

The Technology Review Board (TRB) was established in 2019 to centralize the process of managing information technology projects, positions for technology support, and hardware and software needs to ensure the needs of the County are being met while also supporting the County's strategic plan. Current members of the TRB include:

- Rusty Leeds, Assistant County Manager, Division of Public Safety
- Tania Cole, Assistant County Manager, Division of Administrative Services
- Lynn Packer, County Engineer, Division of Public Works
- Anna Meyerhoff-Cole, Division Director, Human Services
- Lindsay Poe Rousseau, Chief Financial Officer
- Scott Wagner, Chief Information Officer
- James Arnce, Information Technology (IT) Infrastructure Director

The TRB policy sets forth guidelines for review, approval, funding, and prioritization for all technology requests within Sedgwick County under the oversight of the Division of Information Technology. This applies to all IT projects and technology requests as well as personnel requests to support technology (software upgrades, hardware upgrades, and replacement) for all County departments, including elected and appointed officials. Requests are reviewed by the TRB, in conformance with terms of the policy, and categorized as either department specific or enterprise projects.

TRB has the following objectives:

- to prioritize technology projects or hardware/software requests in a way in which realistic expectations are established regarding what IT projects can be delivered within a planning period;
- to establish a centralized workflow process for the consistent evaluation and funding of requested IT technology for Sedgwick County elected and appointed offices and divisions reporting to the County Manager;
- to evaluate IT technology requests based on departmental needs to support Sedgwick County's strategic plan, by drawing on the collective expertise from organizational leaders to determine those projects that present the greatest need and/or support of the strategic plan, while balancing available resources; and
- the Division of Information Technology will provide division and department heads with statistics on current technology hardware to help them develop five-year technology plans.

The TRB policy and project specifics can be found on the subsequent pages.

Technology Review Board - 2027 Sedgwick County Budget		
Title	2027 Expenditure	FTEs
Data Center Maintenance	\$ 557,111	-
CAD/RMS Server and Storage Replacement	551,313	-
Child Sexual Abuse Material (CSAM) Identification	29,940	-
Records Management System Replacement	480,000	-
Personal Computer Replacement	350,000	-
Tax Roll Quality Assurance Reports	46,000	-
Emergency Management and Emergency Operations Center Integration	20,000	-
Consumable Inventory Management	85,616	-
GovAI Renewal	49,995	-
Case Management Solution	103,000	-
Medical Simulation Update	230,815	-
Chatbot	24,000	-
Aerial Imagery Collection	81,000	-
Appraiser Field Tablet Replacement	138,000	-
iPad Replacement	28,188	-
Commercial Market Application	400,000	-
TECHNOLOGY REVIEW BOARD TOTAL	3,174,978	-

	Technology Review Board
Adopted: April 15, 2019	Policy No. 3.600
County Manager Approved: April 15, 2019	Developer/Reviewer: Chief Information Officer

1. Purpose

The Technology Review Board Policy sets forth guidelines for review, approval, funding and prioritization for all technology requests within Sedgwick County under the oversight of the Division of Information Technology (IT). This policy is intended to centralize the process of managing information technology projects, full-time equivalent (FTE) positions for technology support and hardware/software needs, and ensure the needs of the County are being met while supporting the Sedgwick County strategic plan. Specifically, the role of the TRB is to:

- Prioritize technology projects or hardware/software requests in a way in which realistic expectations are established regarding what information technology projects can be delivered within a planning period.
- Establish a centralized workflow process for the consistent evaluation and funding of requested information technology for Sedgwick County elected/appointed offices and divisions reporting to the County Manager.
- Evaluate information technology requests based on departmental needs to support Sedgwick County's strategic plan, by drawing on the collective expertise from organizational leaders to determine those projects that present the greatest need and/or support of the strategic plan, while balancing available resources.

2. Scope

This policy applies to all information technology projects and all technology requests, (software upgrades, hardware upgrades and replacement), as well as all FTE requests to support technology, for all Sedgwick County divisions, including elected/appointed offices. Information technology requests will be reviewed by the TRB, in conformance with the terms of this policy and categorized as either department specific or enterprise projects.

3. Policy Statement

Information technology project tiers and County information technology standards are used to create the structure of the approval process by separating requests based on size, complexity, and the type of request.

- A. All information technology projects will be classified into one (1) of three (3) project tiers. The tiers are utilized as a method of identifying the type of information technology projects requested and determining the proper project approval procedures for large projects, medium to small projects, and projects that address crisis or maintain our existing information technology portfolio. The tiers are structured to facilitate project approval procedures based on the size and type of project requested.
1. **Tier 1:** Large-scale projects with estimated costs that exceed \$20,000 or 100 IT staff hours. Project recommendations will be developed by the executive sponsor, project lead or project manager.
 2. **Tier 2:** Medium to small-scale projects with estimated costs of or less than \$20,000 or 100 IT staff hours. Projects are authorized and coordinated by IT based on the critical nature of the fix or the hardware upgrade when compared to other project assignments.
 3. **Tier 3:** Fixes to existing software/hardware or replacement of hardware within our existing information technology solution. Projects are authorized and coordinated by IT based on the critical nature of the fix or the hardware upgrade when compared to other project assignments.
- B. The Division of Information Technology will maintain and update bi-yearly a listing of technology solutions known as County information technology standards. The listing encompasses all software and hardware solutions that have been evaluated, tested, and proven as successful information technology solutions for use within the County's information technology infrastructure.
- C. Technology requests that have total costs of \$10,000.00 or less AND are listed as an information technology standard, can be purchased outside of the TRB process, as long as the purchasing division/department has funding available within their yearly authorized budget. It is recommended that the request still be run through IT so that a review process and resources can be assigned if needed.
- D. Technology requests that will be funded by grants should be anticipated far in advance of the grant deadlines. Departments and divisions will submit these requests per the TRB policy and ahead of grant deadlines for review and identify which grant will be providing the funding.

4. Definitions

- A. **Five Year Technology Plan** - A complete listing of all technology projects to be undertaken in a five (5) year period.
- B. **Information technology project** - A project that helps maintain, improve, or expand technology assets, which includes both software and hardware.
- C. **Technology Review Board (TRB)** - A body tasked with evaluating all technology needs, through a peer-review process. It is comprised of a minimum of seven (7) members

consisting of the Deputy County Manager, Assistant County Manager for Public Safety, Assistant County Manager for Administrative Services, County Engineer, Chief Financial Officer (CFO), Chief Information Officer (CIO), and IT Infrastructure Director. In addition, at least two (2) non-voting members will be selected from elected/appointed offices.

- D. **Executive Sponsor** - Division, department or program representative with overall responsibility and authority for the project, providing high-level project direction, resolves conflicts with policy or objectives, acts as a visible project champion, legitimizes the project's goals and objectives, and leads high-level project meetings.
- E. **Project Lead** - Division or program representative, which serves as the initial project contact, leads and coordinates the project request as well as justifies the request to the TRB. The project lead is responsible for the research to identify the technology choice. IT will also assist with technical needs and review of windows of compatibility, to assure support within the existing information technology infrastructure.
- F. **Project Manager** - Individual responsible for planning, organizing, scheduling, and controlling the development, coordination and implementation of project deliverables.
- G. **County Standard** - A technology standard set forth by IT, to ensure a working infrastructure that is supportable by IT.
- H. **Information Technology** - Any technology that connects to the Sedgwick County network via, the wireless, copper or fiber infrastructure.

5. Procedures

- A. All requests for technology related resources (FTE, hardware, or software) should start with a conversation between the requestor and the immediate supervisor/manager. Once the supervisor or manager approves the request, an executive sponsor will be appointed. The executive sponsor should present this request to the appropriate chain of command up to and including the division director. In addition, a monthly email will be sent out to retrieve technology requests from elected and appointed organizational areas. These requests will be discussed and added to the TRB's technology list for discussion.
- B. Once the division director approves the request it should be submitted to the TRB chair by email, so that it can be added to the TRB project list for discussion at the next scheduled TRB meeting. A HEAT ticket will also be opened with the Sedgwick County Helpdesk for tracking.
- C. TRB Responsibilities and Approval Procedures:
 - 1. The Technology Review Board (TRB) is comprised of a minimum of seven (7) members consisting of the Deputy County Manager, Assistant County Manager for Public Safety, Assistant County Manager for Administrative Services, County Engineer, CFO, CIO, and IT Infrastructure Director. The CIO shall serve as the chairperson. In addition, at least two non-voting members will be selected from elected/appointed offices. Support staff designated by TRB board members may also serve in an advisory capacity (non-voting). TRB will meet and review requests on a quarterly basis.

- a. Responsibilities: Evaluate new and existing technology requests to ensure the technology requests support the objectives stated in this policy. Technology proposals within Tier 1 and 2 that have not yet become County standards will be evaluated through IT to ensure compatibility with existing information technology infrastructure. Additional responsibilities of the TRB include:
 - i. Provide technical evaluation of proposed departmental solutions that are not County standards.
 - ii. Assist departments in developing technology projects that support the department or division strategic plan, enhance customer service, and improve efficiencies.
 - iii. Coordinate similar technology project efforts across the organization and share knowledge between departments.
- b. Approval procedures: The TRB will rank project requests based on the need of the proposing entity and use an “A, B, C” ranking method. Project ratings are based on the consensus of the TRB and may be voted on, with the designated rating based on majority vote.
 - i. “A” rating – projects that display the critical elements of technical merit, will enhance efficiency, are cost effective, and support the County’s strategic plan. “A” rated projects are approved by the TRB to proceed to the next phase of the process. *This may include securing funding through the budget process of a “decision package presented by IT.”*
 - ii. “B” rating – Projects that include good ideas, but the proposed solution does not improve workflow processes or does not appear able to enhance efficiency or support the County’s strategic plan. Funding is not recommended until the rating is raised to the “A” level.
 - iii. “C” rating - Projects that need further research and development before funding should be committed. To refine the project request, the department will need to work closely with appropriate internal staff as well as IT staff to better define requirements and mission-relationships if the project is to be resubmitted for TRB review.

D. Division of Information Technology Responsibilities:

IT will retain responsibility for the evaluation, authorization and coordination of both Tier 2 and Tier 3 projects receiving an “A” rating, based on the following evaluation practices:

1. Crisis projects: Projects are defined as in crisis due to the severe impact to the department’s business operations or the individual employee’s ability to perform their responsibilities without the fix or proposed solution being implemented. All projects identified as crisis will be prioritized based on the critical need of the requesting department or division. Sometimes IT is faced with more than a single crisis event at a time; as a result, crisis projects will be prioritized based on their perceived severity and timeline of the needed solution.
2. All other project requests: these projects will be prioritized based on considerations of the project’s practicability, return on investment, risk of failure, impact on business processes, funding availability, scale of the issue, mandated requirements, and impact on other projects being pursued.

- E. The TRB will review all requests during routine meetings and prioritize throughout the year. This information will be provided to the Budget Office for inclusion in the long-term financial forecast. At the appropriate time during the annual budget development process, the CIO will present a recommended list of TRB approved requests that received an “A”, to the Manager’s Budget Team and the Board of County Commissioners (BOCC), as a decision package, to acquire funding. Executive sponsors and project leads may be asked to attend to make further justifications to why the request is being made and how it supports the County’s strategic plan.
- F. All initial enterprise and division specific funding requests and budget maintenance will be the responsibility of IT, through the annual budget development process to ensure that consistency of technologies exists for efficient support on the current County infrastructure.
- G. IT will provide division directors and department heads with statistics on current technology hardware to help them develop five (5) year technology plan.
- H. The Budget and Purchasing Departments, throughout the year, shall be responsible for confirming TRB support for technology purchases before allowing any procurement activities to occur related to a technology solution.

Technology Review Board - 2027 Sedgwick County Budget

Data Center Maintenance

Funding Frequency: Recurring

Fund: 110

Summary:

The County is transitioning its technology infrastructure to a secure colocation facility. To ensure the continued stability, security, and reliability of their systems, this package provides the essential maintenance and support services required to operate their environment effectively. These costs fall outside the capacity of the current budget, yet they are critical to sustaining uninterrupted County operations and public services. This package includes maintenance for the data storage systems, licensing for the virtual servers that support County applications, the lease of space in the colocation facility, maintenance for network switches at both data centers, and redundant internet connections. Each component plays a vital role in keeping the systems functioning reliably and securely. Ongoing storage maintenance protects the County's critical data and ensures that their systems remain healthy and supported. Virtualization licensing allows the County to continue running the many applications that departments rely on daily. The colocation lease provides a secure, resilient environment for infrastructure, offering protections and redundancies that would be costly to replicate internally. Maintaining network switches at both locations ensures stable communication across systems. Redundant internet connections guarantee that County services remain available even in the event of an outage. Collectively, these services ensure full operational coverage across both data centers and safeguard the continuity of essential County functions. This package represents a necessary investment to maintain the reliability and security of the County's technology environment, ensuring that staff and residents experience no disruption in services.

Legal Reference:

None

Legal Requirement:

None

Expenditure Impact:

Commitment Item	Fund	2027 Budget
42000 – contractals	110	\$557,111
Total		\$557,111

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

If these items are not funded, the County faces predictable, high-impact operational risks:

1) Increased likelihood of outages and longer recovery times:

If storage or virtualization platforms fail without active maintenance/support, replacement and recovery take longer and may require emergency procurement. Without continued licensing/support for the virtual server environment, systems can become harder (or impossible) to expand, recover, or keep compliant and supported.

Impact: departments lose access to systems needed for daily operations; public-facing services may become unavailable.

2) Higher cybersecurity exposure:

Unsupported or lapsed maintenance environments increase the risk of unpatched vulnerabilities and slower vendor response during a security incident. Reduced resiliency can turn a "contained incident" into a county-wide disruption.

Impact: greater risk of ransomware or extended downtime; potential data integrity concerns and reputational harm.

3) Failure of redundancy can lead to single points of failure:

Without the colocation lease and maintained network equipment at both sites, the organization loses the ability to rely on two locations for continuity. Without redundant internet connections, a single carrier issue can interrupt access to cloud services, remote work connectivity, phone system dependencies (where applicable), and public-facing systems

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

Determination: NEED

This request is a need because it funds the minimum set of services required to:

- Keep the data center environment operational
- Maintain high availability across county applications
- Preserve security and vendor supportability
- Prevent avoidable downtime that would impact public services and internal operations
- How this supports Information Technology's (IT) strategic plan (clear, non-technical outcomes)

This request directly enables IT to meet its core commitments to the County:

- Reliable operations: systems are available when departments and residents need them
- Business continuity: the County can continue operating during outages or failures
- Security baseline: platforms remain supported, maintained, and defensible
- Service stability countywide: reduces disruptions, emergency fixes, and unplanned downtime

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

This funding request directly supports the County's common strategic priorities around:

Continuity of essential public services / operational resilience:

Ensures county-wide services (public safety, courts, records, Human Resources (HR)/Payroll, Finance, public access systems) remain available even during equipment failure, cyber incidents, or internet outages.

Cybersecurity and risk management:

Maintains supported, patched, and monitored infrastructure in a controlled, secure facility - reducing the likelihood and impact of ransomware, data loss, and service disruption.

Efficient, fiscally responsible operations:

Uses a professionally managed colocation environment (shared resiliency and protections) rather than attempting to build and maintain equivalent protections independently at higher long-term cost and higher operational risk.

IT Division Strategic Plan alignment (specific outcomes)

This request implements the IT Infrastructure/Operations strategy to:

- Maintain high availability for County applications (systems stay online during outages/failures)
- Standardize and sustain supported platforms (storage, virtualization, network, internet)

- Strengthen disaster recovery and business continuity across both data center locations
- Protect county data through maintained, supported storage and stable connectivity

Technology Review Board - 2027 Sedgwick County Budget

CAD/RMS Server and Storage Replacement

Funding Frequency: Recurring

Fund: 110

Summary:

The servers and storage systems that support the Sheriff's Office and 911 Tyler applications - Computer Aided Dispatch (CAD) / Record Management System (RMS) - are approaching the end of their manufacturer support lifecycle. The servers that host the applications will reach end of vendor support in 2027. Once vendor support expires, the equipment will no longer receive hardware support, updates, or replacement parts, increasing operational and reliability risks.

Legal Reference:

None

Legal Requirement:

None

Expenditure Impact:

Commitment Item	Fund	2027 Budget
42000 – contractals	110	\$200,750
45000 – commodities	110	\$350,563
Total		\$551,313

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

If this issue is not addressed before vendor support expires, the County would be exposed to increased operational and security risks. Unsupported systems are more vulnerable to failures and security issues, which can result in unplanned outages, emergency repairs, extended downtime, and higher remediation costs. Proactively replacing the hardware before support ends reduces risk and avoids significantly higher expenses associated with incident response, system recovery, and service disruption.

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

This is a need due to Criminal Justice Information Services (CJIS) compliance.

There are two governing bodies in Kansas for CJIS compliance. The Kansas Highway Patrol (KHP) and the Kansas Bureau of Investigation (KBI). The State follows the Federal Bureau of Investigation (FBI) CJIS policy. If there is anything between the two policies on there that contradicts on timing, say a log file on the Kansas policy says keep a document for one year but the FBI policy says two years, the State defaults to whichever is the longest of the two.

It is also important to note that the County cannot mix and match CJIS and non-CJIS virtual machines either on the same host without encrypting the data leaving the hosts unless you have CJIS dedicated hosts.

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

This proposal supports the department's strategic plan by ensuring the continued reliability, security, and availability of the technology that supports 911 operations. Proactively replacing hardware before vendor support expires reduces operational risk, supports continuity of critical public safety services, and allows for planned, cost-effective upgrades rather than reactive emergency spending. This approach aligns with strategic goals related to service reliability, risk management, and responsible fiscal planning.

Technology Review Board - 2027 Sedgwick County Budget

Child Sexual Abuse Material (CSAM) Identification

Funding Frequency: Recurring

Fund: 110

Summary:

Procedural and ethical guidelines require the District Attorney to provide evidence to defense counsel through the process of discovery. State and Federal law prohibits the transmission or possession of child sexual abuse material (CSAM). As a result, all discoverable evidence must be reviewed and any potential CSAM must be removed. Currently, staff use manual processes to review all media for the presence of CSAM. This is an extremely time-consuming and arduous task. In some cases, this could take staff days or weeks. Internet Crimes Against Children (ICAC) faces similarly daunting tasks when reviewing media for potential criminal activity.

Legal Reference:

None

Legal Requirement:

None

Expenditure Impact:

Commitment Item	Fund	2027 Budget
42000 – contractals	110	\$29,940
Total		\$29,940

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

Risk if not done - District Attorney staff would continue to devote excessive amounts of time to tediously review every piece of media before it is turned over to defense. There would also continue to be a higher potential risk that CSAM could be missed during review. ICAC detectives would continue to devote large amounts of time to media review as well.

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

This request is a need. The issue of identifying CSAM has become extremely time-consuming. This request would help discovery staff better use their time in a more efficient manner. These impact the District Attorney's key performance indicators (KPIs) and strategic plan as described in the question "What component of either the County strategic plan or your departmental strategic plan is being addressed with this request?"

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

This request addresses two goals within the strategic plan. First, it helps to more efficiently handle caseloads. It also utilizes technology to help manage the discovery process and supports the County's goal to leverage technology to enhance employee and customer experience and efficiency. It also supports the County's commitment to employees by equipping them with the necessary resources to deliver exceptional public services. This product will greatly improve efficiencies in many areas of the office, especially discovery and records units. It means staff will be able to more quickly complete their duties and provide discovery materials faster. It directly impacts KPIs related to providing discovery in a timely manner. It also would potentially have an indirect impact on their KPI related to disposing of criminal cases as staff would work more efficiently thereby allowing them to

complete tasks quicker and potentially resolve cases faster.

Technology Review Board - 2027 Sedgwick County Budget

Records Management System Replacement

Funding Frequency: Recurring

Fund: 110 and 239

Summary:

By State statute, the County Clerk is responsible for recording all real estate transfers within the county. The Clerk's Office ensures that transfers are properly recorded in the Clerk Transfer Record for taxation purposes. In recent years, the Register of Deeds (ROD) and the Clerk have utilized an in-house system called Records Management System (RMS) to record documents and to maintain recent transfer records and associated documents. The Division of Information Technology (IT) is hesitant to make any changes to RMS as code changes (finding where to make changes, how to make changes, testing the changes, and publishing the changes) are very difficult due to the program's code architecture.

In February 2025, the ROD ceased using RMS and switched to a new solution called Fidlar AVID. The change of systems by the ROD affected how the Clerk's Office integrates with the ROD system, processes court records associated with properties, and maintains the Clerk Transfer Record.

As it is currently operating, RMS provides the required Clerk Transfer Record and documentation process for the Clerk's Office. With that in mind, the system has limitations. The ability for the Clerk's Office to scan and attach court case documents received from the 18th Judicial District Court, add/delete Clerk RMS users, view documents without redaction, and delete documents from Clerk RMS requires intervention by IT staff through a request of the Clerk's Office. Additionally, the system only has the transfer record for recent real estate transactions. The 'Historical' transfer record is stored in a separate database, as is the 'Legacy' transfer record. A new system would provide the opportunity to store new and historical/legacy Clerk Transfer Records in the same database. It is also anticipated that a new system would streamline processes such as pinning and scanned document imports which are currently performed via manual processes.

Legal Reference:

None

Legal Requirement:

None

Expenditure Impact:

Commitment Item	Fund	2027 Budget
42000 – contractals	110	\$250,000
42000 – contractals	239	\$230,000
Total		\$480,000

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

In February 2025, the ROD ceased using RMS and switched to a new solution called Fidlar AVID. The change of systems by the ROD affected how the Clerk's Office integrates with the ROD system, processes court records associated with properties, and maintains the Clerk Transfer Record.

IT is hesitant to make any changes to RMS as code changes (finding where to make changes, how to make changes, testing the changes, and publishing the changes) are very difficult due to the program's code architecture.

To accommodate these changes, IT staff and the Clerk's Office worked together to modify RMS to accommodate the needs of the Clerk's Office until a more robust solution could be identified.

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund and Clerk Technology Fund

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

N/A

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

With the loss of court case functionality within the program, the Clerk's Office has makeshift workarounds to allow them to receive court cases, enter them into RMS, and subsequently update the tax roll in Aumentum. Customers know it takes a couple of weeks to go through the process. After that, they start calling asking why something has not been updated. Currently, the Office has five to six banker boxes of court cases they have to sift through when they get such calls. This affects their ability to process other deeds, Kansas Open Records Act (KORA) requests, mailing address changes, and more, which in turn means whenever tax bills and other mailings go out, they do not have the updated information. Customers looking at their information online also see the previous owner's information.

Technology Review Board - 2027 Sedgwick County Budget

Personal Computer Replacement

Funding Frequency: One-time

Fund: 110

Summary:

In 2020, the Division of Information Technology (IT) proposed to consolidate technology spending for personal computer (PC) systems throughout the County. In the past, departments have not focused budgeting on operating system lifecycles. The lifecycle of systems proposed is eight years, with one-eighth replaced each year. This is in attempt to stay ahead of operating system (OS) depreciation and hardware failures. Systems will be purchased with at least three-year warranties and will be replaced in the eighth year. Each year the oldest system hardware will be replaced. Fulfilling this request will allow IT to continue to update computer systems in a cycled manner. This will help mitigate the risks of running an out-of-date, unpatched operating system. By consolidating to a one-time purchase, IT can have better negotiation power with the vendors, getting better pricing, and have consistent models and stability amongst the yearly acquisition.

Legal Reference:

Criminal Justice Information System (CJIS) Policy 5.9.3 section 5.14, Health Insurance Portability and Accountability Act (HIPAA) Security Rule 45 C.F.R & 164.308 (a)(5)(ii)(B)

Legal Requirement:

CJIS, HIPAA, payment card industry (PCI), and many other guidelines reference need for keeping systems up to date. Fulfilling this request will allow IT to continue to update computer systems in a cycled manner. This will help mitigate the risks of running an out of date, unpatched operating system that would violate these guidelines and pose security risks to the County.

Expenditure Impact:

Commitment Item	Fund	2027 Budget
45000 – commodities	110	\$350,000
Total		\$350,000

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

- Higher risk and higher disruption.
- Departments may defer replacements when budgets are tight, leaving staff on older equipment longer than planned.
- Older computers are more prone to failure and can become difficult to keep secure and updated.
- Increased downtime impacts staff productivity and, in public-facing departments, can slow response times and service to residents.
- Increased long-term cost.
- Emergency replacements tend to cost more and arrive slower than planned replacements.
- A wider mix of device models increases support time and complexity.

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund.

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

Determination: WANT

This request is appropriately categorized as a want because departments can fund their own computers. However, it is a high-value county-wide approach that helps ensure departments that cannot easily absorb replacement costs still stay on a healthy lifecycle and do not fall behind.

How it supports IT strategic objectives:

- Reduces county-wide risk by preventing pockets of outdated equipment and unsupported operating systems.
- Improves consistency and predictability in budgeting and replacements.
- Reduces downtime and support burden, enabling staff to stay productive and maintain service levels to the public.
- Improves purchasing outcomes through standard models, consistent warranties, and stronger pricing.

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

A. Safe, secure, and resilient County operations (Cybersecurity / Risk Management)

Keeps County computers on supported operating systems that can continue receiving security updates.

Reduces the likelihood of service disruption caused by outdated or vulnerable systems.

B. Operational excellence and reliable customer service to residents

Predictable replacement reduces computer failures that interrupt staff work in departments serving the public.

Standard equipment reduces troubleshooting time and improves the consistency of service delivery.

C. Fiscal stewardship and efficient purchasing

Countywide purchasing improves vendor negotiation leverage, often resulting in better pricing and consistent warranty terms.

Spreads replacement costs evenly each year, preventing “spike years” and emergency purchases.

Technology Review Board - 2027 Sedgwick County Budget

Tax Roll Quality Assurance Reports

Funding Frequency: Recurring

Fund: 110

Summary:

Hundreds, if not thousands, of manual data input goes into every tax roll annually. Subsequently, multiple quality assurance (QA) processes must be undertaken and every entry checked manually multiple times. This initiative seeks to streamline and make more efficient both entry and proofing/QA. To do this effectively, reports must be created which interact with the complex database used in the tax system. Internal county staff are not able or approved to design these functions. For this reason, the Clerk's Office would like to contract with an external entity to do this work.

The current process is antiquated and does not allow for certainty of accuracy until after the final product is completed. The intent is to remove as much manual processing as possible. AumentumTech, the software provider, would possibly be willing and able to undertake some of the production of requested reporting. However, if they agreed to do so it would be at considerably greater cost and take much longer before they would be able to allocate resources for this purpose. AumentumTech regularly and routinely recommends utilizing XTR Consulting to provide this type of enhanced support and service for customers looking to create additional customizations for jurisdiction specific utilization.

Legal Reference:

None

Legal Requirement:

None

Expenditure Impact:

Commitment Item	Fund	2027 Budget
42000 – contractals	110	\$46,000
Total		\$46,000

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

It continues to take a lot of time and man hours to make sure all data is entered and accurate. Without the improvements requested, the risk is high for introducing errors into the final product which would need to be corrected later at great time, resource, and expense.

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

Need

Accuracy is paramount when creating tax rolls. This is not an easy task and it requires several steps to complete a tax roll, which starts as soon as the Appraiser certifies values in June to the Clerk and ends when the Clerk certifies the tax roll to the Treasurer. It is a difficult process overall. One that needs additional tools to streamline the entire procedure where possible. The vendor cannot help with this unless they rewrite the entire code. This is not something they have suggested or are willing to do. These reports can go a long way to reduce the time it

takes to produce a quality product the Clerk's Office has confidence in.

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

With Clerk Tax Roll QA reports, staff can learn or cross train other Clerk personnel in the preparation of an annual tax roll. Currently, individuals are in and out of the application on any given tax year, adding and changing several items that are updated annually. No one can be quite sure everything was input correctly unless someone goes back and proofs all of the various inputs visually. This takes a lot of man hours. Reports will help to verify all imports at a glance. It will streamline the entire process and make it easier to view what has been verified, approved, and finalized. It will also help with delegating assignments as it will be easier for staff to assume responsibilities for separate tasks using the reports provided to check the integrity of the data that was entered.

Strategic Goals from 2026 Adopted Budget:

- Develop and maintain a strong, qualified staff; promote from within by cross-training
- Transition paper documents into electronic format
- Accurately complete the tax roll and required abstracts by State[1]mandated deadlines

Technology Review Board - 2027 Sedgwick County Budget

Emergency Management and Emergency Operations Center Integration

Funding Frequency: Recurring

Fund: 110

Summary:

Emergency Management's mission is to coordinate and strengthen Sedgwick County's capability to prevent, prepare for, respond to, recover from, and mitigate emergencies through collaboration, innovation, and community engagement. This mission is achieved through several avenues including the use of E-log and the activation of the Emergency Operations Center (EOC).

By State statute, local disaster agencies (Emergency Management) must adhere to K.A.R. 56-2-2. This includes development and coordination of a local exercise program, development and coordination of a local emergency preparedness training program, development and coordination of local hazard warning and notification system, and coordination of all requests for assistance from other jurisdictions and the State and Federal governments during a disaster emergency.

E-log is an internally developed method for communicating internally and externally amongst partners for sharing information. For low priority information sharing, it works fine. However, during EOC activation, it becomes cumbersome regarding resource allocation efforts and lack other necessary functionalities needed by partners to address ongoing safety needs.

A one-year trial has been underway to replace E-log with BlackBerry AtHoc. While this has some additional functions, it does not meet the long-term needs of the department and its partners. The logging capability does not meet expectations, in terms of requiring too many user permissions to perform a variety of tasks within different groups, such as tracking/logging and event assignment. Training has occurred with 45 EOC partners but not the other 300 plus users who are in the E-log system.

Emergency Management needs to update their ability to communicate effectively and consistently with all users (internal and external) during daily operations and during emergency situations; the current application limits this ability. Additionally, it has been identified there is a need to create redundancies amongst system operations.

Emergency Management would like to explore other internally developed or commercially developed applications to replace E-log which are both user friendly and administrative friendly, allows for enhanced communication methods during both daily operations, training, and emergency situations, and improves the communication/collaboration between the EOC and the incident itself.

Legal Reference:

None

Legal Requirement:

None

Expenditure Impact:

Commitment Item	Fund	2027 Budget
42000 – contractals	110	\$20,000
Total		\$20,000

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

If the enhancement is not addressed, the organization will continue as is, utilizing applications that do not fully meet their needs or may fail.

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

This request is needed to replace the current E-log program which is an internally developed method for communicating internally and externally amongst partners for sharing information. It is also needed to enhance information gathering and sharing with internal and external partners by providing a more robust logging capability, dashboards, real time situational awareness, status boards, and incident documentation just to name a few.

This submission will not only address the need to upgrade capabilities in the EOC but will assist the department with placing most of their disaster related documents into one platform that can be shared with their partners, elected officials, and the public at large. This is also a cloud-based strategy that will have mobile capabilities as well, making it portable.

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

The submission addresses goal eight of the Sedgwick County Strategic Plan - Develop cross-cultural competencies to facilitate appropriate communication. The communication will be for both internal and external partners.

The submission addresses goal two - Fortify stakeholder engagement, response coordination and EOC readiness by upgrading the EOC technology and redundancy systems, implement Geographic Information Services (GIS)-based situational awareness and damage assessment tools, and adopt digital platforms for emergency communications and coordination.

The submission addresses goal five - Ensure continuity of operations of government by developing remote work and alternate site capabilities for critical functions.

This submission is also pursuant to K.S.A. 56-2-2 which includes development and coordination of a local exercise program, development and coordination of local emergency preparedness training program, the development and coordination of local hazard warning and notification systems, and coordination of all requests for assistance from other jurisdictions and the State and Federal governments during a disaster emergency.

Technology Review Board - 2027 Sedgwick County Budget

Consumable Inventory Management

Funding Frequency: Recurring

Fund: 110

Summary:

The current manual and limited-electronic processes are time-consuming, tedious, and error-prone. This project will address these issues. Current inventory solutions do not support distributed inventory locations; require manual physical counts instead of barcode-driven point-of-use workflows; require spreadsheet-driven replenishment from central stock instead of system-driven at the time of use; require line-by-line manual adjustments in Systems, Applications, and Products in Data Processing (SAP); generate excess purchase orders for individual items instead of consolidating to save on shipping and complexity; no longer supports material requirements planning (MRP) and material master approach; and has lot number and expiration tracking limitations; lacks detailed chain-of-custody tracking for controlled substances. If a new system is not put in place, there is risk of continued use of time-consuming, tedious, and error-prone processes.

Legal Reference:

None

Legal Requirement:

None

Expenditure Impact:

Commitment Item	Fund	2027 Budget
42000 – contractals	110	\$85,616
Total		\$85,616

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

Continued use of time-consuming, tedious, error-prone processes, and no tracking of narcotics.

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

Need.

To realistically have a chance at accurate and efficient consumables inventory tracking, the County needs to leverage automation as defined in this request. The organization cannot continue to rely on tedious and error-prone manual processes and expect to meet residents' expectations for quality services delivered at a reasonable cost to the taxpayer.

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

Several aspects of the County Strategic Plan pertain to keeping costs down and value up for residents. The Consumables Inventory project is expected to improve the quality and responsiveness of County services while keeping the cost of delivering the services low.

Technology Review Board - 2027 Sedgwick County Budget

GovAI Renewal

Funding Frequency: Recurring

Fund: 110

Summary:

The GovAI platform is a practical and cost-effective tool that supports employees by reducing repetitive tasks, improving access to information, and streamlining internal workflows. Its artificial intelligence (AI) driven assistants provide clear guidance, answer routine questions, and help staff navigate complex procedures quickly and accurately. By offering consistent support around the clock, GovAI reduces the burden on teams, shortens response times, and frees employees to focus on higher value work that requires human judgment. GovAI is designed with strong privacy, security, and transparency standards, ensuring that sensitive organizational information is handled responsibly. Because the platform is built specifically for environments with strict compliance requirements, it aligns well with internal policies and reduces risk. Its long track record and research backed development demonstrate reliability and stability, making it a dependable tool for supporting day-to-day operations. Adopting GovAI will also help improve internal communication and knowledge sharing. Employees often rely on scattered documents, institutional memory, or manual processes to find answers or complete tasks. GovAI centralizes this knowledge and makes it easier to access, reducing errors and improving consistency across teams. This leads to smoother operations, faster onboarding for new staff, and a more efficient overall workflow. Based on these benefits, the purchase of GovAI represents a strategic investment in employee productivity, operational efficiency, and organizational resilience. It supports the goal of modernizing internal processes while reducing workload pressures and improving the quality of work across the organization.

Legal Reference:

None

Legal Requirement:

None

Expenditure Impact:

Commitment Item	Fund	2027 Budget
42000 – contractals	110	\$49,995
Total		\$49,995

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

If this request is not approved, the County will likely see:

- Higher workload pressure and slower turnaround
- Staff will continue spending time searching across shared drives, email chains, binders, and intranet pages for the “right version” of procedures and forms
- Routine questions will continue to route to Human Resources (HR), Finance, Information Technology (IT), and departmental administration, increasing delays
- Inconsistent answers and avoidable errors
- Different departments may interpret procedures differently based on incomplete information or outdated documents. This increases rework, compliance risk, and employee frustration
- Increased AI risk through “shadow AI”:
 - In the absence of a County-supported solution, employees may use unapproved consumer AI tools to draft documents or get answers - creating data handling, records retention, and confidentiality risks
- Reduced return on investment from the ongoing rollout

- Since GovAI is already being rolled out, lack of funding would stop implementation that limits adoption, reduces standardization benefits, and complicates governance

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund.

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

Determination: NEED.

GovAI is already being rolled out, and the County needs a supported, governed platform to ensure consistent use, training, security controls, and measurable outcomes. It enables Countywide access to reliable guidance and reduces dependency on a small number of subject-matter experts. It directly reduces operational friction and supports staff capacity—critical under staffing constraints and rising service demands.

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

County strategic priorities supported (modernization, service quality, workforce effectiveness, risk management):

Modernizing internal operations: GovAI reduces manual, repetitive work and speeds up routine decision support, helping departments complete work faster and more consistently.

Workforce support and retention: By reducing “administrative burden” and frustration from searching for answers, GovAI improves employee experience and helps staff focus on mission-critical work.

Consistent, equitable service delivery: A single, consistent source of guidance reduces variation across departments and shifts, improving accuracy and fairness in how policies and procedures are applied.

Organizational resilience and continuity: A centralized, always-available knowledge and workflow support tool reduces single points of failure (e.g., reliance on a few subject-matter experts or institutional memory).

IT / Information Technology strategic priorities supported (governance, security posture, standardization):

Secure, governed AI adoption (“County AI posture”): Establishes an approved platform with defined security, privacy, and transparency controls rather than unmanaged or inconsistent AI use.

Standardization and risk reduction: Provides a consistent toolset for AI-assisted work, reducing the likelihood of employees using unapproved tools that may mishandle sensitive information.

Knowledge management and internal self-service: Reduces ticket volume and repetitive inquiries by enabling staff self-service for common questions and processes.

Technology Review Board - 2027 Sedgwick County Budget

Case Management Solution

Funding Frequency: Recurring

Fund: 110

Summary:

Originally, having the County Counselor's Office join the District Attorney's case management solution, Matrix (anticipated to go live in the fourth quarter of 2026), appeared to be a good choice. However, as development of Matrix began, it became clear that significant functionality existing in the current case management system (CMS), Justware, would be lost in transition to Matrix for the County Counselor's Office. Matrix is more District Attorney/prosecutor focused and lacks the specialization required by the County Counselor's Office to better serve their unique purpose, specifically in operating a court system. The existing vendor for Justware maintenance, Pine Technologies, proposed a comprehensive CMS solution that builds upon existing capacities within Justware that appears capable of addressing nearly all of the County Counselor's Office's most pressing technological needs. The proposed CMS could manage the general practices of the Office beyond simply working criminal cases as Matrix would allow. The main County Counselor's Office service areas that are anticipated to be technologically augmented are County Court and Civil Litigation. One or both the services areas requires, or could be enhanced with, the following abilities:

- Producing reports and receipts
- Tracking attorney time
- Tracking of litigation cases - Kansas Department of Health & Environment (KDHE) and Equal Employment Opportunity Commission (EEOC) complaints and bankruptcies
- Tracking of opinions and other matters of legal advising
- Ability to enter and maintain County Codes at will
- Ability to keep and maintain archived case files
- Scheduling, maintaining dockets, payments & fees
- Support of Kansas Open Records Act (KORA) requests & eDiscovery with redaction capacities

Of note, the CMS has the ability to store electronic data in a Health Insurance Portability and Accountability Act (HIPAA)-compliant manner. Adoption of this solution would solve the complexities faced by the County Counselor's Office.

Legal Reference:

None

Legal Requirement:

None

Expenditure Impact:

Commitment Item	Fund	2027 Budget
42000 – contractals	110	\$103,000
Total		\$103,000

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

The County Counselor's Office will lose sufficient functionality and will be required to use a system that is no longer supported by the vendor.

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

This request is a need. Sedgwick County currently uses Justware for County Court purposes. While it was initially hoped that Matrix would provide similar software for the courtside functions, it has ultimately been determined that Matrix is more of a prosecutor-centric software that would require additional modifications and money to process the functions necessary for County Court. In addition, the Pines Technology Legal CMS (LCMS) appears to have adaptability and flexibility that would streamline County Counselor's Office processes and functions.

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

This request meets two goals within the Sedgwick County Organizational Strategic Plan. First, the Pines Technology Legal CMS (LCMS) is an example of Enterprise Technology within the Technology Goals. The LCMS provides numerous capabilities and characteristics beneficial to leveraging County Counselor's Office capabilities, such that the LCMS: (1) would provide necessary technology for efficient running of the County Court, especially now that Justware is expiring and there is no current alternative system in place; (2) would allow multiple legal processes and sets of documents to be compiled and performed within a single program, instead of across multiple systems; and (3) would allow for record-keeping capabilities not efficiently replicated with the current technology. Second, the LCMS fits within the Protect Goal of Finance, as the system has the capability for court recordkeeping of payments made in relation to County Court fines.

This request meets two goals with the County Counselor's Office Strategic Plan - to provide effective and efficient enforcement of codes and through this software's additional capabilities described above, and to provide cost effective legal services to the County. Pine Technology's CMS is crucial for their ability to effectively and efficiently enforce Sedgwick County codes and resolutions. The current software, Justware, is no longer supported by the original developer and is multiple years past end of life. New software will allow their Office to efficiently administer County Codes Court at every step of the way from initial entry of the citation/complaint into the system and all the way through enforcement of judicial findings. This software will help streamline access to and storage of discovery, monitor delivery of discovery to defense counsel and defendants, and manage dockets. This software can be used simultaneously both as a prosecutor case management software and a court case management software, thereby combining both faces that are crucial for their ability to operate Sedgwick County Codes Court and enforce resolutions.

Technology Review Board - 2027 Sedgwick County Budget

Medical Simulation Update

Funding Frequency: Recurring

Fund: 110

Summary:

All first response agencies within the Office of the Medical Director's (OMD) umbrella require some form of credentialing. There are many agencies that are affected such as Wichita Fire Department, Sedgwick County Emergency Medical Services (EMS), Derby Fire Department, Sedgwick County Fire District 1, and many other outlying agencies. This all in all adds up to just over 1,000 providers. All candidates (approximately 300) rely on video review for debrief, secondary evaluation, and proof of actions. However, some candidates (30) require video review at the physician level for input and final grading every year.

Those that require onsite review of the scenario could take several days to a week to be reviewed by the physician due to their fluid schedule which delays candidate approval to operate in the field at a certain scope.

A reliable solution will eliminate this issue with time wasted waiting for a video to render. It will also provide quick access to videos remotely.

This request is to upgrade the existing KB Port simulation lab platform to the current supported software and hardware. The proposed upgrade includes: updated KB Port simulation recording software, eight (8) hardwired microphones installed in simulation rooms, updated system hardware compatible with the new software, additional storage capabilities, and support for exporting recordings to standard video format.

This solution preserves the current vendor relationship while modernizing the platform to meet operational and clinical review needs. KB Port is the preferred vendor as it is the most cost effective and technologically compatible with the current hardware.

Legal Reference:

None

Legal Requirement:

None

Expenditure Impact:

Commitment Item	Fund	2027 Budget
42000 – contractals	110	\$230,815
Total		\$230,815

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

Software is becoming cumbersome and obsolete which is an issue OMD is already facing in not being able to download the recordings. Candidates will risk not having an accurate log of simulation activity for review, and OMD will have to rely on real time subjectivity for pass/fail without the capability for video review, if disputed.

The legacy system is no longer supported and may not receive security updates or patches. Continued use presents an increased cybersecurity risk, a potential exposure of protected or sensitive data, and an increased likelihood of system failure or data loss.

Upgrading to a supported KB Port platform reduces these risks and allows the Division of Information Technology (IT) to apply current security standards, access controls, and monitoring practices.

If the video were unable to be reviewed, providers would be able to argue the content of their scenario, they would not have hard proof of completing minimal competency levels to operate in the field, and debriefing for educational purposes would be severely hampered. On certain levels, video review is necessary as all three OMD employees must view and sign off on the successful completion of the scenario.

Video documentation is critical in the review of a credentialing decision when it is questioned or appealed.

There are interagency expectations that the quality of the video is adequate and accessible when questions or appeals arise. If video review is not available a repeat scenario must be given costing labor hours for multiple agencies.

The current system is no longer supported by the vendor and is increasingly unstable. Key features-such as exporting recordings and remote viewing are no longer operational. These failures create operational inefficiencies and legal/clinical risk by limiting OMD's ability to document and defend credentialing decisions.

Failure to act risks system failure, loss of critical evidence, and disruption to the credentialing process.

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

This request represents a need, an investment to ensure the continued quality of first responders and the credentialing process.

This need directly supports many OMD Strategic Goals, whilst supporting the County's strategic plan and goal of public trust by ensuring that providers are training on equipment that closely resembles real life situations and that they have reached proficiency in those skills and situations.

1. Strengthening credentialing and workforce competency
2. Enhancing the quality improvement system
3. Expanding validation of recurring simulation and scenario-based skills
4. Integration of clinical practice, credentialing and quality

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

Capturing each scenario on video allows for an appropriate debrief of the candidate's performance. This aligns directly with the strategic goal 'Strengthen Credentialing & Workforce Competency'.

Goal 2: Strengthen Credentialing & Workforce Competency

Strategy

- Expand the credentialing test validation process for all levels (basic, advanced, specialty).
- Require/expand recurring simulation and scenario-based skills validation.
- Establish mentorship and preceptor programs for Emergency Medical Technicians (EMT) and paramedics.
- Link credentialing renewal to Quality Assurance (QA) and Quality Improvement (QI) performance and continuing education.

Key Performance Indicator (KPI) For Goal 2

Expand the credentialing test validation process for all levels (basic, advanced, specialty)

- KPI: 100.0 percent of credentialing exams undergo validation review (content accuracy, reliability, fairness) every 2 years, with ≥ 90.0 percent pass rate alignment to national benchmarks.

Require/expand recurring simulation and scenario-based skills validation

- KPI: ≥ 95.0 percent of EMS personnel complete simulation and scenario-based skills validation annually, with documented competency in ≥ 90.0 percent of required critical skills.

Establish mentorship and preceptor programs for EMTs and paramedics

- KPI: ≥ 80.0 percent of new EMTs and paramedics are paired with a trained mentor or preceptor during their first six months, with ≥ 90.0 percent program satisfaction reported in post-program surveys.

Link credentialing renewal to QA/QI performance and continuing education

- KPI: 100.0 percent of credential renewals include review of QA/QI performance data and verification of required continuing education hours, with ≥ 90.0 percent of providers meeting standards on first submission.

This equipment supports OMD's strategic goal and KPI 2. In addition, this request supports the County strategic plan and goal of public trust by ensuring that providers are training on equipment that closely resembles real life situations and that they have reached proficiency in those skills and situations.

Advancing Clinical Practice through video review:

- Enhanced ability to review and critique the testing and simulation performance of all first responders credentialed by OMD.
- Increased ability to link credentialing review to QA/QI performance, through video review of performance data and essential performance skills.

Technology Review Board - 2027 Sedgwick County Budget

Chatbot

Funding Frequency: Recurring

Fund: 110

Summary:

Sedgwick County receives a high volume of routine, non-emergency questions from residents related to County services, programs, and processes. These inquiries frequently require staff time across multiple departments and, in some cases, are misdirected to emergency or inappropriate channels. A modern website chatbot provides an opportunity to improve resident self-service, reduce staff workload, and ensure consistent, accurate information delivery without expanding staffing levels.

Current challenges include the following:

1. High Volume of Repetitive Inquiries: Residents frequently seek answers to common questions (e.g., services, permits, deadlines, contacts). These questions are often answered repeatedly by staff across departments.
2. Misuse of Emergency and High Cost Channels: Some nonemergency questions are routed to 911 or other critical lines, creating unnecessary strain on emergency services.
3. Website Navigation Complexity: While information may exist on the County website, residents may struggle to locate it efficiently, particularly outside of business hours or when information spans multiple departments.
4. Staff Capacity Constraints: Departments face increasing service expectations without proportional increases in staffing or resources.
5. No Non-emergency Line: Emergency Communications does not have the ability or desire to have a non-emergency line available outside their standard times of the year (Independence Day and New Years).

A website chatbot is not a replacement for staff or emergency services. Rather, it serves as a front-door triage and information tool that:

- Provides round the clock access to accurate, approved information
- Directs residents to the correct resources or departments
- Reduces avoidable calls and emails
- Ensures consistency in public responses
- Supports staff by handling routine, low complexity inquiries

Modern chatbot platforms designed for government use rely on closed, approved information sources (e.g., county websites and documents), rather than open internet searches.

Legal Reference:

None

Legal Requirement:

None

Expenditure Impact:

Commitment Item	Fund	2027 Budget
42000 – contractals	110	\$24,000
Total		\$24,000

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

Deteriorating resident experience - As expectations for digital self-service continue to rise, residents may perceive Sedgwick County as slow, inaccessible, or out of step with modern service standards. This can reduce trust and satisfaction, particularly for residents who expect immediate, online answers outside business hours.

Growing service backlogs and staff pressure - Without automation to absorb routine inquiries, increasing demand will continue to fall on existing staff. This raises the risk of longer wait times, burnout, and higher turnover, further constraining service capacity

Inefficient use of skilled staff - Staff may remain occupied with repetitive, low-complexity questions rather than focusing on complex cases that require expertise and judgment. Over time, this can reduce service quality and limit the agency's ability to deliver value where it matters most.

Higher rates of misdirected requests - Without proactive digital guidance, residents are more likely to submit inquiries through the wrong channels or with incomplete information. This increases rework, delays resolution, and adds unnecessary administrative effort.

Missed opportunity to modernize safely - As controlled, government-grade artificial intelligence (AI) tools mature, delaying adoption risks falling behind peer agencies that are already leveraging these capabilities responsibly. Late adoption can result in rushed implementations with fewer opportunities to shape governance, standards, and workforce readiness.

Reputational and policy risk - An inability to keep pace with digital service expectations attracts negative public feedback or scrutiny, particularly if comparable agencies are offering more responsive, self-service options.

Together, these risks suggest that not pursuing a chatbot could compound existing service challenges and limit the agency's ability to respond effectively to future demand.

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

A website chatbot is a needed digital enhancement for customer service, strengthened public trust, and to establish additional measurable public engagement. A round-the-clock conversation tool provides immediate, accurate information that will increase community satisfaction with technology-driven service and expand access to services without additional staffing needed. By improving responsiveness, transparency, and engagement with digital resources, a chatbot directly supports sustained increases in satisfaction, trust, and community engagement.

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

County Technology Key Performance Indicator (KPI) 1: A website chatbot provides round the clock, real-time assistance, helping residents quickly find accurate information without navigating multiple pages or making phone calls. By reducing wait times and improving ease of access, the chatbot enhances the public's experience and demonstrates efficient, modern use of technology to deliver customer service.

County Technology KPI 2: Implementing a chatbot requires collaboration to ensure secure data handling, privacy protections, and proper system integrations. Deployment serves as an opportunity to educate departments on cybersecurity risks, safe data practices, and governance standards tied to digital tools.

County Communications KPI 1: A chatbot captures anonymous usage data, including common questions, service gaps, peak usage times and topic trends. This data establishes measurable benchmarks, identifies stakeholder

information needs and allows for the creation of targeted communication strategies to better reach specific community groups.

County Communications KPI 2: By providing conversational navigation and instant answers, a chatbot encourages deeper website interaction and guides users to relevant pages, forms, and services. This improves user engagement, increases repeat visits, and extends time spent utilizing County digital resources.

County Public Trust KPI 1: A transparent, consistent, and responsive digital tool reinforces trust by ensuring website users can easily access reliable information at any time. Over time, improved access, responsiveness, and clarity contribute to higher satisfaction and stronger public trust metrics.

County Public Trust KPI 2: Chatbot analytics will reveal common concerns and information gaps, helping shape education strategies and community conversations. Additionally, promoting the chatbot increases awareness of digital tools and strengthens engagement with County services.

Technology Review Board - 2027 Sedgwick County Budget

Aerial Imagery Collection

Funding Frequency: One-time

Fund: 110

Summary:

Sedgwick County regularly collects six-inch pixel resolution orthorectified aerial imagery every three years with 2024 being the last collection. Geographic Information Services (GIS) uses high-resolution orthorectified imagery within mapping products, web mapping applications, and directly supports County enterprise systems including Emergency Communications and Orion. This imagery is also used by many other County departments such as Public Works, County Clerk, County Appraiser, Emergency Management, Public Safety, the general public, local engineering firms, and other municipalities within the County. It also serves as historical record and will eventually be archived with all previous county aerial photo collections. The Division of Information Technology (IT) Business Solutions Group (BSG) GIS is requesting funding to collect six-inch orthorectified imagery in the spring of 2027 for the sum of \$81,000, using the current State of Kansas contract with the NG9-1-1 vendor, Surdex, and enter a “buy-up option” contract. This collection will include the entire County and does not include a price increase from 2024.

Legal Reference:

None

Legal Requirement:

None

Expenditure Impact:

Commitment Item	Fund	2027 Budget
42000 – contractals	110	\$81,000
Total		\$81,000

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

GIS uses high-resolution orthorectified imagery within mapping products, web mapping applications and directly supports County enterprise systems including Emergency Communications and Orion. This imagery is also used by many other County departments such as Public Works, County Clerk, County Appraiser, Emergency Management, Public Safety, the general public, local engineering firms, and other municipalities within the County. It also serves as historical record and will eventually be archived with all previous county aerial photo collections.

Without the orthorectified imagery GIS would not be able to provide updated mapping for County departments: Emergency Communications, County Appraiser, Public Works, County Clerk, Emergency Management, Public Safety, and the general public.

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

"WANT

Sedgwick County – Strategic Plan - Technology

- Expand and improve accessibility to public services through improved technology.

IT – Strategic Goals

- Exceed expectations in customer service and offer timely and effective support to fully satisfy customer requests and inquiries.

Narrative: Exceed expectations in customer service – Sedgwick County’s last collection was in 2024. The expectation is that the imagery is updated every three years to support multiple Sedgwick County organizational enterprise software systems and operations. If not updated, the ability to support these operations would continue with out-of-date information for decisions and therefore create a void in previous customer service for the organization and public.

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

Sedgwick County IT – Strategic Goals

Exceed expectations in customer service and offer timely and effective support to fully satisfy customer requests and inquiries:

Narrative: Exceed expectations in customer service - GIS regularly collects orthorectified aerial imagery every three years with 2024 being the last collection. GIS uses this imagery within mapping products, web mapping applications and directly supports county enterprise systems including Emergency Communications and Orion. This imagery is also used by a variety of other County departments such as Public Works, Metropolitan Area Building and Construction Department (MABCD), County Appraisers Office, County Clerk, Emergency Management, other municipalities within the County, and the general public. It also serves as historical record and will eventually be archived with all previous county aerial photo collections.

Technology Review Board - 2027 Sedgwick County Budget

Appraiser Field Tablet Replacement

Funding Frequency: One-time

Fund: 110

Summary:

The Sedgwick County Appraiser's Office relies on mobile tablets for field data collection across residential, commercial, land, agricultural, and personal property work. Currently, 27 field staff use tablets both in the office and in the field, and for four of the five appraisal categories the issued tablet functions as the user's primary workstation computer. Each cubicle is set up with a docking station and multiple monitors so appraisers can undock and take the same device into the field.

Since many field locations lack reliable wireless internet, appraisers depend heavily on tablet performance, durability, and stability - especially given Kansas weather conditions (extreme heat and below-freezing temperatures). Staff are limited to existing hardware, and persistent technology issues are reducing productivity and driving some appraisers back to older, less efficient processes. For example, some have reverted to printing multi-page property record cards for each parcel inspected due to system reliability problems.

Office work is cyclical and must meet compliance deadlines set by the State of Kansas, often requiring appraisers to use multiple applications at once. After the Office migrated to Microsoft Office 365 and Windows 11 in 2025, staff reported significant slowdowns and frequent freezes. Outlook often stops responding and must be closed via Task Manager or resolved through a reboot. Users also rely heavily on Excel and Access to process and sort large datasets - sometimes tens of thousands of properties at a time - and since the migration both programs have repeatedly frozen or become unresponsive. Excel power users report new error messages that were not seen prior to the upgrades.

Field staff use Field Mobile to collect property data directly in the field, and the application has introduced major performance and reliability issues. Even when connected to the internet via ethernet, staff experience problems importing work into Field Mobile and exporting it back into Orion (the main system) for data entry. Imports that previously took five to ten minutes using the legacy Mobile Office system (now unsupported) can take over an hour in Field Mobile. Photo imports also frequently trigger errors or cause the program to freeze, forcing appraisers to close the application or restart the tablet.

In offline field conditions, Field Mobile often lags or crashes after only three to four property inspections, regardless of whether other applications are open. After attaching photos to more than two parcels, the in-app camera feature may freeze or the program may stop responding. These repeated restarts and workarounds create several operational risks including reduced situational awareness in the field (a safety concern), lost time that should be spent collecting and correcting data, and a higher risk of data entry errors due to unreliable hardware and software.

During the Division of Information Technology (IT) Technology Roadmap sessions, the Appraiser's Office shared these issues and received a Dell Pro Rugged 12 tablet for testing. The ruggedized design is better suited for field conditions than the currently issued Dell Latitude tablets, which are intended primarily for office environments. The Pro Rugged 12 also provides a more advanced processor and greater storage capacity, better matching the performance demands of appraisal workflows. Initial testing in both office and field settings has required minimal restarts and has improved day-to-day task success. Procuring 35 tablets with similar rugged, higher-performance capabilities is expected to significantly improve field operations and overall productivity.

Legal Reference:

Criminal Justice Information System (CJIS) Policy 5.9.3 section 5.14, Health Insurance Portability and Accountability Act (HIPAA) Security Rule 45 C.F.R & 164.308 (a)(5)(ii)(B)

Legal Requirement:

CJIS, HIPAA, payment card industry (PCI), and many other guidelines reference need for keeping systems up to date. Fulfilling this request will allow IT to continue to update computer systems in a cycled manner. This will help mitigate the risks of running an out-of-date, unpatched operating system that would violate these guidelines and pose security risks to the County.

Expenditure Impact:

Commitment Item	Fund	2027 Budget
45000 – commodities	110	\$138,000
Total		\$138,000

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

Since many field locations lack reliable wireless internet, appraisers depend heavily on tablet performance, durability, and stability - especially given Kansas weather conditions (extreme heat and below-freezing temperatures). Staff are limited to existing hardware, and persistent technology issues are reducing productivity and driving some appraisers back to older, less efficient processes. For example, some have reverted to printing multi-page property record cards for each parcel inspected due to system reliability problems.

During IT Technology Roadmap sessions, the Appraiser's Office shared these issues and received a Dell Pro Rugged 12 tablet for testing. The ruggedized design is better suited for field conditions than the currently issued Dell Latitude tablets, which are intended primarily for office environments. The Pro Rugged 12 also provides a more advanced processor and greater storage capacity, better matching the performance demands of appraisal workflows. Initial testing in both office and field settings has required minimal restarts and has improved day-to-day task success. Procuring 35 tablets with similar rugged, higher-performance capabilities is expected to significantly improve field operations and overall productivity.

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

This request is a need of the department. The ability to replace tablets with updated machines will allow staff to meet statutory deadlines. The first goal within the Appraiser's Office Strategic Plan is to "meet Kansas Department of Revenue (KDOR) Property Valuation Division (PVD) requirements for Annual Substantial and Statistical Compliance Audits by completing all necessary analyses and ensuring median ratios for Commercial and Residential properties fall between 90.0 to 110.0 percent with a coefficient of dispersion of 20.0 percent or less". Replacing the tablets within the office does also contribute to their second goal of "building public trust by providing high-quality customer service and fair, equitable appraisals while engaging in open and educational dialogues with property owners, stakeholders and the community": upgrading technology allows staff to collect data, enter the data into the system, make the data available to the public in a timely, efficient manner.

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

The fifth goal listed within the Appraiser's Office Strategic Plan states: "Leverage advanced technology solutions to streamline appraisal workflows, enhance data accuracy, and improve operational efficiencies while enabling the Sedgwick County Appraiser's Office to deliver timely and reliable property valuations with greater transparency and customer service". This is applicable to their desire for updated equipment as it will serve the purpose of allowing staff to work in a manner that is efficient to best serve the community. The Appraiser's Office relies heavily on technology to collect and work with property data. While the processes of the Appraiser's Office are cyclical, data retrieval and accurate collection are key points to ensuring that tasks are completed timely and efficiently.

Technology Review Board - 2026 Sedgwick County Budget

EMS / Fire iPad Replacement

Funding Frequency: One-time

Fund: 110 and 240

Summary:

Sedgwick County Fire District 1 and Emergency Medical Services (EMS) already use iPads as part of daily operations, and this budget request is to replace older devices that are wearing out and becoming less reliable. As iPads age, batteries degrade, performance slows, and failures become more common, which can interrupt field work and create avoidable delays. Replacing aging iPads on a planned schedule helps ensure crews have dependable devices that continue to work with required applications and receive ongoing security updates, reducing the risk of using outdated equipment. A structured refresh also avoids last-minute “emergency” purchases when devices fail, supports more consistent budgeting, and allows the County to standardize equipment and purchase in a coordinated way for better pricing and easier support.

Legal Reference:

None

Legal Requirement:

None

Expenditure Impact:

Commitment Item	Fund	2026 Budget
45000 – commodities	110	\$24,273
45000 – commodities	240	\$3,915
Total		\$28,188

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

Problems the department/community will experience if not approved:

- Increased device failures and avoidable delays: Older iPads are more likely to have battery issues, slow performance, and hardware failures, causing interruptions during field work.
- More downtime and workarounds: Crews may need to share devices, revert to manual processes, or delay documentation and reporting until returning to a station.
- Higher total cost over time: Without planned replacement, purchases shift to “break/fix” emergencies (often at higher unit cost, with shipping premiums, and unplanned staff time to troubleshoot).
- Security and compatibility risk: Older devices may not reliably support current operating system versions, security updates, or required applications, increasing operational and security risk.

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

N/A

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

N/A

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

County strategic priorities supported (public safety readiness + continuity of operations):

- Reliable delivery of essential public safety services: Ensures Fire and EMS crews have dependable mobile tools that support day-to-day field operations without preventable technology outages.
- Risk management and continuity: Reduces avoidable interruptions caused by device failures and helps maintain consistent operations during high-demand events (major incidents, severe weather, multiple-call periods).
- Cybersecurity and safeguarding information: Keeping devices current supports continued security updates and reduces exposure associated with outdated equipment.

Department (Fire/EMS) operational priorities supported:

- Field readiness and response support: Replacing aging iPads maintains dependable access to required field applications and workflows.
- Standardization and supportability: A planned refresh cycle allows the County to standardize devices, simplify support, and reduce downtime.

Technology Review Board - 2027 Sedgwick County Budget

Commercial Market Application

Funding Frequency: Recurring

Fund: 110

Summary:

The Kansas Department of Revenue (KDOR) Property Valuation Division (PVD) provides each County Appraiser's Office with a Computer Assisted Mass Appraisal (CAMA) system (Tyler Technologies Property and Tax). While this State mandated system fulfills the basic requirements for recording, valuing, and maintaining property records, it has significant limitations, particularly in processing multi-parcel properties and archiving complex sales records. Approximately one-third of Sedgwick County's commercial properties consist of multiple multi-parcels, creating a pressing need for tools beyond the capabilities of the Tyler system.

The Sedgwick County Appraiser's Office has developed and maintained key applications such as the Economic Unit Summary (EUS) and the Orion Commercial Sales Database (OCSD). The current versions of the EUS and OCSD were built in 2008, or before, to coincide with the implementation of the Orion CAMA system. These indispensable tools are no longer sufficient to meet the growing demands of the Appraiser's Office and. In order to eliminate the risk of catastrophic data loss and ensure a proper level of accuracy, the Appraiser's Office seeks a comprehensive, modular platform designed to manage complex commercial property data, retain historical data, integrate processes, and support future regulatory changes. The goal of this program is to update, improve, and consolidate a multitude of applications currently used by the Commercial Division of the Sedgwick County Appraiser's Office.

The new Commercial Market Application will contain an EUS module that will aggregate and organize parcel data into comprehensive economic unit profiles, as well as a sales module that will serve as a centralized repository for all commercial property transactions both past and current, including multi-parcel sales. It will integrate cost, income, and market approaches, providing appraisers with interactive tools for value calculation (building upon the current Excel-based Commercial Calculator) model refinement, and detailed reporting. This application will streamline the annual parcel review process by integrating data from all modules, automating workflows, and tracking review progress.

By consolidating critical tools into an integrated system, the Appraiser's Office will be well equipped to manage complex data, support appraiser decision-making, PVD compliance, and safeguard vital records for years to come.

Legal Reference:

None

Legal Requirement:

None

Expenditure Impact:

Commitment Item	Fund	2027 Budget
42000 – contractals	110	\$400,000
Total		\$400,000

Discuss problems the department/community will experience if this request was not approved and what other alternatives you've considered? Please provide a demonstration or scenario of the service at the current time.

The current versions of the EUS and OCSD were built in 2008, or before, to coincide with the implementation of the Orion CAMA system. These indispensable tools are no longer sufficient to meet the growing demands of the Appraiser's Office and. In order to eliminate the risk of catastrophic data loss and ensure a proper level of accuracy, the Appraiser's Office seeks a comprehensive, modular platform designed to manage complex

commercial property data, retain historical data, integrate processes, and support future regulatory changes.

Will the funding of this request be from existing resources, or from a new revenue? Please outline how any new revenue was estimated.

General Fund

Please determine if this request is a want or a need for your department. Please detail how this request will support your department or division's strategic plan.

The Commercial Market Application is needed to replace the aging programs and include supplemental tools that have been created in-house by experienced staff. The Commercial Sales Database and EUS systems were created more than 15 years ago for data warehousing and establishing overall property values for multi-parcel properties. A Commercial Market Calculator tool was developed by an experienced commercial appraiser with a few working years remaining before retirement, and requires high-level technical knowledge to keep updated and operational. Corruption, misuse, or failure of these tools make them a vulnerable spot for meeting State-mandated deadlines for commercial valuations and appeals decision. The Commercial Market Application supports the strategic planning goal of the Appraiser's Office to support professional development and succession planning as experience appraisers prepare for retirement. Additionally, the Commercial Market Application supports the goal of leveraging technology to improve processes and efficiencies.

What component of either the County strategic plan or your departmental strategic plan is being addressed with this request? Be specific.

The Commercial Market Application addresses the Appraiser's Office strategic plan to leverage advanced technology solutions to streamline appraisal workflows, enhance data accuracy, and improve operational efficiencies while enabling the Office to deliver timely and reliable property valuations with greater transparency and customer service. Key performance indicators (KPI's) addressed in the Commercial Market Application include "Accuracy and Compliance" through sales ratio compliance and timely certification of appraised values by statutory deadlines, as well as "Efficiency and Productivity" to mitigate workflow backlog of tasks greater than 30 days old.