Legislative I/T Environment: Initial Assessment of Current State Prepared By: Jim Miller, LCITO as of Friday 13, 2012

Prepared By: Jim Miller, LCITO as of Friday 13, 2012 With input from Alan Weis, Director of Applications Services and Terri Clark, Director of Technical Services

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1. Introduction

Coming into the LCITO position on November 21st my plan was to focus on getting to know the key leaders and staff in the House and Senate, Revisor's Office, and Research, climbing the learning curve regarding the many operational processes that drive the business of the Legislature, and evaluating the current state of the Legislative I/T environment. As with most good intentions and well defined plans, reality set in about day three on the job and I quickly revised the plan and shifted into problem solving mode focusing most of my time on problem triage, issue prioritization, and issue resolution in advance of the fast approaching start of Session.

With thirty-six work days behind me, I can report that, in the context of managing problems and working on the high-priority 2do list items in preparation for the Session, I have started to build some solid working relationships, climbed a bit of the learning curve, and had the opportunity to see and assess various facets of the Legislative I/T environment in action, up close and personal.

My objective with this document is to use it as an ongoing working document and a forum to communicate two sets of information to the JCIT and the LCC:

- -- One set of info is a summary of the current status of Legislative I/T work and the related issues, challenges, actions, and next steps.
- -- The second set of info involves sharing my initial and evolving impressions of the I/T environment, providing an overview of the critical I/T issues and challenges, and presenting my preliminary thinking and recommendations (for your review and discussion) re actions we should take to improve the existing environment and more effectively stage for the future.

I want this to be a working document that will be updated periodically so as to provide status in a familiar format on a regular basis. The document should also serve as a starting point for ongoing discussions and decision making regarding how we want to deal with the critical, forward-looking issues and challenges in the Legislative I/T space.

Given the timing of this JCIT meeting on January 18, 2012, I have compiled the first edition of this document to focus on our current status as we work progress through the second week of the 2012 Session. I have included some of the supporting material but have not yet completed the assessment section and most of the supporting material. The first iteration of this material will be available in the second edition projected to be available during the first week of February.

2. Status: Current Situation as 2012 Session Begins

a. Overview

As in prior years, most of Computer Services' effort in November and December, 2011 was focused on preparing for Session start. In Applications Services we stressed getting the various Divisions' 2do lists consolidated and prioritized across the Legislative environment and attacked the high-priority items that rocketed to the top of the list in "crisis" mode (more on this in Initial Impressions). In Technical Services we stressed setting the stage for Legislator and staff re-entry including hardware/software checks throughout the Capitol building, creating re-entry communications materials, recruiting/training the Session-specific support staff, and preparing targeted training materials and processes.

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2. Status: Current Situation as 2012 Session Begins

b. Legislative Applications

In the Legislative Applications space (e.g., KLISS, IRC, Sliq-Scribe Pilot) current status is a mix of positives and negatives and can be separated into two distinct areas: one area includes the actual issues with the KLISS application while the second area deals with the processes and tools we use to manage these inventory of issues and the work required to resolve the issues.

On the positive side with respect to actual KLISS issues, KLISS core functionality, reliability, and integrity across Senate, House, Research, and Revisor's areas are much improved compared to the situation during the 2011 Session start (and I appreciate the notion that this may not necessarily be the most meaningful or useful benchmark). Much work has been done to address many of the problems and deficiencies with the KLISS application and also to improve its operational stability.

Regarding management processes and tools, a positive re KLISS is that we have established a workable process for managing the KLISS workload based on a "Work Item List" - this is a comprehensive, consolidated list of open KLISS issues and requirements from across all Legislative functions/divisions and provides key information about each issue including narrative description, status chronology, priority, ownership, and task accountability. The KLISS Leadership Team is moving toward using this Work Item List to manage and prioritize all Legislative applications work. Near-term the challenge for the Leadership Team is to collectively develop the additional structure and discipline required to shift from the historic management habits (e.g., crisis-driven, reactive, open-loop, non-communicative

Another notable positive re KLISS is the functionality and performance of the KLISS web applications (both internal and external). While there are still deficiencies that remain in the current web site, due in large part to the timing and compression of implementation, the functionality, look-and-feel, link integrity, and performance are acceptable.

On the negative side re KLISS issues, a large number of high-priority open issues drifted under the radar through the summer and autumn of 2011 without resolution and/or attention. In addition, a new crop of issues arose as we began "connecting the dots" prior to Session start by emulating complete, end-to-end process flows in our test environments. These open issues found voice in the November and December timeframe as the "potential crisis" represented by each issue collected into a crescendo of alarm as 2012 approached. An updated working copy of the Work Item List is attached to this document as **Exhibit A.1 Application Work Item Status Log** (sorted by Work Item Priority).

The first few work items this Application Status Log are provided on the next page of this document to provide a quick view of some of the highest priority items in the work queue. As is shown on this sample from the Status Log, there are numerous KLISS issues that evolve from: formatting text and tables across draft, bill, and final formats; excessive manual composition work required to create print-ready copy; integration issues within KLISS; and integration issues with external systems (e.g., IRC).

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Work Item #	Work Item Name	Priority	Owner	Task Manager	Status	Function	Related. Tickets	Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed. - Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps. - Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable. - Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.
4.0	3S. Correctly skinning bills. (Priority)	0	PS	TD	0	S		Update: 01/17-AW Issues with skinning, 12pt font, tabs, and double line spacing have been indentfied as an auto style issue. A fix has been developed in the LM system. This will be tested and scheduled for deployment
41.0	2R. Supplements: publication, printer-ready composition.	0	MT	BK	С	LM		Update: $01/13$ -AW All volumns and index are approved and have been delivered to the Printing Plant for printing.
	ready composition.							Update: 01/05-JL Vol. 1-8 to printer, however, printer will not begin printing process until KSA Index volume is sent to printer. Need status update from Jordan on finalizing KSA Index to send to printer. Create Item 41.15 Upgrades to print code to eliminate excessive manual composition - priority 6
42.0	3R. Table styles - functioning properly.	0	MT	JL	ó	LM		From Orginal WI#75: Test run of supp statute books for chapter 6 & 7 to the print plant by 10/21/11. Vol 6 is complete, the others are close to being ready. Per Jason an e-copy of statutes Update: 01/17-AW Table styles carry through to Chamber introduction has been verified, properly formatted tables will format correctly with introduction in Chamber.
								Update: 01/05-JL Table styles do not carry through to Chamber; believe issue is with chamber code. Need to get this resolved or table style issues from 2011 will return.
45.0	6R. Testing - table formatting.	0	MT	JL	0	LM		Update: 01/17-AW Tax bill with 5 tables has been created in Revisor Office. Revisor staff currently creating styled tables for bill. Once the styles are created, the bill will be tested in UAT for proper formatting on introduction in Chamber.
								Update: 01/05-JL Recreate as Item 42.5 since it is closely related to Item 42. Need to run tests on table style functionality once fixes are made; testing done with TC's staff?
51.0	12R. End User report to verify statutory language unchanged.	Ô	MT		0	LM		Update: 01/05-JL // Training for end users on diff report function w/o dec19. Diff report function fails if sections in bill draft are moved or removed. Proposed workaround solution of modifying metadata is unacceptable as end user workaround
73.0	Statute and History publication to LI	0	MT JL	BK	0	LM		Update: 01/17-AW Statute revisor and astrick notes, and PDF version on preview site for review by RS office, currently under review.
;		:			•		1	Update: 01/09-AW Statute text with history published to the LI.
								Update: 01/05-JL Statute text with history to be uploaded to LI by jan9. Revisor's notes and asterik notes to be added w/o jan9.
77.0	Publising of statute images to the LI	0	MT JL	BK	0	LM	<u> </u>	Discussed statute posting of histories and annotations. Mary stated histories need to be posted and Update: 01/05-JL Recreate as Item #73.5. Images are as much a part of the law as the text and need to be made available to the public as soon as possible.
70.0	Tanakha killa and							The group discussed images associated with statutes. It was decided to post the statute text on the LI as was done last year and then determine the solution to post images.
78.0	Inactive bills and delayed effective date cleanup		MT JL	SS DM		LM		Update: 01/05-JL Need status update on this from Jordan and Tyson. Beth passed along a request from Tyson that before drafting starts inactive bills and delayed effective dates need to be cleaned out. (Chad or Sandy).
113.0	Statute pullin Queries	0	МТ	SS	0	LM		Update: 01/17-AW A code fix to tighten queries has been developed. This needs tested and scheduled for deployment.
115.0	Search in DS zone	n -	AD	Щ	0	DS		Update: 01/17-AW LuAnn working with John to test search function.
	Bill history dates	3	All	WS	С	Ц	jana j	Update: 01/15-AW A fix for the dates was developed and implimented through an ECR.
20.0	incorrect on LI 19S. Uploading from	1	PS	то	С	S	1	Update: 01/17-AW Tested and in production. Done
46.0	calendar to IRC voting. 7R. Drafting appro bills and comm, fl, and cc	1	МТ	TD	0	LM	: ' ' 1 :	Update: 01/17-AW Appropriations work scheduled for week of 1/17 for both Law Making and Decision Support.
	amendments to appropriation bills.							Update: 01/05-JL Bapp for sharing appropriation bills is not available for production at this time. RO plans to perform appropriation functions in LM the same as last year.
49.0	10R. Netting and engrossing functions w/p formatting.	1	MT	DH	0	LM		Update: 01/05-JL Need to test/verify fixes to tickets that have been closed. To be done during 2012 session and tickets will be opened as issues are identified. New tickets must have high priority
50.0	11R. Locking of text of current law.	1	ΜT	JL	0	LM		Update: 01/05-JL New ticket opened on issue of bill draft text automatically switching between new and old language
52.0	13R. Usable statute search function.	1	MΤ	SS	0	LM		Update: 01/17-AW Law Making repository currently being indexed. After indexing, staff will test search with defined test scenarios.
							<u> </u>	
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2. Status: Current Situation as 2012 Session Begins

c. Session Technical Support and Training

A relatively calm and orderly first week of Session is tribute to several factors:

- -- Solid preparatory work in "checking" on-site PC hardware and software, printer operation, IP addresses and drivers, telephone functionality, etc.
- -- Effective hardcopy and online communications and instructions provided to re-entering staff including: who to call re problems, "how to do" instructions re common issues (e.g., print drivers), schedule of training opportunities, and some simplification of legacy processes.
- -- Staff training prepared and delivered to address new and updated functions (e.g., Sliq, KLISS)
- -- Session support staff with needed training/skills and a service attitude (i.e., own the solution, establish a constructive, positive on-the-floor presence, be proactive, take care of the little things quickly, strive for an empty queue at end of day).

While we have a good start, one of the challenges for ongoing Session support is to build on this base of goodwill by tweaking and tuning our delivery, processes, and skill/task matching as we proceed. Notable issues in the Session support area include:

-- Sliq-Scribe Pilot training: Re-entering staff participated in training on the new Sliq-Scribe Pilot system. During initial use of the system by the staff after this training there were a high number of calls to the Help Desk. Almost all of these calls were a result of staff not fully understanding how to use the system and not to problems with the Sliq system. Once we understood the number and nature of these Sliqrelated calls we organized a second round of training for staff on the Sliq system. This second round of training was well attended by staff and resulted in a dramatic decrease in Sliq-related calls. Staff are still climbing the learning curve on this new system and focused support and training will continue. Other Session support issues are noted in the Tech Work Item Status Log below.

Work Item #	Work Item Name	Priority	Owner	Task Manager	Status	Function	Related Tickets	Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed. Status Update, format = Update: event date-author; event name (if any); namative re update, issues, next steps. Task Assignment, format = Assign: due date; person assigned to; description of task and/or deliverable. Action/Activity Plan, format = Plan: expected date of action; activity or action planned and any namative
1.0	Random internet outage	0	TC	SR TC	0	All	OITS Ticket #4494	1/17/12 Outage reported last 3 weekends 1/17/12 Discussion with Justin O'Brien, recommends focus investigation on DNS
2.0	Sliq-Scribe Pilot Issues	1	TC	DK TC	0	DS	none	Update: 01/18 TC; training and targeted support continue Training and acceptance of Sliq-Scribe Pilot is slow Minor issues tickets open with Sliq
3.0	Password Leak	0	тс	SR TC	0	All	none	Update: 01/18 TC; new passwords will be distributed on january 19 or 20. Change in process going forward - will transition to "self service" model for passwords as soon as technical preparation work is complete. Password file leak w/o 01/16 resulting in reissuance of all passwords. Internal I/T staff error caused the problem. Understand what happened and when but not able to clearly identify source of error. Minimal exposure prior to deleting file.
4.0	Streaming Video Switching	4	TC	MC TC	0	DS	none	Update: 01/18 TC; working with engineers to agree on design/costs. Need to install kill switch for streaming audio/video in 346-S Highly political and visible project Working with MEI, av+ design, OITS av+design will propose solution by 1/20/12
5.0	Liberty Migration	3	AD	TC	0	DS	none	Update: 01/18 TC; exports underway in background mode as time allows. Export Liberty documents and metadata Propylon will import documents and metadata into KLISS repository KLRD will verify migration

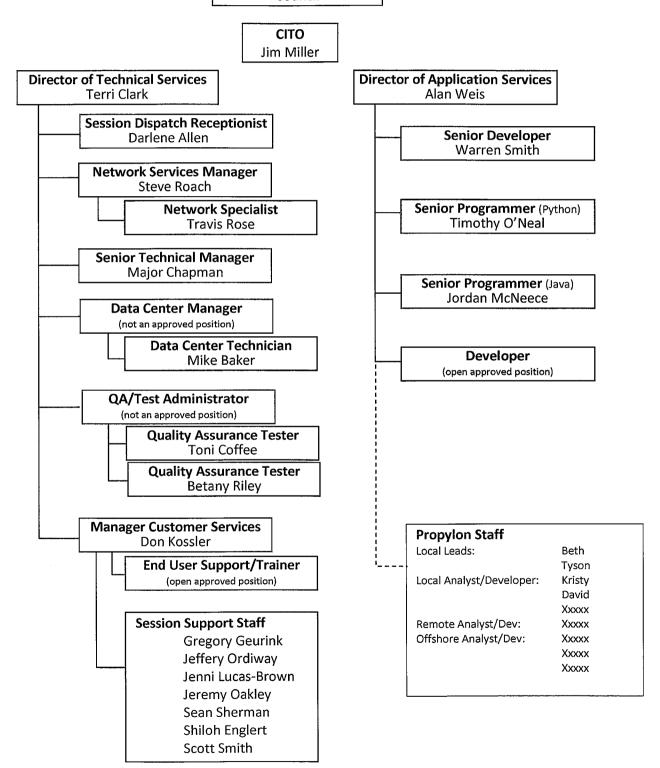


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4. Supporting Material

a. Organization Chart

Legislative Coordinating Council



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4. Supporting Material

b. Applications Services Capability Map/Gap Profile

Component (lay term)	Component Name and Description	Kansas Resource or GAP	Propylon Resource
Content Repository – Document and data store.	TPOZ (Three Pillars of Zen) is the term used to describe the LRMS content repository. The main component parts – pillars - of TPOZ are the: event framework (known as "Skippy") versioning content store (known as "Wells") extensible metadata framework (known as "Codd".) Software: Subversion, MySQL, ActiveMQ, Apache, and Python custom code. (Core)	GAP in Kansas Resources	Austin Roberts Kieran Fitzpatrick
Thin Clients – Chamber and Legislative	CI & LI Applications in custom python code.	Warren Smith	Austin Roberts
Thin Client Interface Design	Browser application user interface design using HTML and Javascript	GAP in Kansas Resources	David Suttle
Think Client	Barnum – repository manipulation and content editing (Core)	GAP in Kansas Resources	Dublin Staff
Think Client Applications	Bapps – Barnum Applications – Java applications that are executed in conjunction with the thick client to manipulate files and folders in the repository, edit metadata, and/or edit document content.	Jordan McNeece	Andrew Waller
Document Controls	Pratchet - Extensible Word processor Scripting Framework. This component is a generalized framework+utility library for adding application specific behavior to Barnum utilizing the StarBasic and Python layer in OpenOffice.	GAP in Kansas Resources	Steve Lang

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Component (lay term)	Component Name and Description	Kansas Resource or GAP	Propylon Resource
Document compilation and transformation.	GASP — General Active Section Processor - This component is a framework and a set of utilities for aggregating assets together to form bigger assets whilst transforming the content in various ways. This capability is used in KLISS in permanent journal production, KSA volume production, budget analysis production, report generation, etc.	GAP in Kansas Resources	David Higgins
Zone Search	Lucene & Solr xml indexing and search system to fully index zone repositories based on user role and virtual view.	GAP in Kansas Resources	John Byrne
Chamber Automation Base System	CA repository structure, metadata structure, data content, & process flow.	Timothy O'Neal	Kristy Burns Matt Smith
Law Making Base System	LM repository structure, metadata structure, data content, & process flow.	Chad Champney (Rev) Sandy Sadowski (Rev) Jordan McNeece	Tyson Deines Steve Lang David Higgins
Decision Support Base System	DS repository structure, metadata structure, data content, & process flow.	Jordan McNeece	Andrew Waller
Global Zone	GL repository structure, metadata structure, data content, & process flow.	Alan Weis	Matt Smith Austin Roberts
Post Commit Services	PCS - Post Commit Services – server side applications that receive repository commit messages from TPOZ and take action based on the commit message.	Warren Smith	Austin Roberts
KLISS RESTian Interface	RESTian API	GAP in Kansas Resources	Austin Roberts

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David Higgins	GAP in Kansas Resources	Hermes – transfers documents between the LM, CA, DS, & GL zones.	Interzone Communications
Austin Roberts	GAP in Kansas Resources	SLIQ system – committee agenda and minute data imported into KLISS. Currently under design.	Committee System Interface
Austin Roberts	GAP in Kansas Resources	IRC API	Vote System Interface
Propylon Resource	Kansas Resource or GAP	Component Name and Description	Component (lay term)

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4. Supporting Material

b. Technical Services Capability Map/Gap Profile (see explanatory legend on the following page)

Technology or Service	Staff	Vendor Dependency
Network Services AD, Firewall	Steve Roach	OITS
Exchange Server/Outlook Email	Travis Rose	AOS
PC/Printer Support		Dell, Logan, Xerox
Avamar Grid Backup System		EMC
Data Centers		APC, OITS
OpenFire/Spark Instant Messaging		
KLISS Servers/VMWare	Mike Baker	EMC, Hewlett Packard
Clariion SAN		EMC
KLISS OS/3 rd Party Tools	Major Chapr	nan Propylon
KLISS Hosted Website		OITS
Streaming Video		Sliq Technologies
IRC Voting Systems	Terri Clark	IRC
Audio Systems		Mission Elec., av+ design, OITS
VOIP		OITS, Cisco
Desktop Application Support	Don Kossler	
Training	Service Technicians	
Sliq/Scribe Pilot Agenda/Minutes	A Commonton	Sliq Technologies

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4. Supporting Material

b. Technical Services Capability Map/Gap Profile (Explanatory Legend)

Services

Red = High Risk, Concerns about ability of state staff to maintain system due to lack of expertise or time

Yellow = Medium Risk, State staff has expertise to maintain system but has time constraints

Green = Low Risk, State staff has expertise and time to manage system

Arrows

Black = Primary support person

Lavender = Secondary support person

Vendor Dependency

Red = High Risk, Concerns about vendor availability, stability, cost

Yellow = Medium Risk, Some concerns about vendor availability, stability, cost, knowledge transfer

Green = Low Risk, Vendor has strong history of reliability, availability, stable cost structure

5. Exhibits

Exhibit A.1 Application Work Item Status Log

(this Exhibit begins on the next page)

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Eshibit A.1: Application Work Item Status Log

Sorted by Priority

Update: 01/05-JL // Training for end users on diff report function w/o dec19. Diff report function fails if sections in bill draft are moved or removed. Proposed workaround solution of modifying metadata is unacceptable as end user workaround		<u> </u>	0		0 <u>M</u>	12R. End User report to verify statutory language unchanged.	51.0
update: 01/05-JL Recreate as Item 42.5 since it is closely related to Item 42. Need to run tests on table style functionality once fixes are made; testing done with TC's staff?							
Update: 01/17-AW Tax bill with 5 tables has been created in Revisor Office. Revisor staff currently creating styled tables for bill. Once the styles are created, the bill will be tested in UAT for proper formatting on introduction in Chamber.		Ā	0	T :	0 M	6R. Testing - table formatting.	45.0
Update: 01/05-JL Table styles do not carry through to Chamber; believe issue is with chamber code. Need to get this resolved or table style issues from 2011 will return.							
Update: 01/17-AW Table styles carry through to Chamber introduction has been verified, properly formatted tables will format correctly with introduction in Chamber.		Z	0	T JL	0 MT	3R. Table styles - functioning properly.	42.0
From Orginal WI#75: Test run of supp statute books for chapter 6 & 7 to the print plant by							
Update: 01/05-JL Vol. 1-8 to printer, however, printer will not begin printing process until KSA Index volume is sent to printer. Need status update from Jordan on finalizing KSA Index to send to printer. Create Item 41.15 Upgrades to print code to eliminate excessive manual composition priority 6							
Update: 01/13-AW All volumns and index are approved and have been delivered to the Printing Plant for printing.			0	 男	0 MT	2R. Supplements: publication, printer- ready composition.	41.0
Update: 01/17-AW Issues with skinning, 12pt font, tabs, and double line spacing have been indentfied as an auto style issue. A fix has been developed in the LM system. This will be tested and scheduled for deployment.		S	0	S TD	0 PS	3S. Correctly skinning bills. (Priority)	4.0
Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed. - Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps. - Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable. - Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.	Related Tickets	Function	Manager Status	Task	Priority Owner	Work Item Name	Work Item #

1/18/2012

_ne = Work_Item_List_20120118.xlsx

Eshibit A.1: Application Work Item Status Log

Update: 01/05-JL Bapp for sharing appropriation bills is not available for production at this time. RO plans to perform appropriation functions in LM the same as last year.						amendments to appropriation bills.		
Update: 01/17-AW Appropriations work scheduled for week of 1/17 for both Law Making and Decision Support.		0 LM	T		1	7R. Drafting appro bills and comm, fl, and cc	46.0	
Update: 01/17-AW Tested and in production. Done	<u> </u>	C S	ТО	PS)	19S. Uploading from calendar to IRC voting.	20.0	
Update: 01/15-AW A fix for the dates was developed and implimented through an ECR.	<u> </u>	0	WS	≧	0	Bill history dates incorrect on LI	118.0	
	S	O DS	П	AD	0	Search in DS zone	115.0	
Update: 01/17-AW A code fix to tighten queries has been developed. This needs tested and scheduled for deployment.		0	SS	3	0	Statute pullin Queries	113.0	
Beth passed along a request from Tyson that before drafting starts inactive bills and delayed effective dates need to be cleaned out. (Chad or Sandy).			D 0			cleanup		
Update: 01/05-JL Need status update on this from Jordan and Tyson.		0 [M	<u>.</u> જે ડ	≓	0	Inactive bills and	78.0	
The group discussed images associated with statutes. It was decided to post the statute text on the LT as was done last year and then determine the solution to post images								
nade available to			_			images to the LI		
Update: 01/05-JL Recreate as Item #73.5. Images are as much a part of the law as the text		0	무	<u> </u>	0	Publising of statute	77.0	
Update: 01/05-JL Statute text with history to be uploaded to LI by jan9. Revisor's notes and asterik notes to be added w/o jan9.								
Update: 01/09-AW Statute text with history published to the LI.								
Update: 01/17-AW Statute revisor and astrick notes, and PDF version on preview site for review by RS office, currently under review.		0 LM	BK	JL TM	0	Statute and History publicaton to LI	73.0	
Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed. - Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps. - Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable. - Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.	Related Tickets	Status Function	Manager	Owner Task	Priority	Work Item Name	Work Item #	

Sorted by Priority

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It ≶	Work Item #	Work Item Name	Priority	Owner	Task Manager	Status	Function	Related Tickets	Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.
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л	50.0	11R. Locking of text of current law.	ь	<u> </u>	11	0	Z		Update: 01/05-JL New ticket opened on issue of bill draft text automatically switching between new and old language
5 1	52.0	13R. Usable statute search function.	Н	<u> </u>	SS	0	Z		Update: 01/17-AW Law Making repository currently being indexed. After indexing, staff will test search with defined test scenarios.
.									Update: 01/05-JL Need to test Lucene search functionality. ISYS renewal is backup option.
ر. ر	53.0	14R. Training - inputting, approval, edit of bill index.	<u> —</u>	TM	M	0	Z		Update: 01/17-AW Training occurred on 1/5. Needed changes to bill index application identified. Developer enter tickets and changes are currently underway. Final changes will need to be tested and rolled out in a LM client build.
									 Update: 01/05-JL Plan for training to occur jan05
5 7	54.0	15R. Report - bills introduced, sortable by drafter, rs number.	–	<u> </u>	MĽ	0	Z		Update: 01/05-JL Report not available. Need status update on item
7	79.0	Publishing Committee documents to LI	1	AD	SM	0	П		Update: 01/17-AW Warren currently working with Patti to resolve issues with committee documents.
									Amy needs estimate on date to get committee resource documents on the LI. Alan will have Patti work on this starting on 12/19/11. Alan stated that Patti is here and has begun updating LI. An issue has been found on the LI that does not allow the documents to be viewed, a ticket has been logged for resolution.

1/18/2012

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				ы			
121.0		117.0 119.0	116.0	114.0		83.0	Work Item #
Analyst to Agency assignments in Global	completely restart after a reboot. 12pt font in Bills on the LI	Budget Analysis GASP template ELI server will not	Retrieve Bill Function	Statute subhead and annotation file names	alid III die Calcildais	Appointments on CI	Work Item Name
ш	н-	н н	—	⊢		J	Priority
AD.	SK BS	≧ &	AD	≅	<u> </u>	S _A	Owner
PW	OT	WS AW	AW	8		SM	Task Manager
0	0	0	0	0		0	Status
<u>ნ</u>	디	E S	DS	7		CA	Function
							Related Tickets
Update: 01/17-AW Andrew and Matt working on issue.		Update: 01/17-AW Andrew has resolved outstanding issues and BA is in use. Any other issues identified will be handled as they come up. Update: 01/17-AW A configuration fix was identified and through an ECR the fix was	Update: 01/17-AW Function fixed and ECR approved to put in production. Think clients will be installed in KLRD.	Update: 01/17-AW Meeting held on 1/17 to decide corrective action. Ticket will be written describing the action to take.	Pat and Sandy to write a ticket on referred appointment not showing in Calendar. Ticket (3293) created on 7/8/11. Pat tested and part still not working, Pat will reopen ticket, info not displaying on CI. Matt fixed issue and Pat will retest. Pat would like to discuss the appointment system with Matt on Wednesday morning 12/7/11. Pat and Matt met and tested a few areas. Some confusion remains. If there is more than one appointment on a committee report the don't flow in to the Calendar. If manually input, will data go across for testing? Pat will test on 12/22/11. Beth advised Pat that since she is in a test environment at the moment she should be able to test that	Update: 01/17-AW Ticket logged to Dave Higgins on Appointments not showing under Reference	Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.

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Eshibit A.1: Application Work Item Status Log

Sorted by Priority

Update: 01/05-JL No documentation delivered yet Document styles review – Beth stated Propylon will write a definitive guide for metadata and all document styles. Put in the KLISS documentation.			0	MT BR	2	Document styles review	101.0
Update: 01/05-JL // Testing completed and ticket items emailed to AW w/o dec19. Need to verify that tickets were created and assigned on issues identified. Need to follow through with additional testing after fixes are made; testing done with TC's staff?							
Update: 01/17-AW Tickets completed by developer. Function currently in testing. Test report will be available by 1/20.	7	LM	0	一一	2 MT	44.0 5R. Testing - amendatory language.	44.0
Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed. Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps. Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable. Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.		Function	Manager Status	Owner	Priority	Work Item Name	Work Item #

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<u></u>	Update: 01/05-JL Training for RO IT staff has not been done						assigned roles.	.
	Update: 01/17-AW Procedure and training provided to Chad and Sandy. Chad created a new user in all environments on this date.	<u> </u>			M	4	16R. Admin - ability to set logins and define	55.0
	Update: 12/01; meeting: MT/team/jcm to review expectations re 2do list and prioritizing work items on list.							
	Update: 12/02Fri: meeting w PS/jcm to review expectations re 2do list and prioritizing work items on list. //Assign: 12/02Fri; PS to send list to jcm for inclusion (completed-F02dec)	1 1100 1 10 10 10 10 10 10 10 10 10 10 1						
	//Assign: SK to provide high priority 2do list to jcm (completed during meeting)							
	 Update: 12/02: meeting w SK/jcm to review expectations re 2do list and prioritizing work items on list.							
	Request feedback and update "book". Target for disucssion in leadership meeting scheduled for H15dec-13:30 - delayed to first meeting in January due to priority KLISS issues.							
	//Assign:12/15; AW/TC/jcm; completed Jan03Tue Compile rough version of "status book" based on input from MT/SK/PS. AW/TC add "related tickets" to items on list. Distribute package w explaination and next steps.		···					
	Plan: Jan03Tue; review work item list during KLISS leadership meeting, gather feedback to use in updating package content and format.							
	 Plan: jcm to meet with AC/AD&team late during w/o 02jan or early in w/o 09jan to revew 2do list/prioritizing and solicit input				jcm	<u> </u>	examples of log entries and suggested formatting)	
	 Update:01/11; Revisor's feedback and updates received 01/05 from JL;				S S		item list and prioritize (provided to show	
	Update: 01/17-AW Alan Weis updated list with top priority issues from daily scrums.	none	O All	jcm (ω	Organize KLISS work	1.0
2-17	Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.	Related Tickets	Status Function	Manager	Owner Task	Priority	Work Item Name	Work Item #

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Work Item #	Work Item Name	Priority	Owner	Task Manager	Status	Function	Related Tickets	Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.	2-18
56.0	17R. Process - editing and adding to KPIDs.	4	Ă		0	Z		Update: 01/17-AW Part of procedure for adding users in item #55.0 Update: 01/05-JL Training for RO IT staff has not been done.	
64.0	Conference Committee Report distribution	4		_	0	გ ፷		Update: 01/05-JL RO has not seen demonstration of distribution process.	
	from chambers to law	_						The development team will create a distribute conference committee bapp to distribute CCRs back to Revisor Office. Meeting held on 12/7/2011 with Pat and Susan to discuss solution.	
123.0	Global UAT app server	4			0	GL		Update: 01/17-AW Alan will check with tech services group on resource availability.	
40.0	1R. Statute hoist,	5	ĭ		0	3		Update: 01/17-AW Tentatively scheduled a post-publication meeting to discuss these issues on	
	ability to verify accuracy.							1/20.	
								Update: 01/05-JL 2011 hoist process complete w/o dec26. Documentation of hoist process (including a file movement diagram) is needed before June. Also, need to establish reliable verification process to ensure hoist is successful each year.	
								From Original WI#76: Sandy and Jordan are working on the hoist application. Jason informed the committee that testing is not completed. He emphasized that without a hoist there can't be a session and questioned whether we needed additional resources to facilitate testing. Beth stated that she would look for help from Propylon. Will have a meeting of the affected staff at 3:30 (following this meeting). Jason reported that the Hoist has been completed. The intent is to run volume 2A for a final check. 12/28/11- Clean up is completed, hoist is complete. Any issues discovered will be fixed in statute base.	
48.0	9R. End User validation tools and training.	Л	™		0	Z		Update: 01/05-JL // Training for end users on diff report function w/o dec19. No other validation tools useable for end users; reports must be modified to format that is useful for non-IT user From Original WI#62: Validators will be used by RO IT staff. Andrew will provide descriptions of validators. A test bill will be set up to train RO staff on packaging error. Tyson is drafting documentation on importing text into drafts. Validator description document now on KLISS wiki.	
	Upgrade print code to eliminate excessive manual composition	6	<u> </u>		0	₹		Upgrades to print code to eliminate excessive manual composition - priority 6. Break out from Original WI#41/75 consolidated.	1

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Work Item #	Work Item Name	Priority	Owner	Task Manager	Status	Function	Related Tickets	Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed. - Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps. - Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable. - Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.
43.0	4R. Training - end user re formatting, styles.	6	MT	,,,,,	0	M		Update: 01/05-JL // Training completed w/o dec19. As software continues to be upgraded/modified training will be a necessity for end users.
47.0	8R. Constl amendment resolutions - ability to create w/p formatting.	6	<u> </u>		0	3		< -
100.0	Updating short and long titles during the amending process.	σ.			0	S ₹		Update: 01/05-JL Need to review the whole short title update process as part of business process review and feature review. Mary requested a report of bill number, short title, and revisor. Report is ready for review. Review during testing. Susan verified with limited testing. Need to establish business process for making in-session updates to titles.
2.0	1S. Tails on Daily Calendar		ЪS		0	S		
3.0	2S. Tails on white board		РS		0	S		
5.0	4S. LI screens for Senators to use when		PS		0	S		
n	We are in session. (Priority) ES Assurant (Priority)		7)	n		
7.0	6S. Enrolling		<u>ک</u> ا		0	တ (
\.0	bs. Enrolling bills—templates and netting of engrossed bill		3		C	U		
8.0	7S. correctly formatted bills for the Kansas Register and Session		PS		0	S		
	8S. Journal Templates and wording of templates.		PS		0	S		

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Eshibit A.1: Application Work Item Status Log

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			Ì	22.0			21.0			19.0		18.0		17.0		16.0				15.0	,		14.0			13.0			12.0		11.0			10.0	Work Item #
and Propylon.	interface between IRC	22S. Bulk voting -	Resolutions numbering.	21S. Second Year	on bill status.	bill hearings to show	20S. Button on CI for	Appointments	under Consideration of	18S. Appointments -	appointments on CI.	17S. Set hearings on	back of daily calendar	16S. Appointments -	amending and deltas	15S. Electronic	communications	Messages and	for Governor's	14S. Styles available	the Journal.	documents going into	13S. Styles on	system.	Calendar within	12S. Ability to do	status.	errors on the bill	11S. Ability to change	of journal actions.	10S. Automatic paging	Business	Journal by Order of	9S. Order of Daily	Work Item Name
																																			Priority
		ЪS		PS			РS			22		РS	,	PS		PS				Sq			PS			РS			ΡS		ઝ			PS	Owner
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																							-						_						Related Tickets
		1011	years available. Done.	Update: 01/17-AW In production, resolutions in LI only display current year, link for previous			Update: 01/17-AW In production and currently being used in 2012 session. Done.																· · · · · · · · · · · · · · · · · · ·			1111								••••	Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed. Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps. Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable. Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.

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Eshibit A.1: Application Work Item Status Log

	1	1	T	T								
35.0	34.0	33.0		31.0	30.0	29.0	28.0	27.0	26.0	25.0	24.0	Work Item #
34S. Eliminate need to provide Research with hardcopies of all amendments.	33S. Change brackets in carryover bills.	32S. Publishing Daily Journal, Calendar to web.	31S. Training on changes to BAPPS or new BAPPS	30S. Moving still active 2011bills forward to 2012.	29S. Calendar - agendas from Sliq.	28S. Process for handling Substitute bills.	27S. Date of Legislative day after midnight.	26S. Short titles list for voting/agendas for Committee Assistants.	25S. Training on templates.	24S. List of styles for Journal, Calendar and flagged bills.	23S. Training on styles.	Work Item Name
												Priority
PS	РS	PS	PS	PS	PS	PS	Z	PS.	S	PS	PS	Owner
												Task Manager
0	0	0	0	0	0	0	0	C	C	0	0	Status
S	S	S	S	S	S	S	S	S	S	S	S	Function
												Related Tickets
					Update: 01/17-AW Sliq to KLISS interface currently planned and ready to be designed, target date for implimentation is 9/31/12			Update: 01/17-AW Report completed and procedure delivered. Done.	Update: 01/17-AW Training completed on 12/7. Done.		Update: 01/17-AW Training on styles was conducted the week of 1/3 as part of journal creation. Will complete training on styles for calendar when scheduled.	Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.

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Eshibit A.1: Application Work Item Status Log

Sorted by Priority

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	62.0			61.0			60.0			59.0		58.0		57.0		39.0		38.0			37.0			36.0	Work Item #
Remove item from list; lit is covered in #48	Original WI#62		Making and Chambers	Testing bills in Law		scripts	Develop Chamber test		process	Testing substitute bill		Testing Motions	ı	Testing Long Titles	members of Chamber	3H. Accessibility for	for creating Journals	2H. Integrity of process	bills	for amending, enrolling	1H. Integrity of process	publishing work.	composition and	35S. Tools/training re	Work Item Name
																						_			Priority
	1	<u> </u>	Ş	PS		S S	В		SX	PS	S S	РS	S	ß		SS		Ş			S			Sd	Owner
	Ą		SS	D M	T C	Ķ	PS		Ş	PS	Ş	PS	S S	PS											Task Manager
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	Ξ		S	Ξ			S			S		CA		8		ェ		I			エ			S	Function
																									Related Tickets
text into drafts. Validator description document now on KLISS wiki.	Validators will be used by RO IT staff. Andrew will provide descriptions of validators. A test bill		found in code process, fixed in newest build. LM received data from chambers	Debbie sent packages to chamber for Sandy to test. Space issue in bill number and race condition			Installed software in Senate and trained senate staff.	for introduction and are working on amendments	using for testing causing them to have to reenter test data. Pat and Susan have rescanned bills	Data on UAT was reloaded from production, this cleared out test data that Pat and Susan were															Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.

2-22

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Eshibit A.1: Application Work Item Status Log

Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed

Related

Sorted by Priority

67.0 66.0 65.0 Item # 68.0 CI Acceed not working Chamber report items clean up Law Making metadata correctly with Revisor and KLRD appropriations bills 2012 session Delta process during Testing on Work Item Name Priority **퐄** S S S S Owner SS CC Task 모 SS SS Manager 0 0 0 0 0 Status DS 🗔 S S Ξ Ξ 8 Function **Tickets** are not being reported on the bill summary. David Higgins is now working on the governor occur on an as-needed basis during the 2012 session. conferee' in bill history. Ticket created 7/8/11. Will be tested by Chambers as part of end-to-end and KLRD are testing appropriations on 12/5/11. Beth informed the group that Steve Lang has Some testing tried the week of 10/31/11. Need updated documentation for LM system. Revisor based on the 2011 bill amendments and produce test amendatory language documents. The time from the Computer Services test team to run the tests. The test team has created deltas A meeting was held on 11/30/11 to decide on the delta process. An outcome of the meeting is to discussions. Delta process has been agreed to for 2012 session. Update: 01/05-JL Item #44 related to this item as testing function drove the delta process them. Pat and Susan are testing reports. There are bills published to the Kansas Register that LI Bill summary and CI governor actions reports. Tickets logged and Derek Hyland working on want to clean up as needed during session. Continuing.. publication and validation training. Use of current base bills may be low during 2012 session, may time. Base bills in Law Making will be scheduled to be cleaned up – this will start after statue Revisors Office will need training to complete metadata clean up projects during their scheduled Update: 01/05-JL This Item is completed as this point. Any necessary metadata cleanup will assign to her (Beth). Pat hasn't done this as of 12/21. finished. Pat discovered an issue in preliminary testing. Beth asked Pat to update the ticket and testing. Susan completed a successful test. Pat reported that she did some testing but is not Pat will write a ticket for a correction on the Acceed function on the CI. Function putting '1 completed his work and process is ready for testing.. issues needing addressed. Steve Lang is unavailable until 1/9/2012 to code fixes. testing results were turned over to the Revisor Office for review. Jason Long provided a list of became law in the 2011 session and saved to the SVN for testing. Revisor Office has requested test amendatory language by using deltas from the 2011 session. Alan downloaded the bills that -- Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable. actions report Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation. Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps

1/18/2012

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Eshibit A.1: Application Work Item Status Log

	Pat has an IRC Overview scheduled 12/22 for Verla, Kristy, Tim and herself.	DS	0				IRC integration	90.0
	*Susan has scheduled IRC to implement vote interface 12/6/11. Complete	S	C				IRC integration	
	*Interface demo held on 11/29/11 1:30 PM in KLISS Office. Complete.Item completed. XML tags removed.	CA	0				IRC integration	88.0
	*Need to include short title update process in documentation. Alan. Susan mentioned that she hasn't seen documentation yet so she doesn't know if it's there. Alan offered to pull documentation and provide to both Pat and Susan. Done Terri had to eliminate special characters so the short title report would generate. House seems to be working. Complete.	Q	0				IRC integration	87.0
	*Terri — IRC said they were very close to testing. Hurricane Irene has set IRC back some. Terri will have an update on Friday, 9/2. IRC provided a demo to the interface on Friday 9/9/11. Kristy has drafted a process document, Beth sent out to Pat & Susan. Pat and Susan questions answered by Kristy. Complete	Q	0				IRC integration	86.0
	Amy asked if Sub committees will have a unique KPID. Beth will check. Amy also noted that special charcters in the KPID are causing issues. Amy and Beth are in process of checking this. 12/21/11.	DS	0				The UAM is not matching production	85.0
	Summary of Legislation GASP demo held on 7/27/11. LI content discussion held with KLRD and Kristy. Delivered 8/31/11 – Tested and tickets entered. KLRD will test further. They will not test until after session starts. Book won't come out until late March.	DS	0			ion	Summary of Legislation	84.0
	Research tab on LI – Propylon will assign resource to complete. Beth will discuss with Steve and Tyson. Amy will provide requested info to AustinItem completed. XML tags removed.	DS	0				Implement Research Tab on LI	82.0
	Meeting set for 12/1/11 at 2PM with Amy, Alan, & Beth. Warren is working with Kristy and Austin to develop the process to complete this. Tags are needed. Alan will check with Warren for Status. Lot of questions remaining. Meeting will be schedule to review (12/22/11)	디	0	SM	AD	7	Transferring and formatting redistricting info for hills	81.0
	KLRD to work with Propylon to determine best format for inclusion in KLISS. Amy sent test data to Propylon. Steve Lang is checking on a script to remove XML tags.		С				XML Tags	80.0
2-25	chr orm	<u></u>	<u> </u>	Task Manager	Owner	Priority	Work Item Name	Work Item #
nty	Eshibit A.1: Application Work Item Status Log Sorted by Priority	Eshib			18.xlsx	01201	$e = Work_1tem_List_20120118.xlsx$	1 ne

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Eshibit A.1: Application Work Item Status Log

Sorted by Prior

EI.	Need to load rescanned 2010 committee data into committee historical data and upload to LI/ELI. Meet with Terri, Warren, and Alan on updating.	DS	0				Load rescanned 2010 committee data	99.0
	Re-write process for posting committee documents on LI – Alan is working with Patti to review and edit documentation.	DS	0				Committee documents on LI	98.0
	Chambers need a demo on setting hearings on CI. Covered in CI review on 10/25/11. Kristy completed testing. Pat and Susan tested hearings on Bills. Pat will test setting hearing on appointments.							
	Update: 01/17-AW In production and currently being used in 2012 session. Done.	S	0				Hearings on LI	97.0
አ	The vendor will be here 1/4/2012 thru 1/6/2012 am. A planning meeting for interested parties will be on 12/30/11 at 1:30. (This is a change from 12/22)	DS	0				SLIQ integration	96.0
ent	Pat requested an overview of how the system works. Beth offered to have Kristi put a document together for Pat's review.	DS	0				SLIQ integration	95.0
<u>*</u>	IRC testing didn't start this morning as scheduled. Systems are ready to go per Beth, they just need to test.	DS	0				SLIQ integration	94.0
	Committee agendas will be sent to chambers in word format.	DS	0				SLIQ integration	93.0
Cote	Need to develop an API specification for integration. Warren, Austin, Terri, Don K., and Nick Cote (SLIQ) to define API. Work on this during session for implementation during summer 2012.	DS	0				SLIQ integration	92.0
atic"	Pat said that voting will be tested tomorrow (12/22/11). Calendar upload to IRC is an "automatic" process with a button on chamber interface.	DS	0 0				IRC integration	91.0
2 26	Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed. Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps. Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable. Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.	Function	Status	Task Manager	Owner	Priority	Work Item Name	Work Item #

2-26

108.0	107.0	106.0	105.0	104.0	103.0	102.0	Work Item #
Liberty Migration CCR and CCRB still not working	Original WI#107 Search implementation in Law Making and Chamber Remove item as it is covered under Item #53	Back filling of hearing data from the 2011 session	KLRD access to update LI	Document – "How to read a bill" – post on the LI	Process to send supp notes to Printing Plant for KLRD	Enrolling Bills	Work Item Name
							Priority
							Owner Task Manager
0 0	×	0	C	0	0	0	Status
DS DS	S M	디	DS	디	DS	ÇA	Function
							Related Tickets
Beth stated that Propylon is ready to do a full export from Liberty to KLISS CCR and CCRB still not working. Beth will have Matt get with Susan and Pat	Search implementation in Law Making and Chamber set to implement after implemented in Decision Support on 12/16/11. Propylon still working on this item		Update: 01/17-AW Link and access was provided to Amy. Done KLRD access to update LI. Ticket logged and Kristy working on development on 12/5/11. KLRD log in to CI needed with virtual view for ds_docs_li folder. Amy stated that she now has an ID but needs the LIRL to access_12/21_still doesn't have the LIRL Beth will send if to her	Document – "How to read a bill" – post on the LI. Pat sent the document to Alan W. on 12/5/11. Will be published on the LI.	Process to send supp notes to Printing Plant for KLRD Alan W. done 9/12/11. KLRD will run a test to print a supp note at plant.	Kristy to work with Alan to obtain actual Margin sizes for Enrolled bills. (The only information we have is that the bill is 25 pica's wide per the Print shop). Propylon will make corrections and retest. Pat & Susan will check open ticket on formatting. Chambers to test enrolled bills as part of end-to-end testing and determine if issues have been resolved. Need demo from Matt on updated enrolling process when it's ready. David Higgins is now free to work on template updates defined in tickets. Train staff week of 1/9/11. Review by 12/8/11. Susan got instructions yesterday and needs to test. Pat has sent some changes. According to Beth, Kristi is working on it. David Higgins is working on styles. Pat and Susan will use 2011 final engrossed bills to test in UAT.	Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed. Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps. Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable. Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.

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Eshibit A.1: Application Work Item Status Log

Sorted by Priority

2-28

							112.0	111.0	110.0	Work Item #
							SVN Training for KLRD	Training Schedule	Capability to create labels	Work Item Name
										Priority
										Owner
 										Task Manager
							C	0	0	Status
							DS	SA	DS	Function
										Related Tickets
						Amy needs help installing the SVN for LuAnn and Carita.	Update: 01/17-AW Training provided. Done.		Amy requested capability to create labels. KLRD and Computer Services both receive many requests for this information. Needed the first week of session. Alan said the API can output this information. We need to identify what it would take to output to the public. Beth stated Lukasz in Dublin is working on mailing labels.	Log entries in reverse chronological order (latest on top). // prefix indicates Plan or Assign is completed. - Status Update, format= Update: event date-author; event name (if any); narrative re update, issues, next steps. - Task Assignment, format= Assign: due date; person assigned to; description of task and/or deliverable. - Action Plan, format= Plan: expected date of action; activity or action planned and any narrative explanation.