon Page

Outlook Web Access (OWA) allows users to access their email from any web browser.

The URL is:
https://legemail.ks.gov

What is the difference?

•*Public* or *Shared* is configured for shorter connections

•*Private* is configured longer session inactivity timeouts

Rule of thumb: choose *Public*, unless you are certain the computer you are working from is safe.

Outlook Web Access 2007

The OWA Logon Page
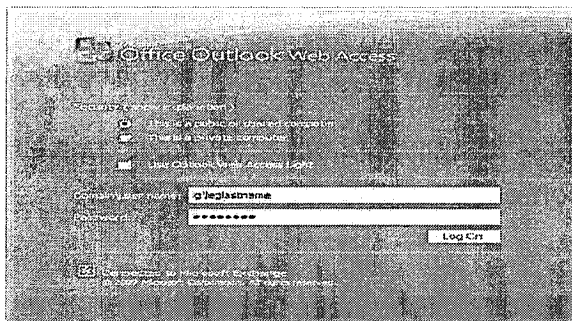
Enter Domain\your_user_name (ex. Lg\leg_last_name) and

Enter password

Both your user name and password were provided by Computer Services.

Option:

•Only select "Use Outlook Web Access Light" for slow or dial-up connections.

•Another screen may appear asking you about your location and time zone that you may change if needed. Clicking **Next** takes you to the Outlook Web Client.
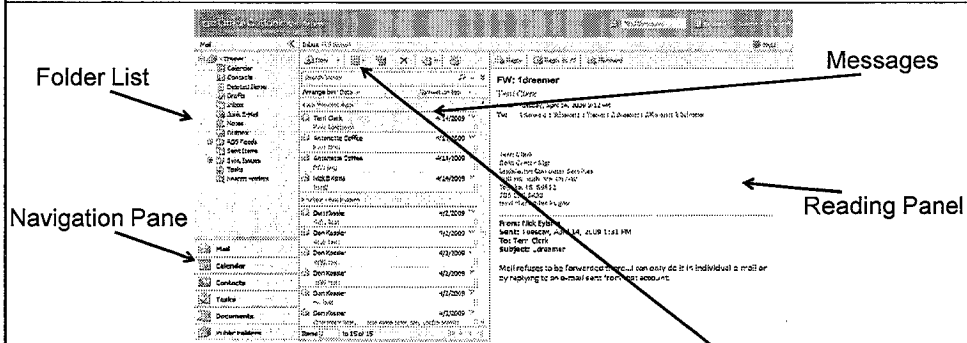
Outlook Web Access 2007

The Main Screen

Folder List

Messages

Navigation Pane
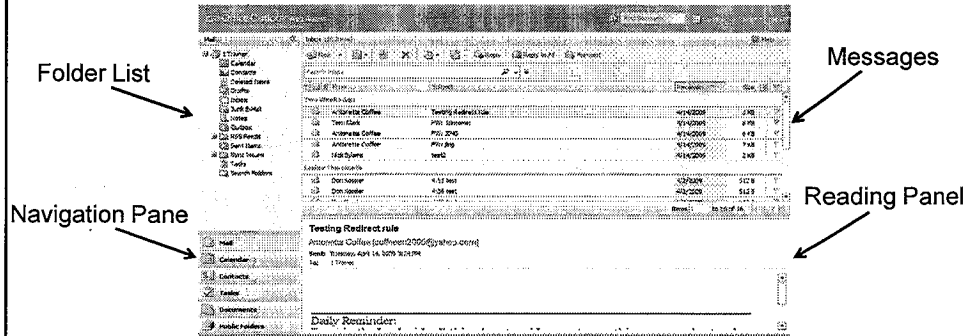
Reading Panel

Sections:

•Folder List – where you have your inbox and other folders.

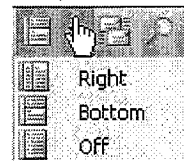•Navigation Pane-where you can select to see your Inbox, Calendar, etc.
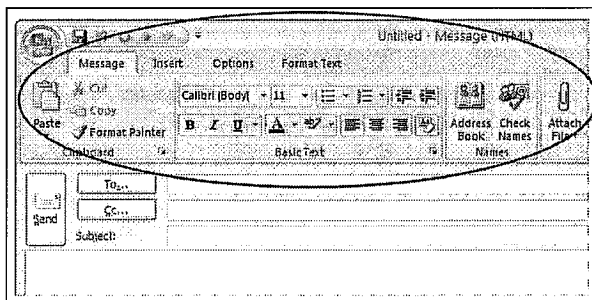
Outlook Web Access 2007

The Main Screen

Folder List

Messages

Navigation Pane

Reading Panel

To change the Reading Panel:

•Click on the button on the tool bar and select **RIGHT, BOTTOM** or **OFF.**

Right

Bottom

Off

Outlook Web Access 2007

Introducing the Ribbon

Here's a new e-mail message. The Ribbon is at the top of the window.

The Ribbon is visible each time you create or edit something in Outlook.

Why the new system? Microsoft carefully researched how people use commands in Outlook.

As a result of that research, some Outlook commands are now more prominent, and common commands are displayed and grouped in ways that make them easy to find and use.

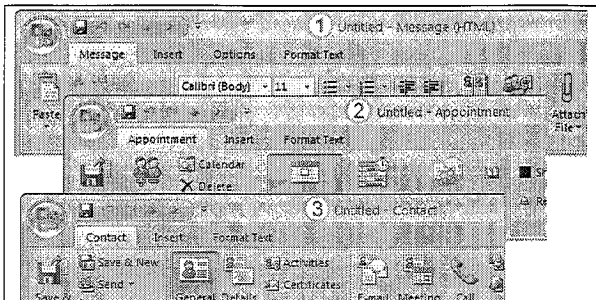Outlook Web Access 2007

A closer look at the Ribbon
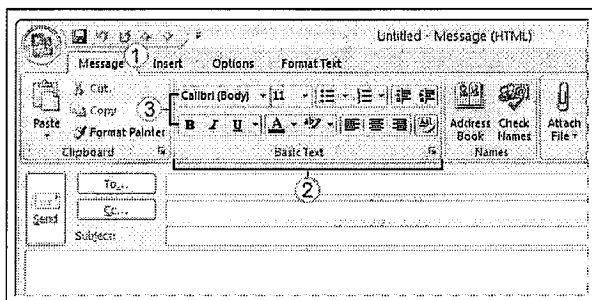
To better help you learn how to use the Ribbon, here's a guide to its basic arrangement.

① **Tabs:** The Ribbon is made up of different tabs, each related to specific kinds of work you do in Outlook.

② **Groups:** Each tab has several groups that show related items together.

③ **Commands:** A command is a button, a box to enter information, or a menu.

Outlook Web Access 2007

3-4

The Ribbon shows what you need

Once again, you'll encounter the Ribbon when you take certain actions such as creating messages, calendar entries, or contacts.

The Ribbon shows tabs and commands appropriate for what you're doing.

That is, the tabs on the Ribbon will differ depending on the area of Outlook you're working in.

Outlook Web Access 2007
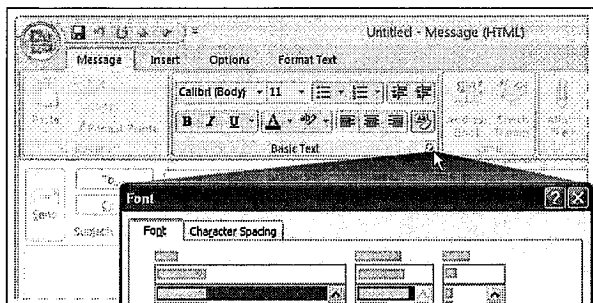
The Ribbon shows what you need
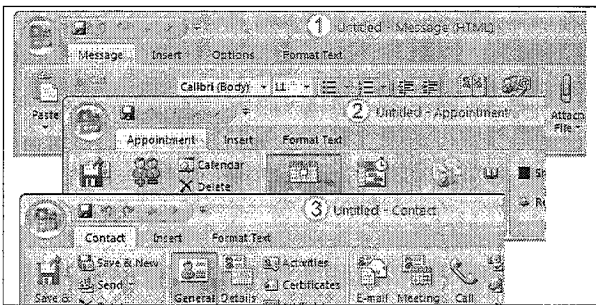
The picture shows some of these differences.

① A new message shows the **Message** and **Options** tabs.

② A new appointment shows the **Appointment** tab.

③ A new contact shows the **Contact** tab.

Outlook Web Access 2007
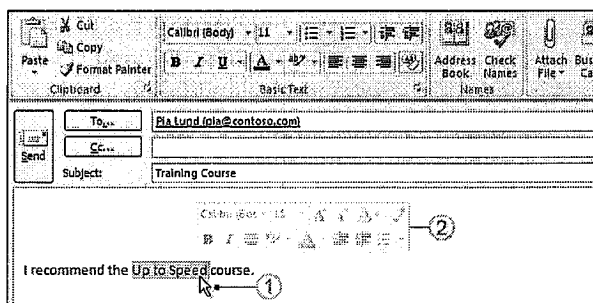
There's more than meets the eye

A small arrow at the bottom of a group means there's more available than what you see.

This button 🔲 is called the **Dialog Box Launcher**.

The picture shows that to see a full list of font options, you'd click the arrow next to the **Basic Text** group on the **Message** tab of a new e-mail message.

Outlook Web Access 2007

The Mini toolbar


The **Mini toolbar** allows you to quickly access formatting commands right where you need them: in the body of an e-mail message.

The picture shows how it works:

① Select your text by dragging with your mouse, and then point at the selection.

② The Mini toolbar appears in a faded fashion. If you point to it, it becomes solid. You can click a formatting option.

Outlook Web Access 2007

The Quick Access Toolbar
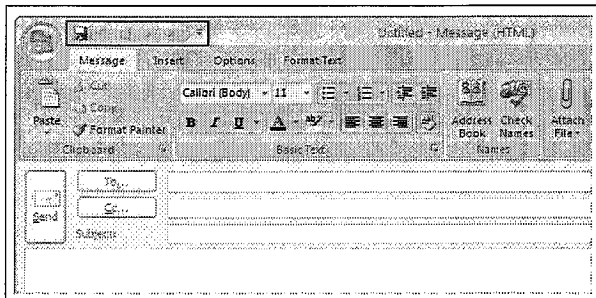
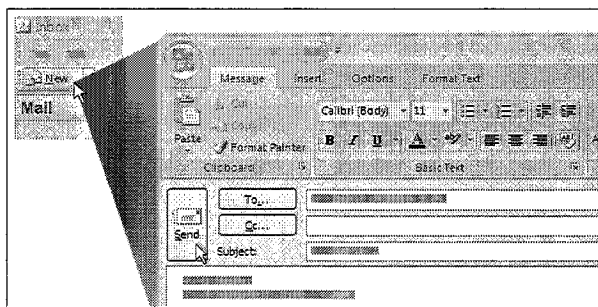The **Quick Access Toolbar** is a small toolbar above the Ribbon.

It's there to make the commands you need and use most often readily available.

What's best about the Quick Access Toolbar? What's on it is up to you.

That is, you can add your favorite commands to it with a simple right-click.

Create a new message

It's time to write and send your first e-mail message using the new Outlook.

What do you need to know? For starters, **some things haven't changed**.

The first thing you need to know to get started is that you don't need to know anything new. All of the old ways to start a new message still work.

In a new message, first get oriented to the Ribbon. The **Message** tab is on top, with the commands you're most likely to use every time you create and send a message.

Create a new message
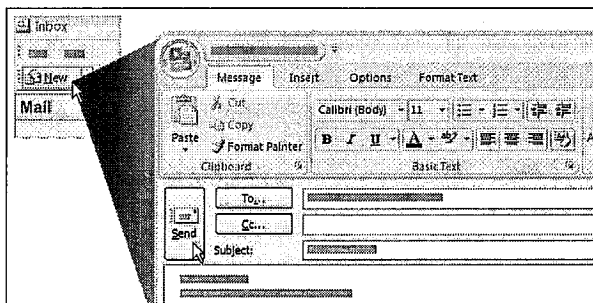
Using other tabs

If you're having trouble finding a command or button, you may need to look on another tab.

For example, to *insert* a picture so that it appears in line with the text of your message (not as a separate attachment), you'll need to switch to the **Insert** tab.

Outlook Web Access 2007

Use the Address Book to add recipients
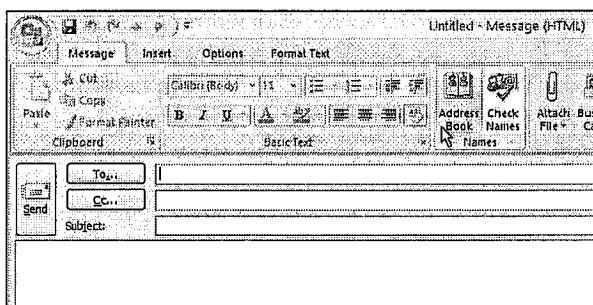
Do you use the Address Book to add names to the **To**, **Cc**, and **Bcc** fields?

You'll find the **Address Book** command on the **Message** tab.

Outlook Web Access 2007

Show or hide the Bcc field
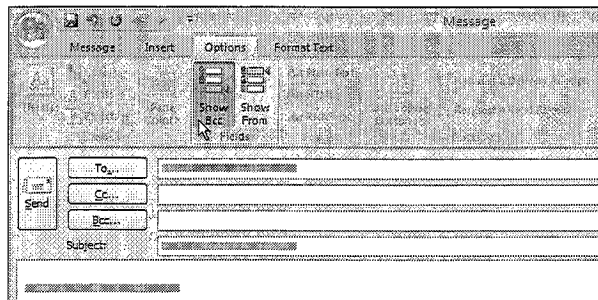
If you prefer to type e-mail addresses directly in the **To** and **Cc** boxes, you may also want to know how you can show the **Bcc** field so that you can type names there, too.

The picture shows the location of the **Show Bcc** command.

As you can see, you'll find it on the **Options** tab.

Outlook Web Access 2007

Include your signature
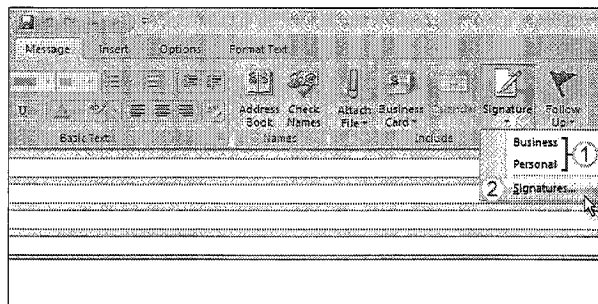
Do you use a personal e-mail signature at the end of your Outlook messages?

If you didn't use signatures (maybe they seemed too complex or you could never remember how to create them or where to find them), you'll be surprised to see how easy signatures are in Outlook 2007.

Outlook Web Access 2007

Include your signature
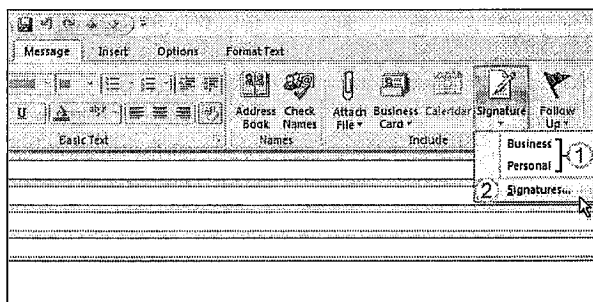
You can modify existing signatures or create new ones, as well as set a default signature.

Start by clicking the arrow under the **Signature** command.

The picture shows what happens next:

① If you created signatures previously, you'll see them listed here.

② To create new signatures, set a default signature, or modify existing signatures, click **Signatures**.

Outlook Web Access 2007

Respond to a message
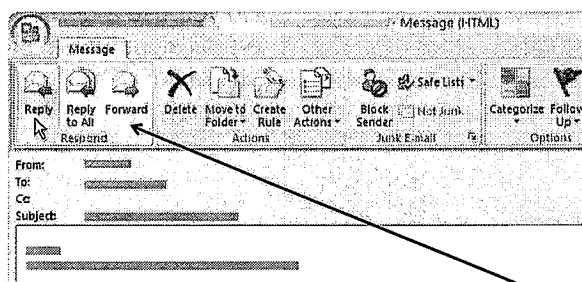
E-mail isn't just about sending...

...it's also about receiving and replying.

When you reply from an open message, you'll use the buttons in the **Respond** group on the **Message** tab of the Ribbon.
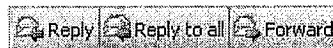
You'll notice that what's on the Ribbon in a received message is different from what's on it for a new mail message.

Outlook Web Access 2007

Include an attachment
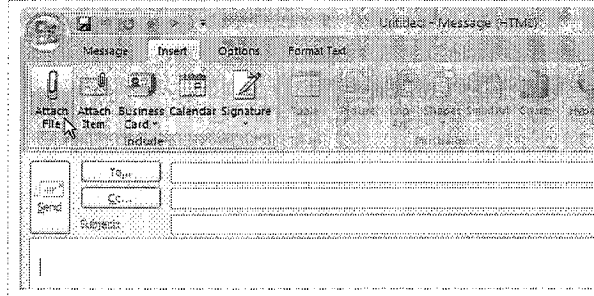
Including an attached document or picture with your message is easier than ever.

Just as you've always done, you'll begin by creating a new message. Then you'll use the **Attach File** command on the Ribbon.

Outlook Web Access 2007

Include an attachment
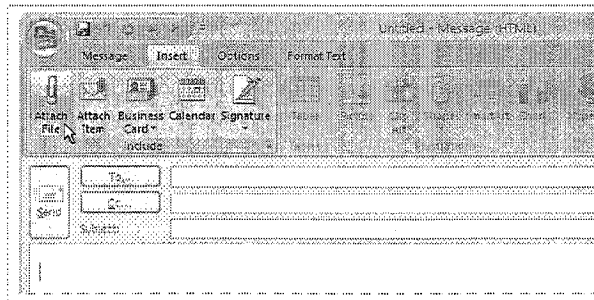
Where you'll find Attach File

Including an attachment is a common activity, so you'll find **Attach File** on both the **Message** tab and the **Insert** tab.

The picture shows it on the **Insert** tab.

Outlook Web Access 2007

3 - 11

Include an attachment
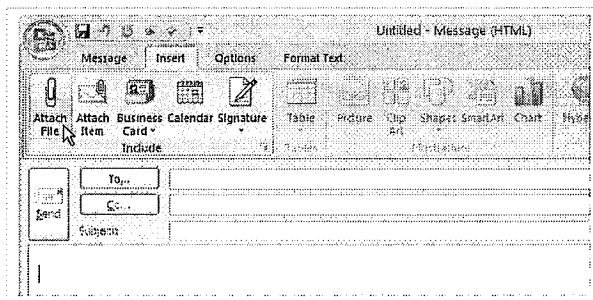
You can't attach just anything

Outlook will block certain types of file attachments.

This behavior is unchanged from earlier versions.

However, you may be interested to know that some file types that were previously blocked are now allowed and some new types have been added to the blocked list.

Outlook Web Access 2007

Include a picture in line with text
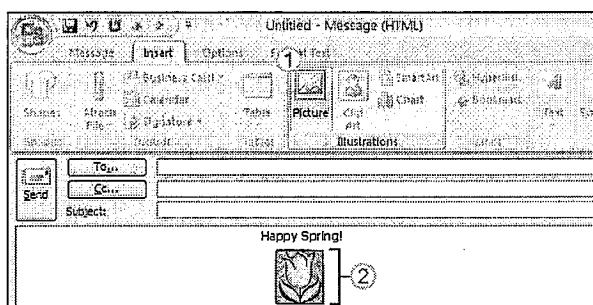
In Outlook, it's easy to send pictures in the body of your e-mail messages instead of as separately attached files.

To do this:

① Click the **Picture** command on the **Insert** tab.

② As shown in the illustration, you'll see a picture in the body of the message.

Outlook Web Access 2007

Thank you
any questions in the future
contact Computer Services
368-7157
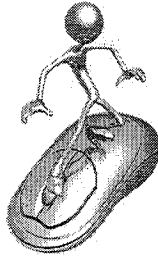
Outlook Web Access 2007

Analysis of Project Costs – Active Directory, Network Stabilization, Email Conversion Projects

ı in Project	May 2008 Est	Notes	Item in Project	Nov 2008	Notes
RTG-Choice Proposal	$1,600,000		Netwk stabilization	$411,000	bids
Deduct project mgt fees	$271,000	task perform by T Clark	Email conversion	$210,000	bids
Proj Balance	$1,329,000				
Retail rates inflation	$650,000	49%	Actual Project bids	$621,000	
Deduct MS license savings	$160,000	commit to MS platform	MS license savings	$160,000	commit to MS platform
Proj Balance	$490,000		Proj Balance	$461,000	
Deduct Novel Lic savings	$130,000	2 yrs savings	Novell license savings	$130,000	2 yrs savings
Proj Balance	$360,000		Proj Balance	$331,000	
AD, SUSE, Firewall	$125,000	existing money	AD, SUSE, Firewall	$125,000	existing money
Proj Balance	$235,000		Proj Balance	$206,000	

To: Joint Committee on Information Technology

From: Carmen Alldritt Director of Vehicles
           Department of Revenue

Date: April 29, 2009

Subject: Photo First Model Office

- Federal Grant received from DHS/FEMA in the amount of $925,000

- Project received KITO approval January 9, 2009

- Review of Functional, Interface, Platform, Document Authentication, Capture S/W and Server S/W specs

- Final approval of system development April 30, 2009

- L-1 customize software to KDOR specifications

- Integration and testing begin July 2009

- UAT and Pilot test September 2009

TESTIMONY BEFORE THE JOINT COMMITTEE ON INFORMATION TECHNOLOGY

REGARDING KDOT INFORMATION TECHNOLOGY PROJECTS

April 29, 2009

Mr. Chairman and Committee Members:

Good afternoon. My name is Anthony Schlinsog and I am the Chief Information Officer for the Kansas Department of Transportation (KDOT). Today I will be providing updates on the following information technology (IT) projects:

- Comprehensive Program Management System Replacement, Subproject IV
- Financial Management System Integration (w/SMART) Project

Comprehensive Program Management System Replacement, Subproject IV

The current Comprehensive Program Management System (CPMS) is a mission-critical system used by the Kansas Department of Transportation (KDOT) to manage the work required to support the state's transportation network. KDOT uses CPMS to provide program, project, production, analysis, reporting, and fund management for the Agency's transportation programs and for maintenance of the transportation network. The new WinCPMS application will replace the complex legacy mainframe application and aging technology that has been in production since 1992.

The feasibility study for the WinCPMS project began in FY 2004 with the project being recast in October 2007 to better align the project management approach with an agile development methodology. The recast of the project did not extend the original end date of the project and slightly decreased the budget. The project is broken into 5 separate subprojects, the first 4 each adding additional functionality to the system and the last subproject, Subproject V, focused on deployment.

The particular subproject in question here, Subproject IV, began in January 2009 and is scheduled for completion prior to the next fiscal year. Source of the funding for Subproject IV is as follows:

- $1,502,939 FY 2007 Encumbered Funds
- $ 265,069 FY 2009 Funds

After the recast, the total project cost decreased by $576,708 for a total of $8.71 million with the following breakdown:

- $0.24M Feasibility Study Report (FY 04-06)
- $6.88M EDS contract (FY 07)

- $0.63M Computer hardware, software, training, travel (FY 07-09)
- $0.96M Internal labor cost (FY 07-10)

The projected completion date for the WinCPMS project remains September 2009 with a go-live over Labor Day weekend.

Financial Management System Integration (w/SMART) Project

Earlier this month, the State Department of Administration published the interface specifications for the new state financial management system, or SMART. These specifications give state agencies, like KDOT, the information we need to interface our systems the Financial Management System (FMS/SMART).

KDOT has performed a Needs Assessment Study of our financial systems and determined that two (2) systems internal to KDOT will be replaced by FMS (SMART). They are the Voucher Entry System (VES) and the Integrated Financial Management System (IFIS).

The Voucher Entry System, or VES, processes KDOT purchase requests/orders, invoices and payments. The Voucher Payment and Procurement System supports the processing of purchase requests and purchase orders for the agency. Purchase, receipt, invoicing, voucher, and payment processes are tracked by the system. The system interfaces with the Statewide Accounting and Reporting System (STARS) and is used to generate payments triggered by voucher requests. The information collected in this system is also distributed to the KDOT Cost Center Feedback (CCFB) system for distribution to other cost centers, and is distributed to the IFIS budgetary system.

The Integrated Financial Management System, or IFIS, is KDOT's general ledger system that integrates budget and expenditures. This general ledger system reflects a modified accrual basis of accounting, recognizing revenues when they become available and expenditures when the liability is incurred. Standard financial and budget reports are supported by the system. Budget data is reported to the system, and summarized expenditure information by account is available on-line.

As the State Department of Administration proceeds with its FMS (SMART) replacement project, KDOT will also need to integrate several of it's remaining systems with SMART. These systems include CPMS and it's replacement WinCPMS, CMS, City Connecting Links, Crew Card and CCFB to name a few.

An analysis of the KDOT systems resulted in a recommendation of a staggered approach to replacing KDOT's mainframe applications. The staggered approach utilizes a short term and long term strategy. It is intended to prevent significant disruption to KDOT business processes in the short term, add value to KDOT's system architecture, and limit the time and effort required by KDOT for the current State of Kansas FMS (SMART) project. The long term strategy will involve replacing additional KDOT applications with functionality included in FMS (SMART). The replacement of these applications is optional. The work that can begin immediately will include getting contracts established to begin the analysis of the applications that will need to be

interfaced based on information we know at this time. KDOT will be moving from a batch processing environment to a real time environment with several applications. This will be a significant issue with these applications with regard to design and alterations of our processes.

The total project cost at this time is estimated to be $779,707 with the following breakdown:

- $425,000 Contract Programming (FY 09-10)
- $354,707 Internal labor cost (FY 09-11)

The projected close-out date for the Financial Management System Integration Project is December 2011.

Thank you for your time, I will gladly stand for questions.

6-3

Briefing to the Joint Committee on Information Technology
Regional Education and Workforce Access Remote Delivery Project
Kansas Department of Commerce
D. Keith Meyers, Director of Training Services
April 29, 2009

Mr. Chairman, members of the committee, thank you for this opportunity to brief you on the progress to date on the Department of Commerce's Regional Education and Workforce Access Remote Delivery (REWARD) project. Since I presented to you on December 8, 2008, the department's detailed project plan was approved by the Executive Branch CITO on January 30, 2009 and implementation commenced.

As a refresher, this project involves deploying high-definition videoconferencing units and leveraging the current/planned availability of such units at libraries and community/technical colleges throughout the state. This will allow Commerce and the public workforce system (under the Workforce Investment Act) and Kansas postsecondary educational partners to more effectively meet the needs of their current customers and extend the geographic reach of employment services and training opportunities, particularly to rural areas of the state. Services will be provided at a lower cost than establishing additional bricks and mortar Workforce Centers or traveling to provide outreach services. This technology-based method of providing employment and training services will also save time and money for job seekers, employers, and program participants.

With a broader deployment of the technology, the principal utilization of the equipment will be to provide employment and training services as follows:

- o Provide job search resume assistance for job seekers;
- o Present interviewing, job search, and resume writing workshops for groups and/or individuals;
- o Facilitate job candidate interviews for employers;
- o Provide distance learning opportunities for dislocated workers and other job seekers;
- o Conduct outreach and intake interviews with potential program participants;
- o Perform progress updates with program enrollees; and
- o Provide prioritized and personalized services for military veterans and their spouses.

Availability of this videoconferencing equipment in the field will also provide the opportunity for agency and partner staff to participate in meetings with peers and advisory boards in other locations thereby reducing travel costs.

In conjunction with our work breakdown structure, the department completed the installation and connection of site #1 at Hutchinson Community College on March 18, 2009 which was ahead of schedule and on budget. As a result of notification from the Executive Branch CITO in March that the project was on hold until additional review by the JCIT, the project was placed on hold.

The fiscal resources for the REWARD project are provided completely through federal funding streams including Wagner-Peyser Act (labor exchange employment services) funds, Workforce Investment Act funds, and a U.S. Department of Labor Dislocated Worker Grant. These federal funds will provide for the establishment of nine high-definition videoconferencing units in the three local areas covered by the Dislocated Worker Grant and for the required connectivity. The videoconferencing equipment for this project will be procured from an existing state contract.

The Department of Commerce and its partners are eager to move forward with this project for the benefit of Kansas job seekers and employers.

KANSAS

DEPARTMENT OF SOCIAL AND REHABILITATION SERVICES

Don Jordan, Secretary

Joint Committee on Information Technology
April 29, 2009

Protection Reporting Center (PRC)

And

Host Access Transmission Services (HATS)

Information Technology Service
Secretary Jordan

Attachment 8
JCIT 4-29-09

DEPARTMENT OF SOCIAL
AND REHABILITATION SERVICES

Protection Reporting Center (PRC)

And

Host Access Transmission Services (HATS)

Joint Committee on Information Technology
April 29, 2009

Chairman McLeland and members of the Committee, I am Don Jordan, Secretary of SRS. Thank you for the opportunity to appear before you today to present our Protection Reporting Center (PRC) and Host Access Transformation Services (HATS) projects.

Protection Reporting Center (PRC)

The Statewide PRC project involves the acquisition and implementation, through a Request for Proposal (RFP), of an application that can meet the current and future needs of our Protection Report Center. The project will acquire and implement a software solution for the intake, tracking, and management reporting of abuse/neglect referral data for the protection of children and adults across the State of Kansas. This project will standardize and improve the business processes for quality and consistency of services across the State and implement a system to support and enable these new processes. This project will improve the ability to consistently apply program policy and procedure through the implementation of a software solution for Children and Family Services and Adult Protective Services program areas statewide.

SRS currently has seven Protection Reporting Centers located across the State of Kansas to report suspected adult and child abuse/neglect. These centers are currently functioning with a very limited toolset and inconsistent business processes. Most of the reports come into our PRC centers by phone through mandated Reporters, such as hospitals or schools and information is recorded in multiple fashions and stored in various locations. The information for child abuse/neglect cases must be manually entered again into another system, leaving room for errors and unnecessary duplication of work.

The new application will provide an automated, uniform and consistent manner of processing all reported cases of suspected child or adult abuse/neglect processed by SRS. The new system will be required to implement an interface with the current SRS FACTS system which serves as a tracking

and repository used for reporting to the U.S. Department of Health and Human Services for suspected child abuse/neglect cases. The implementation of the interface should lead to less data entry errors and more efficiency than the current manual data entry process.

We received CITO Approval for our High Level Plan on October 11, 2007.

We worked with the Division of Purchases and awarded a contract to Harmony Software on December 23, 2008.

The contract with Harmony is $738,908 with an estimated completion date of February 11, 2010.

The following table shows the specific amount and year the funds for the PRC project were encumbered and estimated amount of staff time allocated to the project.

Fiscal Year	Total Amount	State General Funds	Salary and Wages	Encumbered Funds
FY07	$ 20,734	$ 20,734	$ 20,734	$ 359,175
FY08	$ 30,270	$ 30,270	$ 30,270	$ 255,300
FY09	$ 468,334	$ 468,334	$ 113,809	$ 174,433
FY10	$ 544,946	$ 544,946	$ 110,563	$ 0
Grand Total	$ 1,064,284	$ 1,064,284	$ 275,376	$ 788,908

Host Access Transformation Services (HATS)

The Host Access Transformation Services (HATS) infrastructure project will provide for the purchase, installation, and services (design and mentoring) of the HATS software. This software solution provides our development staff with an easy to use tool that will allow them to transform and extend our current major legacy systems using 3270 terminal emulation applications to the Web including portals and mobile devices. The implementation of this project will establish the environment that will enable the reuse of existing application functionality by other current applications or newly developed applications in less time than traditional development methods. This environment will also support the ability to transform our legacy applications directly to the web, while enhancing the usability through web service components such as drop down lists, calendars, etc. These development tools established in this project should provide our development staff with more efficient methods for supporting and extending the functionality of our legacy systems to support the large backlog of requests for the business users within SRS with many of these requests being either Federal or State mandates.

KANSAS

DEPARTMENT OF SOCIAL
AND REHABILITATION SERVICES

Implementing this infrastructure software project will enable SRS to better position itself to move forward with supporting several of its legacy systems and implementing more tactical initiatives to increase customer service and provide a more efficient workforce. This project is necessary because the requested funding to implement the strategic Human Service Management (HSM) project that would replace the major legacy applications within SRS has not been secured and funding will probably not be available for a few years. Since funding will not be available to replace these legacy systems for the foreseeable future, this project will meant to improve the productivity of development staff to support these legacy systems and provide the necessary changes to support new initiatives in the future to increase customer service and provide a more efficient workforce.

We received CITO Approval for our High Level Plan on December 29, 2008.

The actual HATS software was acquired on December 30, 2008 through the Software House International (SHI) State contract at a cost of $230,100. The remaining project funds will be used for implementation services.

The following table shows the specific amount and year the funds for the HATS project and estimated amount of staff time allocated to the project.

Fiscal Year	Total Amount	State General Funds	Salary and Wages	Encumbered Funds
FY09	$ 343,477	$ 192,553	$ 61,577	$ 321,900
FY10	$ 58,671	$ 32,891	$ 18,671	$ 0
Total Amount	$ 402,148	$ 225,444	$ 80,248	$ 321,900

As you can see from the presentation, the funding for these two projects are very important to us so that we can continue to provide more efficient ways for our staff to perform their job duties and provide the necessary support for our legacy systems until we have the opportunity to replace them with more modern systems in the future.

I would be glad answer any questions the Committee may have at this time.

KBI Testimony before the Joint Committee on Information Technology
KCJIS (KBI) Central Message Switch project status
4/29/2009

Presenter: Steve Montgomery, CIO, Kansas Bureau of Investigation

The KBI, on behalf of the Kansas Criminal Justice Information System (KCJIS), maintains and supports the state's central message switch (CMS) and other core KCJIS hardware, software and interfaces. KCJIS provides Kansas criminal justice agencies with a 24x7x365 access to sensitive, criminal justice related data and provides a secure, instantaneous resource with which to communicate with one another. This access is used for the protection of our nation by providing the means for distributing immediate homeland security notifications to law enforcement, and for providing criminal justice agencies with time-sensitive, critical information maintained in national, state, and local databases, such as: the FBI's National Crime Information Center (NCIC) and wanted persons, suspected terrorists, stolen property, registered sex offenders, Interstate Identification Index (III) and other state's criminal history, driver's license and vehicle registration files.

One of the critical components of the KCJIS is the CMS, a very complex communication platform that manages the information exchanges between KCJIS users and the various repositories they access. Since the original CMS vendor's bankruptcy in 1998 the KBI has contracted with an independent vendor for critical support and maintenance of the CMS. Consequently the CMS is in critical need of updating/replacement and is perpetually at risk of losing support.

The KCJIS governance committee has for several years identified replacement of the CMS as a priority element of the KCJIS strategic plan. Early in state fiscal year 2009 the KBI was able to set aside monies from a fee fund to initiate the procurement of a new CMS. The project was presented to the JCIT on November 20, 2008 and the high level project plan received CITO approval in February of 2009.

Since February the CMS project has been of uncertain status due to budgetary issues, primarily pertaining to dedicated telecommunication circuits upon which KCJIS relies. The KBI, on behalf of KCJIS and the state, is the designated fiscal agent for provisioning of a single, dedicated telecommunication circuit to each county. The circuits are managed and monitored by the state to ensure that public safety communications can be reliably maintained even in a state of emergency.

Starting in FY2010 the annual cost of the KCJIS telecommunication circuits will increase due to technology changes that are occurring throughout the telecommunications industry. The KBI was unsuccessful in receiving a FY2010 budget enhancement to cover the increased cost. Having no other alternative it was decided to suspend the CMS project, redirecting the funds instead to cover the cost for the KCJIS circuits for 1 year. This plan was presented to and approved by the House Appropriations Committee in February of 2009. Recognizing the solution as temporary in nature it was recognized that both the circuits and the CMS will necessarily be revisited as part of the FY2011 budget process.

It is therefore critically important that the $605,200 of funding estimated for the CMS project remain in the KBI budget FY2010. Removing it would have several consequences that extend well beyond replacement of the CMS:

1. Both projects, the CMS project and the telecommunication circuit upgrades, would have to be canceled.
2. State support for the telecommunication circuits that provide the primary connection for law enforcement to KCJIS will cease, placing the financial burden on local law enforcement and potentially sacrificing secure and reliable communications for public safety.
3. Removing the full CMS project budget, $605,200, removes funding from the KBI budget that will not available.
   a. Included in the $605,200 estimate are internal costs for employee salaries that will still be incurred if the CMS project is discontinued.
   b. Included in the $605,200 funding need are maintenance contract savings that will not be realized unless the CMS project is accomplished.
   c. The $605,200 project budget is not restricted to a single year (FY2010) but rather spread out over a 3 year period.

At a minimum the KCJIS community requires the $605,200 remain in the KBI FY10 budget in order that the KCJIS circuit upgrades may occur, so that existing critical staff may be retained, and so essential KCJIS maintenance contracts may be funded.

Ideally, the KBI would be allowed to retain the $605,200 and use it for the CMS project as originally planned, and also be provided a budget enhancement of $416,853 to fund the required KCJIS circuit upgrades.

Attachment 10
JCIT 4-29-09

Unemployment Insurance Modernization Project

JCIT Update

April 29, 2009

Presented by

Dorothy Stites, Deputy Secretary KDOL
Dorothy.Stites@dol.ks.gov
and
George Hubka, CIO KDOL
George.Hubka@dol.ks.gov

UI Modernization Project

- Goals of UIM project
- Progress and accomplishments
- Next steps

Recap: What is the UIM project and its goals?

- Scope – All of UI operations, systems and processes
- Improves customer service by making our operations simpler and more efficient
  - More accurate and timely services
  - Recent changes (i.e. extended benefits program) have been costly, time consuming and inefficient for customers
- Ensures we meet customer needs with the most cost effective and efficient methods; current system is obsolete
- Modernizes both business processes and technology

KANSAS
DEPARTMENT OF LABOR

Progress since October, 2008

- **Completed the Design Phase and now embarking on the Build Phase**
  - December, 2008: Project was put on hold to deal with the impacts of the economic recession and the increasing number of UI benefits claims; Ultimately vendor and KDOL mutually agreed to end relationship

- **Changed our approach to more iterative method of rolling out projects, allowing for more manageable build and test phases**
  - Many specific accomplishments as part of this new approach

KANSAS
DEPARTMENT OF LABOR

Strategic approach: Accomplishments in line with vision and goal of UIM

- Online address changes
- Online account recovery
- Dedicated Contact Center queues
- Streamlining of Interactive Voice Recognition (IVR) verbiage to shorten wait times
- Fax server
- Unemployment benefits debit card
- In Progress
  - Automatic registration of UI claimants with Commerce
  - Electronic employer registration

KANSAS
DEPARTMENT OF LABOR

New approach to project

- Moving away from a grand "flip the switch" implementation of the entire new system
- Iterative and strategic approach will reconstruct the end goal into smaller pieces (iterations) with deployed technology and supporting organizational change
- This will be accomplished with smaller vendor engagements and temporary augmentation of IT staff
- This approach will bring more immediate benefits and enable us to be more agile

KANSAS
DEPARTMENT OF LABOR

Next steps

- Economic crisis has caused us to reorder timing of certain developments
- Working with KITO office regarding startup of the UIM Build and Deploy projects
- Upcoming "Build" projects:
  - Deployment of Genesys into the Contact Center
  - Deployment of FileNet for quarterly wage reporting process
  - Performing the upgrade of our Siebel environment to the Siebel public sector solution
- Budget remains adequate to complete the project

KANSAS
DEPARTMENT OF LABOR

Conclusion

- We want to be sure the project is done right
- UIM addresses a real need for our customers and our agency–replacing an obsolete, inflexible system
- We will save operating costs for agency and employers
- It will improve customer service

KANSAS
DEPARTMENT OF LABOR