



DEPARTMENT OF MANAGEMENT
SERVICES

Secretary Tom Lewis, Jr.

February 3, 2006

Dear State Employees:

As you may have heard, there has been an allegation that a U.S. company – under subcontract to scan and catalog state employee information for the Convergys Corporation (the private company that operates People First!, the state personnel system) – may have performed work at overseas locations nearly two years ago. There has also been a separate allegation that last year some state agency human resource personnel and some Convergys/People First! employees may have inappropriately viewed some state employee personal information, including mine.

Upon becoming aware of each of these allegations, the Department of Management Services (DMS) immediately began an investigation, and to date, there is no evidence that state employee personal information was transferred outside of the United States and no evidence that state employee personal information has been compromised as a result of inappropriate system access by state agency or Convergys/People First! human resource personnel.

I want to personally assure you that safeguarding your personal information continues to be our *highest* priority. We have consulted with the Attorney General's Office and have been advised that state law requires that when a security breach involving personal information has been determined, those who could be adversely affected must be notified. At this time, we do not have any evidence that a security breach has occurred; however, we are aggressively continuing our investigation.

Even though we have found no evidence of a breach of personal information, in an abundance of caution, DMS is taking additional, proactive steps to further strengthen the security of the state personnel system. Ongoing scanning and cataloging of personnel documents are being handled directly by authorized state agency or Convergys/People First! staff. DMS is also implementing new restrictions on the number and level of state agency human resource personnel who have access to the system, and we are randomly monitoring all who are accessing the system.

In addition to us taking every possible action, for your own security and peace of mind, we also encourage you to take every possible precaution to protect yourself, your family and co-workers from identity theft. Here are some of the things you can do:

- Check your credit report. You may request a free credit report once every 12 months. Visit www.annualcreditreport.com or call toll-free 1-877-322-8228.

Carefully review all bank, credit/debit card and other financial statements every month.

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- Memorize and do not share your social security number, People First! ID number or passwords with anyone.
- At work, keep your purse/wallet and all personal information in a safe place.
- If your job requires you to view or have access to other state employee personal information, protect it as you would your own.
- Shred all paper at work and at home that includes personal or financial information, before discarding or recycling.
- Do not mail checks from your home mailbox, and promptly remove mail from your mailbox.
- Do not give out personal information on the telephone, through the mail or on the Internet, even if requested by a known person or company, until you verify their identity.

The Florida Department of Law Enforcement and the Attorney General's Office have jointly created an online Identity Theft Resource Center (<http://myfloridalegal.com/identitytheft>) that provides useful information on preventing identity theft and the steps to take should one become a victim.

If you have any questions or concerns, now or in the future, about the security of your personal information, please immediately contact your Agency Personnel Officer or the Department of Management Services.

I want to reassure you again that we have found no evidence that state employee personal information has been compromised as a result of either of these allegations.

The Department of Management Services continues to closely monitor the state personnel system. Our security investigation is ongoing, and we will take additional action as necessary to ensure that all state employee personal information remains protected.

Sincerely,



Tom Lewis, Jr.
Secretary, Department of Management Services

cc: Governor Bush
Attorney General Crist
Chief Financial Officer Gallagher
Agriculture and Consumer Services Commissioner Bronson
Speaker of the Florida House Allan Bense
President of the Florida Senate Tom Lee
Agency Heads and Agency Personnel Officers