Kansas House of Representatives

Government Efficiency Committee

Presented by

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- Presentation Topics:
  - Convenience Fee
  - INK's Governance
  - Enterprise Investments
  - INK Services and Directions
  - Questions

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- Convenience Fee made up of two parts:
  - Credit Card Fees
    - INK accepts all credit card types
      - Each card type has its own provider rate
    - Rates are blended into a single rate
  - Cost Recovery
    - Self Funded Model
    - No upfront cost to agencies
    - Recovers cost of development
    - Also funds free services, increased gov't transparency and enterprise applications

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- INK Governance
  - 10 Member Board of Directors
    - Secretary of State
    - DISC/OITS Director (non voting)
    - Secretary of Revenue
    - Secretary of Transportation
    - County Representative
    - GIS Representative
    - Representative from Kansas Bar Association
    - Representative from Kansas Insurance Association
    - Representative from the Kansas Library Association
    - Representative from Kansas Farm Bureau
    - (President of Kansas Inc.)
  - Staff
    - Executive Director
    - Outsourced Network Management – Kansas Information Consortium, Inc.

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- **Self-funded Model**
  - INK receives no state appropriation
    - 98% Forwarded to Agencies
    - 2% Net Revenue Remaining
      - From the 2% Net Revenue, INK retains 15% to cover:
        - INK Expenses
        - Operating Expenses
        - Grants
  - Tested in the market daily for value to citizens and customers

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- 1991
  - Kansas: Birthplace of eGovernment
    (KSA 74-9301 et seq.)
- INK Vision:
  - *Be recognized as the premier electronic gateway to Kansas government information and services.*

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- INK currently in second year of a three year strategic plan

Board Strategies

- Provide increased *Access* to multiple entities with Kansas state, county and municipal entities.
- Demonstrate the *Perceived Value* of collaboration with state portal to state, county and local governments.
- Develop expanded data *Distribution* mechanisms to citizens, business and state and local entities.
- Implement an *Infrastructure* environment to accommodate maximum scalability, security, recoverability, and availability.
- Maintain a highly *Secure* environment to attain compliance to applicable industry standards.
- Accomplish *Benchmarks* to measure the progress toward the completion of established metrics

INK Grant Process

- Annual budget allocation for grants
- Grant applications reviewed and scored by the three branch CITO's and one member of the INK Board
- Each grant request is scored against 5 Statutory and 3 Strategic IT Objectives
- INK Board of Directors approves all grants

INK Grant Process

- Statutory
  - Increase citizen/business access
  - Align to State initiatives, i.e., KEEP
  - Expand Portal information
  - Improve access technologies
  - Revenue Generation
- Strategic
  - Increase market adoption
  - Integration
  - Extensible (reusable) design

INK Grant Process

- IT Objectives are based on business functions and weighted by importance
  - Increase Access   20%
  - Align to State   15%
  - Revenue Generation   15%
  - Expand Portal   10%
  - Improve Technologies   10%
  - Market Adoption   10%
  - Integration   10%
  - Extensibility   10%

- Applications and services scored using a 3 point positional score
  - 1 = Below Expectations
  - 2 = Meets Expectations
  - 3 = Exceeds Expectations
- Final score and committee recommendation presented to INK Board

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- Grant Investments
  - KLISS
  - Digital Certificate Infrastructure (PKI)
  - KEEP
  - Legislative Virtual Committee
  - Data Sharing Readiness Study
  - Education Communications Center
  - Broadband Mapping
  - Kansas Partnership for Accessible Technology
  - Investments increase citizen access and drive state's SIM Plan, gov't transparency and GIS

INK Services

- INK Services Available to Agencies
  - Expertise in eGovernment
  - Project Management
  - Web Application Development
  - Web Site and Application Hosting
  - Payment Processing (Online, OTC)
  - Online Form Builder
  - Marketing
  - Training
  - Customer Service
  - Customer Account Management

INK Enterprise Services

- **Enterprise Applications and Services**
  - Kansas Business Center
  - TruckingKS
  - PKI Implementation
  - KanPay Payment Engine
  - Live Chat Online Help
  - Calendar of Events
  - Web Master Resource Center
  - Access to Judicial Full Court
  - Perpetual redesign of the Portal
    - GIS presence on homepage

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- Statements:
  - Convenience fees provide investment in to agency processes to create efficiency, integration and consolidation, provide greater value to the customer and allow enterprise investment.
  - Perceived as hindrance to further online adoption
  - Online services are cheaper to perform by the citizen and the agencies

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- Thank you
- Questions?