

Operations / Information Technology Report September 2016

- Admin Update:** NCSBN: As part of the duties associated with the NCSBN Board of Directors, Adrian Guerrero attended NCSBN Board of Directors Meetings & the NCSBN Annual Meeting.
- Licensure / HR:** KSBN hired Crystal Fosdick & Margaret Zillinger to fill the two RN Investigator vacancies.
- KSBN hired Tina Beach, to fill the vacancy of the Administrative Specialist in Legal.
- KSBN hired Aushlin Lowery, to fill the vacancy in Legal and will be a Senior Administrative Assistant for the AAG & SAAG.
- Sheila Rice has attended all 13 courses and the tabletop exercise with the Kansas Dept of Emergency Management for COOP. Work on the COOP plan is underway for the agency, per the Board's request.
- Online Updates:** System Automation Upgrade Project: KSBN is working with SA on the final testing phases of the project to develop the Online Initial, Reinstatement and Endorsement process. Testing, instructions and training is currently underway for staff.
- Discipline Case List Orders: KSBN is updating the case list into a new data driven format. The existing list was converted to the new format for deployment upon approval of the final project format.
- The KANN Check System currently has 163 users in the system.
- Social Media: Approximately 985 currently follow the sites on Twitter and 1400 on FaceBook.
- KSBN IT is working with Kansas.gov and SystemAutomation to review for possible enhancements to the KANNCheck & Per-Search Verification Systems to add Temporary Permits into the system as well as deploying an Administrative Systems Portal for KSBN IT to manage the system.
- KORA: The Kansas Open Records Act data mailing list has filled approximately 265 mailing list requests via the online solution.
- KSBN selected a vendor for the re-designing the ksbn.org website. KSBN will re-design the web architecture to take advantage of a Content Management System (CMS). This type of architecture would make the management of the site more dynamic and scalable for multiple platforms including mobile. The high-level planning for this project started on July 1, 2016.
- Network Updates:**
- KSBN IT is working with vendors on a project to upgrade the agency's virtual infrastructure of the newest software version.
- Per the Boards request, KSBN IT is researching a few options for possible use in a warm co-location (CoLo)/DR site for the KSBN IT infrastructure. KSBN purchased the hardware before end of fiscal year and will begin working with the State Office of Purchasing to develop and RFP for the CoLo site hosting.
- KSBN experienced an unrepairable failure on our agency email server. The Board had already invested in the virtual architecture in the prior year. As a result, KSBN IT was able to move these services to the new infrastructure with minimal downtime. Total time offline was approximately 8 hours, but this was during the early morning hours and not during peak production work time.

Imaging / Records: The indexing of microfilmed and paper documents into the KSBN Imaging System continues to increase. Currently KSBN has over 3,138,409 individual images in the system.

The ImageNow Server had reached the end-of-life status. KSBN worked with Lexmark to upgrade the system and migrate the services to the virtual infrastructure. This project was completed on time and under budget.

Agency Efficiencies: KSBN Administration and IT has been working to create step-by-step video instructions of KSBN online applications and frequently asked questions for online licensure related questions.

KSBN receives on average between 5000 - 8000 calls per month. Although it is hard to quantify what the topic of each of these calls, it is known that many of these calls are regarding basic operational related questions, such as "How do I reset my password?" or "How do I renew a license?".

KSBN created both written and picture-based instructions for some of these processes but we continue to get questions regarding some of these types of functions. It was determined that one good method for showing the applicants and licensees how to perform some of these functions was to create videos to help them through their process. The goal is to help the customers find the answer they need when they need them and hopefully help reduce some of the call volumes for basic operational functions.