




People First Team
4050 Esplanade Way, Suite 235
Tallahassee, Florida 32399-0950
Tel: 850.921.4500
Fax: 850.922.6642
www.dms.MyFlorida.com

Governor Charlie Crist

Secretary Linda H. South

Date: August 15, 2008
To: All Personnel Officers
From:  David R. DiSalvo, Director, People First
Subject: E-mail Security Requirements Reminder

On May 28, 2008, the Department of Management Services signed Amendment 10 and made significant changes to its contract with Convergys regarding the People First system and the services provided. Many of the changes pertain to system and data security. The People First system contains data of current, terminated, and retired State of Florida employees and their dependents. Much of the data is considered to be confidential under federal (e.g., HIPAA) and/or state law (e.g., Chapter 119, Florida Statutes).

It is important that the State take precautions to safeguard employee and retiree information. One of the biggest risks involves sending employee personal data by e-mail. I am requesting your assistance to ensure our information remains secure. Please make sure your staff and employees do not include in any e-mail or e-mail attachment confidential or sensitive information, such as a Social Security Number, date of birth, home address, etc. This includes any e-mail or attachment sent from agency to agency, agency to Convergys, or agency to DMS, and so forth.

In addition to increasing the security of e-mail transmissions, the People First contract now provides increased levels of protection of sensitive data by requiring stricter background checks of Convergys employees, encryption of electronic data, expanded auditing capability, stronger confidentiality obligations and improved security breach notification procedures.

For additional information about Amendment 10, please view the amendment at: http://dms.myflorida.com/human_resource_support/people_first/business_and_contract_documents.

As you can see, we take data security seriously. Please inform your employees who handle sensitive employee data to follow these guidelines. I appreciate your cooperation with us in this regard. Please let me know if you have any questions or concerns.