



NEBRASKA STATE RECORDS BOARD

MINUTES

March 30, 2026

Agenda Item 1. CALL TO ORDER, ROLL CALL. The meeting of the Nebraska State Records Board (“NSRB”) was called to order by Chairperson Robert B. Evnen at 9:02 a.m. on March 30, 2026.

Roll Call was taken. The following NSRB members were present:

Robert Evnen, Secretary of State, State Records Administrator and Chairperson
Lieutenant Governor, Joe Kelly, representing the Governor
Mike Foley, Auditor of Public Accounts
Lee Will, Director of Administrative Services
Joey Spellerberg, State Treasurer
Suzanne Geist, representing the Attorney General
Jason Jackson, representing the General Public
Sean Blocher, representing the Banking Profession
Beau Reid, representing the Insurance Profession
Ryan Maloley, representing the Legal Profession

Vacant: Representatives of the Media Profession and Libraries

Staff in attendance:

Libby Elder, NSRB Executive Director
Tracy Marshall, NSRB Recording Clerk
Colleen Byelick, Chief Deputy Secretary of State and General Counsel

Agenda Item 2. ANNOUNCEMENT OF OPEN MEETINGS ACT. The Chairperson announced that in accordance with the Nebraska Open Meetings Act, reproducible written materials to be discussed at the open meeting and a copy of the Nebraska Open Meetings Act were located on the table by the entrance.

Agenda Item 3. NOTICE OF MEETING. The Chairperson announced that public notice of the meeting was duly published in the Lincoln Journal Star on February 27, 2026, and on the State’s public meeting calendar website. The public notice and proof of publication relating to the meeting would be made a part of the meeting minutes.

Agenda Item 4. ADOPTION OF AGENDA. The Chairperson brought the NSRB's attention to the adoption of the agenda. Mr. Reid moved to adopt the agenda. Ms. Geist seconded the motion.

Voting For:	Evnen Spellerberg	Will Kelly	Maloley Geist	Reid Blocher	Jackson Foley
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Voting Against: None

Absent: None

The motion carried.

Agenda Item 5. APPROVAL OF MINUTES. The Chairperson requested a motion to approve the minutes of the January 8, 2026, meeting. Mr. Kelly moved to approve the minutes as presented. Mr. Maloley seconded the motion.

Voting For:	Evnen Spellerberg	Will Kelly	Maloley Geist	Reid Blocher	Jackson Foley
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Voting Against: None

Absent: None

The motion carried.

Agenda Item 6. PUBLIC COMMENT.

There was no public comment.

Agenda Item 7. APPROVAL OF FINANCIAL REPORT. Ms. Elder provided a summary of the December 31, 2025, Cash Fund Balance Report for the Records Management Cash Fund. Mr. Will moved to approve the Cash Fund Balance Report. Mr. Foley seconded the motion.

Voting For:	Evnen Spellerberg	Will Kelly	Maloley Geist	Reid Blocher	Jackson Foley
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Voting Against: None

Absent: None

The motion carried.

Agenda Item 8. EXECUTIVE DIRECTOR'S REPORT

Agenda Item 8.a. Review of Template Agreements. Ms. Elder provided a list of agreements signed pursuant to NSRB authority, including an Electronic Government Service Level Agreement, a PayPort Addendum, and Statements of Work.

Agenda Item 9. PROJECT UPDATE**Agenda Item 9.a. Resident Assistant-DMV Artificial Intelligence Chatbot Pilot Project**

Mr. Flautt with Tyler Technologies, Inc., provided an update on the Department of Motor Vehicles (“DMV”) Resident Assistant - Artificial Intelligence Chatbot (“Chatbot”) Pilot Project. Mr. Flautt reported that individuals use the Chatbot approximately half of the time they visit the DMV website and spend less time on the website than prior to launch of the Chatbot. Individuals have interacted with the Chatbot in 50 different languages, and a reduction in DMV call center volume occurred in January and February.

Mr. Greenwall, Deputy Director at DMV, shared that engagement of citizens with the Chatbot has continued to increase. It has helped DMV identify outdated information on DMV’s website, and the analytics data has helped DMV identify where citizens are having difficulties and make adjustments. DMV is also implementing an internal knowledge base chatbot, so that staff can efficiently find answers.

There was discussion of the ongoing maintenance or support necessary to sustain the Chatbot on the part of DMV, and Mr. Greenwall indicated that once the testing period is complete and the guardrails are built, it is mostly self-sustaining.

Agenda Item 9.b. Resident Assistant – Statewide Artificial Intelligence Chatbot

Mr. Hughes discussed a proposed three-phase approach for implementation of a statewide Resident Assistant Chatbot: (1) build the model for the statewide implementation approach; (2) implementation on Nebraska.gov; (3) implementation on agency websites.

The first phase involves identifying a governing committee of individuals to take the lead on implementation (including a NSRB champion), education of agencies, identifying guardrails, and defining measurables. The second phase involves implementation of the Chatbot on Nebraska.gov and beta testing. The third phase involves embedding the Chatbot on agency websites.

Mr. Hughes explained the cost for statewide implementation is specified in the Master Contract, but the NSRB will receive a discount for the cost of the DMV implementation, if implemented within the first year.

Mr. Will inquired about the complexity of some agencies like the Department of Health and Human Services (“DHHS”) and various call centers. Mr. Hughes stated that the entirety of Nebraska.gov will be incorporated within the guardrails, which will include DHHS. However, there are things on agency websites that may be out of date and may impact the accuracy or usefulness of responses to citizens. If the Chatbot finds conflicting information, it will inform the citizen to contact the agency. Mr. Will inquired about incorporation of federal regulations. Mr. Hughes indicated that other online resources can be incorporated. Ms. Geist asked how feedback is provided to agencies. Mr. Hughes explained the Chatbot requests feedback from users, and the analytics tool of the Chatbot gathers information, which Tyler will share with agencies.

The Chairperson indicated this is an action item. Mr. Will moved to authorize and direct the Chair and Executive Director to manage the implementation of the Resident Assistant - Statewide Artificial Intelligence Chatbot, using the Tyler proposal as a guideline, subject to the previously

approved cost structure, and to report back to the NSRB at each meeting on the progress. Mr. Blocher seconded the motion.

There was discussion regarding implementing a statewide chatbot while negotiating a new network manager contract. It was acknowledged that the cost would be paid by the Records Management Cash Fund.

Voting For:	Evnen	Will	Maloley	Reid	Jackson
	Spellerberg	Kelly	Geist	Blocher	Foley

Voting Against: None

Absent: None

The motion carried.

Agenda Item 10. PROJECT PRIORITY REPORT & REVIEW OF PROJECT STATUS REPORTS

Agenda Item 10.a. Project Priority Report

Ms. Erb shared revisions to the Project Priority Report including adding the party responsible and reason for revisions to the estimated project completion dates. Ms. Erb reported that 24 projects were completed over the last quarter, including 13 enhancements, 6 service implementations, 2 modernizations, 2 websites, and 1 new service. Several projects were completed for the DMV, Secretary of State, and Nebraska State Patrol.

There were several projects in progress for Partners, including, but not limited to, DMV, Revenue, State Patrol, and the Workers Compensation Court. There was discussion of priority tiers established by Tyler for each project, and how these tiers are distinct from what may be the most important priority of the Partner agency.

Ms. Geist moved to approve the Project Priority Report, seconded by Mr. Kelly.

Voting For:	Evnen	Will	Maloley	Reid	Jackson
	Spellerberg	Kelly	Geist	Blocher	Foley

Voting Against: None

Absent: None

The motion carried.

Agenda Item 10.b. Review of Project Status Reports

Ms. Elder presented the Project Status reports, which include feedback received from state and local government entities. Ms. Elder discussed a status report provided by the Workers' Compensation Court.

Agenda Item 11. NEBRASKA INTERACTIVE, LLC dba TYLER NEBRASKA REPORTS**Agenda Item 11.a. Microsoft Azure Outage.**

Mr. Hughes provided a summary of an outage that occurred on October 29, 2025, within the Microsoft Global Ecosystem, specifically Microsoft Azure, which impacted access to Engagement Builder platform for approximately 8 hours. There was no loss of data and there were no security issues. Tyler's systems remained fully operational, and the outage was outside Tyler's control. Microsoft issued an after-action report, which is available online.

Mr. Kelly left at 10:05 am Returned at 10:07 am.

Mr. Maloley left at 10:07 am and returned at 10:11 am.

Agenda Item 11.b. General Manager's Report.

Mr. Sloan shared information on Tyler Identity, which is Tyler's centralized credential management system. Tyler Identity helps build more efficient online solutions and enhances security.

Mr. Hughes shared information regarding the Department of Justice requirement that government comply with WCAG 2.1 requirements. Tyler is on track to meet compliance requirements for websites and applications by the deadlines. Tyler has piloted and enabled a tool within Drupal to assist agencies with their compliance components and deployed a user guide and an instructional video.

Mr. Hughes discussed support ticket requests, indicating 82% of tickets are remediated on the first request and reported 94% customer satisfaction from a support perspective. There was a reduction in support tickets in the 4th quarter of 2025, likely tied to the holiday season.

Mr. Foley inquired about the net income reported on p. 4 of the General Manager's Report. Mr. Hughes indicated he would follow up with a response.

Agenda Item 12. NETWORK MANAGER CONTRACT (Closed Session), including Nebraska Attorney General Opinion no. 26-002; Update on Contract Negotiations – Request for Proposals 122777 O5; and Extension of Contract – Nebraska Interactive, LLC dba Tyler Nebraska.

Mr. Blocher moved that the NSRB go into closed session for the limited purpose of discussion of the Network Manager Contract, and indicated the closed session was necessary for the protection of the public interest. The motion for closed session was seconded by Ms. Geist. Chairperson Evnen restated the motion to go into closed session.

Voting For:	Evnen	Will	Maloley	Reid	Jackson
	Spellerberg	Kelly	Geist	Blocher	Foley

Voting Against: None

Absent: None

The motion carried.

The NSRB went into closed session at 10:18 a.m.

At 10:43 a.m. Mr. Blocher moved that the NSRB reconvene in open session having completed discussion of the Network Manager Contract. The motion was seconded by Mr. Foley.

Voting For:	Evnen Spellerberg	Will Kelly	Maloley Geist	Reid Blocher	Jackson
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Voting Against: None

Absent: None

The motion carried.

The Chairman requested a motion to extend the Network Manager Contract with Nebraska Interactive, LLC dba Tyler Nebraska to and including December 31, 2026. Mr. Reid moved to issue the contract extension to Nebraska Interactive, LLC dba Tyler Nebraska to and including December 31, 2026. The motion was seconded by Mr. Foley.

Voting For:	Evnen Spellerberg	Will Kelly	Maloley Geist	Reid Blocher	Jackson Foley
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Voting Against: None

Absent: None

The motion carried.

Agenda Item 13. DATE FOR NEXT MEETING. The Chairperson announced the next regular meeting of the NSRB will be in June 2026.

Agenda Item 14. ADJOURNMENT. Chairman Evnen announced the agenda for the meeting had been completed, and the meeting adjourned at 10:45 am.



Robert B. Evnen
Secretary of State
State Records Administrator
Chairperson, State Records Board



Date