



DEPARTMENT OF MANAGEMENT  
**SERVICES**

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**Tom Lewis, Jr.**  
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To: Cabinet Officers  
Agency Heads

From: Secretary Tom Lewis 

Re: People First System Access

Date: December 23, 2005

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On August 23, the Department of Management Services (DMS) was made aware of an affidavit filed by a former Convergys employee who was in an employment dispute with Convergys. The affidavit alleged that there were information access abuses in the People First system by Convergys employees and large-scale system errors. Specifically, the system access abuses alleged in the affidavit included claims that Convergys employees had accessed, viewed and printed personal, financial and confidential information of top state officials and sworn law enforcement officers.

**DMS immediately and thoroughly researched the allegations and found no evidence of violations or improper use of confidential information and no evidence of the alleged system errors.**

The following is a summary of the immediate actions DMS took in response to the allegations:

1. Directed the DMS Inspector General to interview the affiant and conduct an evaluation of the allegations contained in the affidavit and to review Convergys' security procedures from the hiring process through the use of the People First system.
2. Notified all state agencies that monitoring of access to personal and confidential information would begin immediately.
3. Formed a People First Security Team to conduct a detailed review of both state and Convergys security access procedures.

Protecting the personal information of all state employees is a fundamental priority of DMS. Because it is necessary for Convergys employees to have access to personal employee information in order to serve state employees, Convergys already had comprehensive security procedures in place to protect confidential information. However, as a result of our review, DMS has determined that additional safeguards would be prudent, regarding information access by both Convergys and state employees, to continue to ensure the confidentiality of employee personal information.

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After a thorough review, the DMS Inspector General and the People First Security Team recommended, among other things, the following:

- Limit access to personal and confidential information by state and Convergys employees to only what is essential for performance of their job.
- Require background checks for state employees that will have access to sensitive employee information. (Convergys already requires such checks of all its employees.) Require Convergys to renew background checks on its employees every three years and to review background checks on employees of all its subcontractors annually.
- Require state employees to sign privacy non-disclosure statements acknowledging the confidential nature of the information they have access to. (Convergys already requires such statements from all its employees.) Continue to monitor Convergys to ensure that its employees, and the employees of all its subcontractors, are held to the same standard.
- Ensure that all auditing/monitoring features within the People First system modules are operational, functioning, and utilized.
- Require random audits of information access by both state and Convergys employees to determine if they are accessing state employee information for non-work related matters.
- Make the DMS/Convergys Security Team permanent and require it to meet quarterly to address security issues and update the People First Security Plan on a semi-annual basis.

DMS and Convergys have either completed or are in the process of implementing all of the recommendations set forth. Again, DMS is committed to continuing to protect the personal information of state employees. We will continue to work with Convergys and all state agencies to ensure that personal information is protected. More information regarding best practices for keeping state employees' information private will follow. We look forward to working with you and your personnel staff on implementing new security features.