INVESTMENTS IN INFORMATION TECHNOLOGY IMPROVEMENT & MODERNIZATION PROJECTS OVERSIGHT BOARD

Minutes

July 10, 2024

Call to Order and Roll Call

The 2nd meeting of the Investments in Information Technology Improvement & Modernization Projects Oversight Board was held on July 10, 2024, at 10:00 AM in Room 129 of the Capitol Annex. Representative John Hodgson, Chair, called the meeting to order, and the secretary called the roll.

Present were:

Members: Senator Gex Williams, Co-Chair; Representative John Hodgson, Co-Chair; Representative Chad Aull; and Representative Nancy Tate.

Guests: Karen Sellers, Executive Director, State Board of Elections; Taylor Brown, General Counsel; John Barnes, Division Director of IT Management, Department of Revenue; Bethany Atkins Rice, Executive Director, Office of Legal Services for the Department of Revenue; Brian Clark, Deputy Commissioner, Department of Fish and Wildlife; John Roberts, Information Systems Manager; David Bruce, Systems Consultant; Kristen Lawson, Commissioner, Department of Professional Licensing

LRC Staff: Jennifer Hays, Jennifer Troth, Sarah Watts, and Heather Hamilton.

Approval of Minutes

Upon motion by Representative Tate and second by Senator Williams, the minutes from the June meeting were approved without objection.

Kentucky State Board of Elections

Taylor Brown, General Counsel, began with general information about their IT applications. He stated that they have no legacy systems outside of www.elect.ky.gov, the web portals that serve ADA voters, and web portals for voters who are covered by the Uniformed and Overseas Citizen Absentee Voting Act (UOCAVA). All State Board of Elections applications are in house. They are built and maintained by the IT team at the State Board of Elections. The State Board of Election also owns and operates its own server farm which is hosted securely by the Commonwealth Office of Technology at the Cold

Harbor facility to prevent cyberattacks. There are no transfers of data to or from any external entities. Users of State Board of Election IT are not charged any convenience fees.

The most common ways voters interact with SBE is through the Online Voter Registration website where applicants can register or change their current information. The second is through www.govote.ky.gov website where users can access upcoming election information and links to voter registration, UOCAVA, and ADA portals.

Two sites used before and after an election that are public facing and are vendor built and maintained are UOCAVA and the www.elect.gov website.

The UOCAVA portal is hosted by a vendor, Enhanced Voting, that provides their own security. To SBE's knowledge there is no transfer of data to or from external entities. Enhanced Voting does not charge fees to voters.

SBE's other public facing website, www.elect.gov, is hosted by Tyler Technologies, who also have security for their own websites, do not transfer data to or from external entities, or charge any fees to voters. From this website one can access the Election Night Reporting portal and Online Voter Cancellation portals which are also public facing.

There are three other applications that were built and maintained by SBE that are not for public use but are for use by County Clerks and their staff.

Responding to a question from Representative Hodgson, Karen Sellers, Executive Director of State Board of Elections, stated that SBE covers the fees from Enhanced Voting for the UOCAVA portal.

Responding to a question from Representative Hodgson, Mr. Brown stated that the size of the county and size of the County Clerk's office determines how many people would have access to the Voter Registration System. Ms. Sellers added that SBE does pay the Citrix fee on behalf of the counties.

Responding to a question from Representative Hodgson, Mr. Brown stated that the bar codes on the absentee ballots are used to track the movement of the ballot and not to record votes.

Responding to a question from Senator Williams, Mr. Brown stated that there is identification authentication for applications used by county clerks but not for the public facing websites.

Responding to questions from Representative Aull, Ms. Sellers stated that they have 10-11 members on SBE's internal IT team that report to the administration team at SBE, and the County Clerks do use multi-factor authentication when logging in.

Responding to a question from Representative Tate, Mr. Brown stated that users from possible threat countries would not be able to access the system. Ms. Sellers added SBE is constantly updating their systems all year round.

Responding to questions from Senator Williams, Mr. Brown stated that they do control the data and furnish it to party candidates, anyone supporting a Constitutional Amendment, or wet-dry initiatives according to statute. SBE does not have a way to watermark election information to ensure data is not being used by third parties.

Department of Revenue
John Barnes, Division Director of IT Management, Department of Revenue, reported that they have 22 public facing applications for individual and corporate tax filers. These systems are stored at the Commonwealth Office of Technology data centers. Out of these applications, 12 have data going in or out of other systems. They also have 43 legacy systems. Of these, 30 are considered critical systems. These 30 critical systems are currently being transitioned into a new integrated tax system, which is part of a capital project funded by the legislature.

Responding to a question from Representative Hodgson, Mr. Barnes stated that the new system is not in house developed, and they are working with a vendor, Revenue Solutions Incorporated (RSI), who also works with other states.

Responding to a question from Senator Williams, Mr. Barnes stated that they are part of the Business One Stop portal for their registration. They have multiple authentication methods. Some are local accounts and others are through the active directory of COT. They are implementing a single sign on multifactor authentication application that will be part of the integrated tax system project via a third party.

Responding to questions from Representative Hodgson, Mr. Barnes stated that the name for the new system is Department of Revenue Integrated System or DORIS. The Mainframe is part of the systems they are transitioning. First phase is planned to be implemented in January 2025. They are also roughly through 40 percent of the capital project budget. The goal is to have all legacy systems replaced by 2027.

Responding to a question from Senator Williams, Mr. Barnes stated that RSI is implementing the new system using servers on premises at COT.

Department of Fish and Wildlife

John Roberts, Information Systems Manager, began by saying that they have no legacy systems. The four most common public facing applications and networks are stored and secured by Commonwealth Office of Technology. Applications are built using technology supported by Microsoft. They use Kentucky Interactive for transferring data from external entities. The Harvest Tele-check records are received and imported from a company that manages their automated phone system. Customer data used for research and marketing purposes is shared and disposed of with external partners who use industry standard security measures in compliance with Kentucky open records law.

They transfer specific customer data to COT for use governed by agreements between departments and other state agencies. There are no convenience fees for accessing license and permit information data. There is a 3 percent issuance fee charged for purchasing licenses and permits.

The four public facing applications are: Sportsman's Online Licensing and Reporting (SOLAR), which allows customers to have access to purchase licenses and permits; MyProfile, which is a customer dashboard; Harvest data or Telecheck, which is a review site where hunters can see information on what species were harvested; and the last website is an agent portal, which allows licensed agents to get customer data information to sell a license and complete a sale.

Responding to questions by Representative Hodgson, Mr. Roberts stated that their applications are built in-house but hosted by COT. He was not sure if COT uses Cloud servers. The division's main concern is that they collect social security numbers. Creating a single ID number would be beneficial. David Bruce, Systems Consultant, clarified that they only collect social security numbers for initial access to the system. Afterwards, they only require the last four digits. The phone service application is maintained by a third party.

Responding to a question from Representative Hodgson, Brian Clark, Deputy Commissioner, stated that their revenues fund the department's budget.

Responding to a question from Senator Williams, Mr. Clark stated that the state police radio system they helped underwrite is a fiscal challenge. They work closely with other law enforcement agencies. Game wardens receive top-notch training and have the same Problem Oriented Policing (POP) certification as other law enforcement officers. Mr. Bruce

added communication and connectivity is very important and is a challenge for the agency.

Responding to a question from Representative Hodgson, Mr. Bruce stated that Kentucky Wired does not provide services to the agency but could be a benefit. Running hard lines to facilities is cost prohibitive, and satellite has not worked out well. They are looking at the new Elon Musk system to see if that would be an improvement.

Responding to question from Representative Tate, Mr. Bruce stated that field officers do not carry satellite phones. They are looking at options to improve officer safety and customer safety.

Responding to a question from Representative Hodgson, Mr. Bruce stated that they are on FirstNet.

Department of Professional Licensing
Kristen Lawson, Commissioner, began by stating that they are a department that is housed under the Public Protection Cabinet. They provide administrative and fiscal services for 25 professional licensing boards and registries. All IT applications are in-house with no legacy systems. The main public facing areas are the Department of Professional Licenses e-services and license verification. Back-office applications go through DPL-production where port specialists maintain information for licensees. All application servers are managed and monitored by COT. They follow the Enterprise network security architecture policy and Enterprise information security program policy set forth by COT. Data is transferred between other state agencies and external entities via secured means. There are no convenience fees except those with credit card processing within Kentucky Interactive. All systems and applications are developed and managed by the Public Protection Cabinet, Office of Information Technology.

Responding to a question from Representative Hodgson, Ms. Lawson stated that although they do fiscal and HR services for larger licensing boards like Real Estate, they do not do the administrative services for the Kentucky Real Estate Authority. They serve mostly smaller professional licensing boards.

Responding to a question from Senator Williams, Ms. Lawson stated that they use MFA for authentication for e-services, but she is unsure what they use for the Business One Stop portal.

Responding to a question from Representative Hodgson, Ms. Lawson stated that they are fully funded by the boards. They are also working internally on helping the boards to be more modernized.

Responding to a question from Senator Williams, Ms. Lawson stated that they use the CIO from the Public Protection Cabinet.

Next Meeting - August 14, 2024, at 10:00 a.m. chaired by Senator Gex Williams

Adjournment
With no further business to come before the board, the meeting was adjourned at 10:58 AM.