



JIM DOYLE
GOVERNOR
STATE OF WISCONSIN

April 15, 2008

Secretary Michael L. Morgan
WI Department of Administration
101 East Wilson Street, 10th Floor
Madison, WI 53703

Dear Secretary Morgan:

Every day government has to collect sensitive information about its citizens in order to provide services like issuing a fishing license, calculating a tax refund or confirming eligibility for health care services. We have a serious responsibility to protect Wisconsin's citizens by ensuring their personal information is secure. The State of Wisconsin is committed to protecting sensitive information at every step from its collection to its destruction and to continually work on ways to safeguard Wisconsin citizens' personal information.

Across state service, I know that agencies have put in place privacy protection policies designed to meet the state and federal requirements of the programs and services they provide. It is important to stay vigilant and to do everything we can do to protect sensitive information.

In January, I asked representatives from Metavante Corporation, a leading expert in financial services and privacy protection, to identify how we can improve our privacy protection efforts by reviewing the state's practices for securing and handling sensitive information. Metavante has completed its assessment and issued a report summarizing its findings and recommendations. I have reviewed that report and am sharing it with you today along with a plan to implement the recommendations.

I would like to thank Metavante for the time and resources it has dedicated to helping the State of Wisconsin evaluate its sensitive data protection practices. The State is fortunate to benefit from Metavante's considerable expertise and experience in this area.

As Metavante recognizes in its report, state agencies already have some strong policies and practices in place for protecting sensitive information. With Metavante's recommendations, we can build on our strengths. Metavante's report makes a number of recommendations for improvement. The key recommendations include:

- Develop a more standardized privacy program across state agencies to ensure consistent practices and a more standardized privacy education and training program for state employees. While state agencies currently have such policies, this effort will support employees with better understanding their role and responsibilities in protecting sensitive information.
- Conduct privacy program risk assessments on a regular basis. State agencies recently completed such an audit.
- Enhance the current process for managing vendor relationships for greater consistency across agencies.
- Continue work on IT server consolidation to allow for strong controls over centralized data and also take advantage of economies of scale and efficiencies of operation.

Today I am calling on Department of Administration Secretary Michael Morgan to work with all state agencies to implement the recommendations of the Metavante report. Under his leadership, the state will develop a plan to accomplish the following:

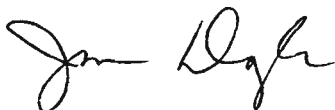
- Replace social security numbers with randomly generated ID numbers wherever possible as quickly as possible
- Appoint a privacy officer in each agency to be responsible for the oversight of their agency's program to protect sensitive information
- Conduct annual risk assessments of each agency's policies and practices for protecting sensitive data
- Provide a training program for state employees on their roles and responsibilities in protecting sensitive information
- Develop standardized vendor contract language and due diligence processes which specifically address issues relating to the protection of sensitive information

The DOA privacy officer will seek input and work with the privacy officers from the other state agencies to advise Secretary Morgan on implementation of the recommendations of the Metavante report and to establish consistency in privacy protection policies across state agencies.

I am extremely grateful to Metavante for providing the State of Wisconsin with practical recommendations to improve our privacy protection policies and procedures. Implementing the recommendations will be a priority for every state agency.

The citizens of Wisconsin trust that state government is doing everything possible to protect their sensitive information. We will work diligently as an Administration to ensure their trust is well placed.

Sincerely,



Jim Doyle
Governor