

# MINNESOTA DEPARTMENT OF PUBLIC SAFETY DRIVER AND VEHICLE SERVICES

## MNDRIVE Performance Audit Report 2021

Under Minnesota Statute 76, Section 19(c), the Minnesota Legislature set requirements the Minnesota Department of Public Safety's (DPS) Driver and Vehicle Services (DVS) division must follow to ensure the security and proper handling of private data within the MNDRIVE information system. The law also requires DPS to perform independent compliance audits with these standards every two years.

DPS hired Berry, Dunn, McNeil & Parker, LLC (BerryDunn) to conduct a data security and privacy assessment of the DVS information systems beginning in 2019. During the audit, DVS had begun implementing the MNDRIVE system and was sunsetting the MNLARS system. Both systems were analyzed in the assessment. The audit concluded in September 2021.

### Assessment methods

BerryDunn used the National Institute of Science and Technology's Risk Management Framework and Centers for Medicare & Medicaid Services' Minimum Acceptable Risk Standards for Exchanges in evaluating DVS operational and privacy controls.

Due to the expansive amount of data and users in these systems, BerryDunn applied random sampling techniques prescribed by the American Institute of Certified Public Accountants to establish control families and manageable cases to analyze.

### Overall findings

BerryDunn assessed 86 controls from two families: cybersecurity controls and privacy controls. Of the controls assessed, 83 were found to be "compliant" and three evaluated as "not applicable." No controls reviewed were found to be "non-compliant."

Nine security controls were evaluated with all returning "no findings, recommendations for improvement or remediation." Four privacy controls were evaluated with all returning "no findings, recommendations for improvement or remediation." A sample of 57 users from the 15,704 MNLARS users and three of nine MNLARS administrators were analyzed for unauthorized access to Personalized Identifiable Information (PII) with zero discrepancies found. Similar analysis of a sample of users and administrators of the MNDRIVE system also returned zero discrepancies for unauthorized access to PII.

### Conclusion

At the conclusion of the 2021 MNDRIVE/MNLARS assessment, BerryDunn concluded "no technical, operational and managerial deficiencies" were found. Further, "of the 86 technical, operational and managerial controls, none were found to be deficient at the time of our assessment."



**DVS**  
Driver &  
Vehicle Services

In relation to DVS compliance with Minnesota Statute 171.12, Subdivision 1a, BerryDunn reported:

- Written procedures are in place that safeguard against unauthorized individuals from entering, updating or accessing non-public data collected, created, maintained or hosted within the boundaries of MNDRIVE system.
- An individual's ability to enter, update or access data in the system corresponds to the official duties or training level of the individual and to the statutory authorization granting access for that purpose.
- All queries and responses, and all actions in which data are entered, updated, accessed, shared or disseminated, are recorded in a data audit trail for manual retrieval.
- Authorized access is immediately and permanently revoked for any individual who willfully enters, updates, accesses, shares or disseminates data in violation of state or federal law.