

## People First! Security Update

On February 3, 2006, the Department of Management Services (DMS) notified state employees that it was investigating allegations that GDXdata/Document Imaging, Inc. – a U.S. company under subcontract with Convergys/People First! – may have offshored some of the work that Convergys hired it to do.

DMS has since uncovered evidence that GDXdata used two or more subcontractors in India to “index” personnel files. To date, DMS has received no reports of identity theft as a result of the offshore work.

The offshore work was completed almost two years ago (June 2004). Since June 2004, all indexing of state employee personnel records has been handled in Florida, in Convergys facilities. “Indexing” is the electronic labeling and filing of scanned documents. The “scanning” of personnel files, then and now, has been handled in Florida, in agency and Convergys facilities. The purpose of the scanning/indexing project is to eventually eliminate paper personnel files and to provide state employees secure, electronic access to their personnel records through People First!. Convergys has cooperated in the DMS investigation.

Based on the evidence today, the personnel records of employees, who worked for the state anytime between January 1, 2003 and June 30, 2004, may have been indexed overseas and therefore may be affected. Based on current evidence, the personnel records of employees who retired prior to January 1, 2003 and “benefit only users” of People First! – including legislative, university and court employees – are not affected. DMS will notify employees who are potentially affected by the end of next week.

For employees who are potentially affected, DMS – in cooperation with Convergys/People First! – is providing assistance including a one-year credit protection program with credit alerts and identity theft coverage.

If you are a potentially affected employee and have concerns that this activity, which occurred almost two years ago, may impact you, a toll-free hotline (1-866-663-4735 press prompt 5) and an email address ([PeopleFirst@dms.state.fl.us](mailto:PeopleFirst@dms.state.fl.us)) have been set-up to answer your questions and to provide you information about the credit protection program.

It is common today for businesses and even government to use offshore companies to provide customer services and to process medical, credit and financial records. However, the use of offshore services in this case was inappropriate and unacceptable. Convergys has cancelled their subcontract with GDXdata, and DMS is requiring Convergys to immediately ensure all other subcontractors are pre-screened, pre-approved by DMS and are legally obligated to meet all People First! security requirements.

Again, even though there is no evidence that state employee personnel information has been compromised as a result of this overseas work, please take every possible precaution to protect yourself, your family and co-workers from identity theft. It is a good idea to check your credit report regularly. You may request a free credit report once every 12 months. Visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free 1-877-322-8228. And be sure to report any suspicions of potential identify theft to the proper authorities. For information on preventing identity theft and steps to take should you become a victim, visit the Florida Identity Theft Resource Center at <http://myfloridalegal.com/identitytheft>.

Safeguarding your personal information is our *highest* priority. State agencies and the Department of Management Services will continue to work together to ensure that all state employee personal information remains secure and protected.