GovTech Magazine Recognizes State Agencies with 'Best of Kentucky Awards' for Innovation and Best Practices

Awards announced during the Kentucky Digital Government Summit first-ever virtual event

FRANKFORT, Ky. (Oct. 12, 2020) – Several state governmental offices and agencies received the Best of Kentucky Information Technology Awards in five categories recognizing achievements in cybersecurity, innovation, collaboration, operations and service to the public.

The awards were presented during the 20th annual Kentucky Digital Government Summit hosted by *Government Technology*.

Government Technology is a digital and print media outlet which contains editorial about information technology (IT) in the public-sector, primarily in state and local government.

"During these unprecedented times, it is critical that we as state agencies implement best practices and encourage innovation in the public sector. We appreciate *Government Technology* for acknowledging the efforts of our state employees who work diligently to improve services for Kentuckians through technology," said **Gov. Andy Beshear.**

The Kentucky Government Summit was facilitated online for the first time since its inception, bringing together IT professionals and speakers from across the country on Zoom for Government.

Attendees participated in discourse surrounding topics including teleworking in the public sector, creating and facilitating government experiences online and pioneering technological innovation.

"This exchange assists with continuing important conversations about how we as IT professionals can provide the highest quality of service to our citizens," said **Ruth Day, Chief Information Officer for the Commonwealth of Kentucky.**

The Best of Kentucky IT Awards were announced on the second day of the conference and were presented to the Cabinet for Health and Family Services, the Kentucky Personnel Cabinet, the Commonwealth Office of Technology, the Department of Criminal Justice Training and the Kentucky Department of Education.

"It is always a valuable experience to collaborate with other IT colleagues from across the country to stay on the cutting edge and share ideas. We are excited to have been recognized and congratulate the various other

agencies for their efforts of innovation and collaboration throughout the enterprise," said **Robbie Perkins, Director of the Kentucky Personnel Cabinet Division of Technology Services.**

See award summaries below including the [acceptance video](#) from recipients:

Visionary Award: David Carter, CISO Commonwealth Office of Technology

Through the execution of the Office of the CISO strategic plan, under David Carter's leadership, the Commonwealth Office for Technology has completed activities that have made great contributions to the security and operational integrity of the Commonwealth computing environment. When combined, these accomplishments represent a tremendous reduction in risk around the confidentiality, integrity and availability of the systems that empower agencies to deliver goods and services to the citizens of the commonwealth.

Best Applications Serving the Public: Medicaid Partner Portal Application

The Cabinet for Health and Family Services developed the Kentucky Medicaid Partner Portal Application (KY MPPA) entirely in-house. Partner Portal streamlined and automated paper-based provider enrollment and maintenance requests. The KY MPPA has received nearly 150,000 enrollment applications, to date and the efficiency of the application has skyrocketed productivity. The time to complete an enrollment application improved from six months to between 10-15 business days.

Best IT Collaboration Among Organizations: State School Security Marshal

The Department of Criminal Justice Training partnered with the Kentucky Department of Education, the Cabinet for Health and Family Services and the Commonwealth Office of Technology to implement a new program for school safety, which was mandated by legislation. Working through 50+ points of law, the team successfully rolled out an application as well as mobile devices for use by local marshals. The cross-agency collaboration enabled marshals to quantify risk for every public school within the commonwealth.

Best IT Security Innovation: New Email Security Framework

The Commonwealth Office of Technology implemented several tools and policies as part of the new Email Security Framework to establish a multilayer, threat-protection system. The Commonwealth now blocks 80 percent more malicious emails than before, meaning 99.8 percent of threats originating from emails are now filtered out before they arrive in a user's inbox. If any malicious emails evade detection and get delivered to user inbox, then our newly implemented TRAP solution can quickly find and extract those emails. With this process, we reduced incident response time from 2+ hours to 10 minutes to clean infected mailboxes.

Most Innovative Use of Technology: Kentucky Personnel Cabinet – *My*PURPOSE/*My*PERFORMANCE

For the last 39 years, state employees and managers across the commonwealth have been bound by a rigid, manual paper process for evaluating employee performance. With *My*PERFORMANCE, automated workflows between employees and managers allow for online collaboration on performance goals and competencies. Leveraging integration with the other *My*PURPOSE talent management functions, the system fosters employee growth through professional learning and development opportunities, and allows for feedback from peers and managers to support the employees' progress toward their performance goals. Since the system has gone live, more than 18,000 online performance plans have been completed.

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