

Pitts, Ted

From: Maley, Patrick
Sent: Friday, October 12, 2012 9:04 AM
To: Pitts, Ted
Subject: lil help

Thanks for calling back yesterday. All I need is when you receive the final DOR IT checklist report which we sent out yesterday, pls toss it in the trash. DOR was OK with draft, but called yesterday and wanted another week. Once we iron out their issue, I will forward final. No findings in our report after analyzing their inspection checklist data so no sure what is issue.

thanks

Pitts, Ted

From: Pitts, Ted
Sent: Tuesday, October 30, 2012 8:45 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com)
Subject: RE: Questions & comments

Ozzie,

Can you have someone follow up with me on this question.

This does not appear to be a dependent but an actual filer whom is under 18.

Thanks,

Ted Pitts
Deputy Chief of Staff
Governor Nikki Haley
Cabinet and Legislative Affairs
803.767.7862
TedPitts@gov.sc.gov

From: [REDACTED]@comcast.net [mailto:[REDACTED]@comcast.net]
Sent: Monday, October 29, 2012 9:00 PM
To: Shannon Erickson
Cc: Bryan Sterling; Pitts, Ted
Subject: Re: Questions & comments

Ted,
Sorry I missed the conference call.
I have a constituent that has a child under 18 who has filed SC income taxes and she tried to apply for the fraud alert. Experian told the parents that no provisions were made for anyone under 18 years of age. How will we address this?

Thank you,
Joe Daning
843-[REDACTED]

From: "Shannon Erickson" <[REDACTED]@gmail.com>
To: TedPitts@gov.sc.gov
Cc: "Bryan Sterling" <bstirling@scag.gov>
Sent: Monday, October 29, 2012 12:38:47 PM
Subject: Questions & comments

Ted,
Thanks for the opportunity to listen in today. The conflicting information on the times/numbers, etc. was a bit disconcerting, however, and I hope that it did not lower "attendance".

I am very concerned that we were not allowed to ask questions, or at the very least, advised to send questions in to you ahead of the call.

Some of my questions were answered but others were not. Here are some that I would like more info on:

- How much time should deployed, overseas military expect to wait before they are contacted? Is there any "extra" contact, perhaps specifically assigned to this group, that we can share to get them in touch with the right people without having a phone line wait?
- A constituent called concerned that her Credit Union accounts did not show up on the Experion System. Is that a problem or issue that needs to be addressed?
- What type of taxes/documents/filers were breached? Individual, corporate, payroll, sales tax, unemployment? If corporate or payroll, will all data (employees & their info) included in those filings be covered by the protection system?
- What type of information has been compromised? Banking Account router data? EIN? Social Security Numbers? Credit Card information?
- Inspector General Maley said that 9 agencies had been inspected for secure practices. What are they and was DOR one of them? If it was not, when was it slated to be?
- It was said in a nut shell that everyone was notified on a "need to know" and law enforcement legal basis. Please cite the specific laws & code and timeline that was followed based on them.

For the record, that we were not given a minimal "head's up" prior to public notification/media releases is troubling. We could have been helpful with spreading the word that action was being taken and that the state considered this a serious issue. Since we had no knowledge, I was told by several of my constituents that it looked like a cover up and they wouldn't trust what was happening. I understand that this was probably not your call but please share with others that better communication in some form would have been greatly appreciated.

Again, thank you. I understand that this is difficult for all involved and will try to help in any way.

Shannon Erickson
843-██████████

Pitts, Ted

From: Bill Sandifer <[REDACTED]@bellsouth.net>
Sent: Wednesday, October 31, 2012 9:26 AM
To: Pitts, Ted
Cc: 'Andy Fiffick'; jameygoldin@schouse.gov
Subject: RE: Legislative follow up

Ted,

Not sure I understand why you have to consult your attorneys before answering questions.

The following is a question from a constituent that I am unable to answer. However, I fall in this category also. I signed up for the protection the first day it was available. My kids were minors during the time frame indicated but are now grown & out of the home. One moved to NC this summer. What kind of protection will she be given? The paper article made it sound like it is only available to her if she lives in SC.

One other question. Was the employment of a senior IT person at DOR recently? If so, can you explain what the grounds for termination were?

Will appreciate your response to these issues as well as the ones submitted by all of us over the last few days.

Representative Bill Sandifer

112 Cardinal Drive
Seneca, SC 29672
Message Center:(864)885-2240
Fax: (864) 888-3125

From: Pitts, Ted [<mailto:TedPitts@gov.sc.gov>]
Sent: Tuesday, October 30, 2012 7:11 PM
To: Pitts, Ted
Cc: Veldran, Katherine; Stirling, Bryan
Subject: Legislative follow up

All,

I am having the attorneys, Experian, SLED, the Inspector General and SCDOR review the answers to the questions we have received. We want to make sure that you have accurate information to distributed to your constituents.

Below are answers to the most frequently asked questions that I can confirm:

Are young adults that previously filed in SC covered? If a tax return was filed from 1998 until present and a person's SS# was listed on the return as the filer or a dependent they can sign up for the protection. Individuals currently 18 and older must enroll themselves. Individuals currently 17 and younger must be added on the family plan by their parent or legal guardian. Laws do not allow them to consent to this agreement on their own. SCDOR will cross check SS#s with all enrollments.

Why doesn't SCDOR just enroll taxpayers? It is against the law to enroll taxpayers without their consent.

Could we not have a portal provided that would allow quicker, more direct and easier access? Experian has a South Carolina portal/page it is- www.protectmyid.com/scdor . The activation code is SCDOR123 (not case sensitive) to enroll. A way to confirm that you are on the correct page is the picture of the person/model on the page should be a female. Some people are being bounced directly to the Experian home page (the picture on this page is a male) this is a problem on the user's end not Experian's. If they don't have access to the internet, they can call 1-866-578-5422. Experian is working to address wait times.

How much time should deployed, overseas military expect to wait before they are contacted? Is there any "extra" contact, perhaps specifically assigned to this group, that we can share to get them in touch with the right people without having a phone line wait? We are in the process of working with the Department of Defense to make the notification enrollment process as easy as possible. Details will be released when confirmed.

Were checking account routing numbers compromised? Of the files accessed an individual's entire return was accessed. The Social Security #'s and bank information were not encrypted. Credit cards were encrypted on returns older 2003. Any unencrypted credit card information would be for cards that have expired.

We will follow up as soon as possible regarding other questions, our goal is to email the General Assembly a comprehensive FAQs packet as soon as it is finished.

Thanks,
Ted

Ted Pitts
Deputy Chief of Staff
Governor Nikki Haley
Cabinet and Legislative Affairs
803.767.7862
TedPitts@gov.sc.gov

Pitts, Ted

From: Joan AOL <[REDACTED]@aol.com>
Sent: Monday, October 29, 2012 3:02 PM
To: Pitts, Ted
Subject: DOR breach questions

Ted,

Are young adults that previously filed in SC and now live out of state covered?

Are checking account routing numbers compromised?

I will look for legislative group email response.

Rep. Joan Brady

Sent from my iPad

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Pitts, Ted

From: Director <director@sctax.org>
Sent: Wednesday, October 31, 2012 3:22 PM
To: Pitts, Ted
Cc: Harry Cooper; etter_jf@sctax.org
Subject: FW: Business Credit Monitor - Press Urgent

Importance: High

I took this call and asked him to put it in email form to Director@sctax.org address.

Jenny Renedo
Office of the Director
SC Department of Revenue

From: Aaron Stibel [<mailto:astibel@dandb.com>]
Sent: Wednesday, October 31, 2012 2:58 PM
To: Director
Subject: Business Credit Monitor - Press Urgent
Importance: High

Thanks for taking my call and reviewing this email.

As a background I was with RSI for 12 years and was one of the original architects of DiscoverTax. I figured I would reach out directly since I know the state fairly well.

I am the CTO at Dun & Bradstreet Credibility Corp now . Jennifer with WISTV contacted our CMO about what we were doing for SC businesses. I understand that the press release does not mention specifically FEIN being compromised, but optically, this is becoming part of the story. We are planning to launch a South Carolina web site that will offer any SC business free business credit monitoring products.

We owe the press a call back today, but I wanted to reach out to DOR so we can either keep you informed or have you be a part of this release. We would like the DOR to have input into how we position our release that best reflects the department's efforts.

I would suggest we have a call ASAP.

Please see our product offer below:

Dun & Bradstreet Credibility Corp will give SC businesses a free CreditAlert product that will help them stay alerted to changes in their scores or ratings and other indicators of fraudulent activity that could be taking place on their business. If someone were to steal your business identity, your bills could go unpaid, new lines of credit could be opened up. This product will alert customers to changes taking place in their business credit file. Even something as simple as a change to a business address or a company officer change would set off an alert to the business owner.

Thanks,
-Aaron

Aaron Stibel

SVP, Technology
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Dun & Bradstreet
CREDIBILITY CORP



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Pitts, Ted

From: Judy Hackett <jhackett@dandb.com>
Sent: Wednesday, October 31, 2012 5:58 PM
To: Pitts, Ted
Cc: Aaron Stibel; Jeff Stibel; Stirling, Bryan
Subject: RE: D&B Credibility Corp.

Importance: High

No big deal but several news outlets have already incorrectly referred to our company. More importantly, they have been linking to www.dnb.com/sc, not www.dandb.com/sc. We have also seen incorrect phone numbers. We're reaching out but it's more important to get a statement out to get company right, phone number right, and url right.

Here are a few examples:

<http://www.wltx.com/news/article/207332/2/Gov-Haley-Provides-Update-on-SC-DOR-Hacking-Case>

- "Haley said **Dunn and Bradstreet** will activate a website at 8AM Friday morning that businesses can visit to register for free monitoring service: www.dnb.com/sc, or by calling 800279-9881, also available Friday."

<http://www.wistv.com/story/19967676/haley-state-to-provide-protection-to-up-to-657k-businesses>

- "The state has contacted **Dun and Bradstreet**, a company that provides credit monitoring and protection for businesses, to assist South Carolina business owners."

<http://www.carolinalive.com/news/story.aspx?id=819863#.UJGbccXA-6M>

- "**Dun and Bradstreet** is launching free credit reports for all South Carolina businesses. The website says the monitoring services will be live Friday, November 2nd. Businesses can also call 1-800-279-9881 at that time."

<http://www.abcnews4.com/story/19965332/sc-security-breach-draws-3rd-news-conference-in-3-days>

- Gov. Nikki Haley said a new website – www.dnb.com/SC -- was being set up by **Dun & Bradstreet Credibility Corporation** that would allow businesses to sign up for credit protection. Businesses can also call 800-279-9881 to get coverage as well, she said.

<http://www.southcarolinaradionetwork.com/2012/10/30/sc-tax-director-reveals-business-id-numbers-were-also-breached/>

- He said the business credit information company **Dun and Bradstreet** has a monitoring service that his agency would look into.

Judy Hackett
Chief Marketing Officer
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From: Judy Hackett
Sent: Wednesday, October 31, 2012 2:53 PM
To: 'TedPitts@gov.sc.gov'
Cc: Aaron Stibel; Jeff Stibel; Stirling, Bryan (BryanStirling@gov.sc.gov)
Subject: RE: D&B Credibility Corp.

Ted,

We watched the press conference. Great job by the Governor. One point of clarification is that our official name is Dun & Bradstreet Credibility Corp. The reason that's important is because we are the business that does credit monitoring for businesses. D&B focuses on other areas. We don't want your constituents confused and calling the wrong group. I have notified their press and customer support operations so that they can transfer the calls to us but it would be great if we could make that distinction clear in any future communications so that your constituents aren't transferred needlessly. We've already seen incorrect messaging come across the media wires. Perhaps we should draft a joint release of this information so that we make sure that the information is accurate and the product readily available. I have asked my PR firm to get this started just so that we have something to respond to but happy to let your team take the lead.

Judy Hackett
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From: Judy Hackett
Sent: Wednesday, October 31, 2012 12:50 PM
To: 'TedPitts@gov.sc.gov'
Cc: Aaron Stibel; Jeff Stibel
Subject: D&B Credibility Corp.
Importance: High

What we can do today:

- Dun & Bradstreet Credibility Corp will give South Carolina businesses affected, a CreditAlert product that will help them stay alerted to changes in their scores or ratings and other indicators of fraudulent activity that could be taking place on their business. The cost will be waived for residents of the state.
- They should visit DandB.com/SC starting Friday, 11-2 or they can call customer service toll free at this dedicated phone number 800-279-9881

For Background

- How does the product help? If someone were to steal your business identity, items could be purchased, your bills could go unpaid, new lines of credit could be opened up. This product will alert customers to changes taking place in their business credit file. Even something as simple as a change to a business address or a company officer change would set off an alert to the business owner.

As we mentioned on the phone, if you need anything else now or in the future, please do not hesitate to reach out.

Also If you need a quote from our CEO, feel free to use what he said on the phone:

Chairman and CEO Jeff Stibel said, "When our nation or our states are in need, Dun & Bradstreet Credibility Corp. will drop everything to help. We are honored to serve this great state and tremendous governor."

Judy Hackett
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Pitts, Ted

From: Maley, Patrick
Sent: Tuesday, October 30, 2012 4:42 PM
To: Adams, Marcia; Pitts, Ted
Subject: FW: IG State-Wide Information Security Initiative--MEETING NOTIFICATION, 10AM, THURSDAY, 11/1

FYI below—sorry for not putting you in the original email.

Plan is to get CIO input on DSIT DRAFT “to do” list for short term measures/protocols to raise our confidence, then email final product by cob Friday. General plan will be for Agency Heads to respond to IG re covering leads. Task force will collate data for pulse check feedback and itemize any immediate critical PII at risk.

Marcia, DSIT has been great in getting us rolling.

thanks

From: Maley, Patrick
Sent: Tuesday, October 30, 2012 4:34 PM
To: 'Abdallah Haddad (abdallah@coastal.edu)'; 'Alison Hammett (ahamett@emd.sc.gov)'; 'Alton "Al" Hoy (aphoy@scdjj.net)'; 'Ami Franklin (ami@ethics.sc.gov)'; 'Andrew Ford (andrew.ford@sceis.sc.gov)'; 'Anthony Caldwell (acaldwell@scsu.edu)'; 'Barbara Bailey (bbailey@bcbis.sc.gov)'; 'Barry Langley (BarryLangley@scdps.net)'; 'Betsy Hartman (bhartman@wcc.sc.gov)'; 'Bill Croteau (bcroteau@statelibrary.sc.gov)'; 'Bill Hogue (hogue@sc.edu)'; 'Bill Miller (bmiller@ppp.state.sc.us)'; 'Bob Cape (caper@cofc.edu)'; 'Boles, Les (LBoles@budget.sc.gov)'; 'Brian Davis (bdavis@irf.sc.gov)'; 'Bryan Leach (bleach@elections.sc.gov)'; 'Bryce Hoverman (bhoverman@scconsumer.gov)'; 'Camille Brown (cbrown@che.sc.gov)'; 'Candice Pou (cpou@lac.sc.gov)'; 'Catherine Lee (clee@arts.sc.gov)'; 'Chuck Fallaw (chuck.fallaw@sto.sc.gov)'; 'Cliff Stanley (cliff.stanley@delahowe.k12.sc.us)'; 'Dave Smith (dave@schac.sc.gov)'; 'David "Ric" Lawson (ric.lawson@dss.sc.gov)'; 'David Beverly (dbeverly@scetv.org)'; 'David Elwart (delwart@scprt.com)'; 'David Foshee (dfoshee@ddsn.sc.gov)'; 'David Ross (dross@cpc.sc.gov)'; 'Dawn Hipp (dhipp@regstaff.sc.gov)'; 'Del Collins (del.collins@sclot.com)'; 'Derrick Brown'; 'Don Cantrell (dcantrel@ed.sc.gov)'; 'Douglas Harper (harperds@scdot.org)'; 'Earley, Jimmy (jearley@cio.sc.gov)'; 'Elaine Knight (elaine.knight@scseagrant.org)'; 'Gayle Fletcher (gayle.fletcher@bofi.sc.gov)'; 'Guang Zhao (zhaog@dhec.sc.gov)'; 'Hammond, Carol'; 'Harrill, Ken (kharrill@osa.sc.gov)'; 'Herbert Drucker (hed00@scdmh.org)'; 'James Hammond (hammondj@winthrop.edu)'; 'James Manning (jmanning@ic.sc.gov)'; 'James Swindler (jswindler@sccb.sc.gov)'; 'JamesR.MacDougall@cio.sc.gov'; 'Jay Rolin (jrolin@scvrd.state.sc.us)'; 'Jeff Baumann (jbaumann@forestry.state.sc.us)'; 'Jeffrey Smith (jsmith@sccid.sc.gov)'; 'Jim Bottom (jb@clemson.edu)'; 'Jim Scurry (scurryj@dnr.sc.gov)'; 'Joan Assey (jassey@sccourts.org)'; 'John Dixon (jdixon@fmarion.edu)'; 'John Supra (supra@scdhhs.gov)'; 'Katie Harrison (katie@sctuitiongrants.org)'; 'Kevin Pondy (pondyk@aging.sc.gov)'; 'Kevin Steele (ksteele@scda.sc.gov)'; 'Khush Tata (tata@sctechsystem.edu)'; 'Larry Hubbard (lhubbard@sos.sc.gov)'; 'Lisa Nichols (lbnichols@eoc.sc.gov)'; 'Margaret Sanders (msanders@scal.net)'; 'Mark Phipps (mark.phipps@schousing.com)'; 'Marshall Hollis'; 'Matt Baker (mbaker@aeronautics.sc.gov)'; 'Matt Faile (matt@llr.sc.gov)'; 'Melissa Forinash (forinash@musc.edu)'; 'Michael Harris (mharris@sif.sc.gov)'; 'Michael Wingard (mhwingard@sccja.sc.gov)'; 'Michelle Moore (mmore@sled.sc.gov)'; 'Mike Garon (GaronM@sctax.org)'; 'Pam Everitt (peveritt@scspa.com)'; 'Pat Smith (smithp@wlgos.sc.gov)'; 'Paul Harmon (pharmon@scdah.state.sc.us)'; 'Randy Erskine (randy.erskine@psc.sc.gov)'; 'Renee Dzek (renee.dzek@banking.sc.gov)'; 'Richard Nelson (richard.nelson@citadel.edu)'; 'Richard Rasmussen (rrasmussen@oepp.sc.gov)'; 'Rick Green (rick.green@banking.sc.gov)'; 'Robert Clark (rclark@patriotspoint.org)'; 'Robert Wilson (rwilson@scommerce.com)'; 'Robin Lawrence (rlawrence@lander.edu)'; 'Rolf Dolder (Rolf.Dolder@scdmv.net)'; 'Ron Mitchell (mitchellrw@tag.scmd.state.sc.us)'; 'Ronnie Finley (ronnie.finley@us.army.mil)'; 'Sam Jones Jr. (sjones@ohr.sc.gov)'; 'Sande Sprang (ssprang@scag.gov)'; 'Scott Houston (shouston@cg.sc.gov)'; 'Sherry Copeland (sherry.copeland@prp.sc.gov)'; 'Steve Flowers (sflowers@saf.sc.gov)'; 'Steve Sklar (steve.sklar@ors.sc.gov)'; 'Susan Worthy (susan.worthy@scmuseum.org)'; 'Thomas Smith (tsmith@cfma.sc.gov)'; 'Trad Robinson (trobinson@scsdb.org)'; 'Trevis Shealy (shealy.trevis@doc.state.sc.us)'; 'Troy Pound (troypond@scstatehouse.gov)'; 'Walt Oliver (woliver@daodas.sc.gov)'; 'Yolanda McKnight

(youlanda.mcknight@pcf.sc.gov)'

Subject: IG State-Wide Information Security Initiative--MEETING NOTIFICATION, 10AM, THURSDAY, 11/1

I was overwhelmed by the show of support for this effort--thanks. As set out in the below email last Friday & reinforced by media reports of the public's concern, we will be having a meeting at **10AM, Thursday, November 1, at the Forestry Commission, 5500 Broad River Road, Columbia.** The primary purpose of this meeting will be to seek input on immediate measures/protocols that can be deployed to agencies state-wide to increase our collective information security confidence in the short-run, as well as identify critical weaknesses needing immediate attention.

To start the conversation, I will be sending an email out shortly (later today or Wednesday morning) containing a list of **DRAFT** recommendations from DSIT on this topic. Please look at this list prior to the meeting, and add/subtract/modify. We need everyone's experience & perspective on how best to swiftly check our own information security programs, deploy pragmatic measures, and identify any area that has immediate exposure to compromising PII.

Although the topic for this meeting will be a short-term response, similar to a military stand down day to re-emphasize and re-focus the importance of information security, the meeting will also start the process of planning a way forward to address longer-term issues.

I need four full-time volunteer subject matter experts from Agencies to fully staff the initial task force of six. I will personally lead this group. The group will set up the task force at DSIT offices, 4430 Broad River Road, Columbia. This task force will get it done in several months. We will add more staff if needed to hit that timeline rather than elongate a review given the significance and impact of the issue on the state. Please email me direct with your volunteer.

Thanks for your interest & support.

!

G Email to CIOs, Friday, 10/26:

If you have not already heard via media outlets, the Department of Revenue had a cyber intrusion resulting in the loss of 3.6 million names and social security numbers, as well as 387,000 credit card numbers. The Governor requested the Inspector General lead a state-wide information security (INFOSEC) initiative to assess our INFOSEC and make recommendations. This computer intrusion could have happened to anyone of us, but this large data loss of tax information has to impact our citizen's trust & confidence in state government to professionally protect their confidential information. After 30 years in the FBI, I don't get over-excited unless someone is shooting at me, but in my opinion, this is a crisis situation for information technology in state government.

I need your help. I am not an INFOSEC expert. My expertise is taking a mission, assembling the right team, developing objectives, collecting data on the objectives, and arriving at options & recommendations. I do know enough at this time to break this initiative into two phases. Phase I will identify measures or protocols to deploy to all agencies state-wide for immediate due diligence to give confidence to the public, as well as each other, that the collective IT components in state government are at a common quality assurance baseline. After our due diligence baseline, then Phase II will look at issues from a state-wide, longer term strategy perspective.

I will be assembling a team of subject matter IT experts to work full-time on this task force. I ask each agency CIO to think about voluntarily contributing a qualified staff member to this full-time task force. It will certainly

be highly developmental, as well as contribute to an outcome having a long lasting impact on state government IT.

I am also soliciting volunteer CIOs to attend an initial organizing/strategy meeting to primarily address Phase I which has a time sensitive quality. If you are interested, please email me back at patrickmaley@oig.sc.gov or call my cell (803) 429-4946.

Due to time constraints, I am unable to send a copy to each of your respective Agency Heads for situational awareness, so I would appreciate you forwarding this email up your chain of command.

I will be back in touch to all CIOs early next week.

Thanks in advance for your time & interest in this critical initiative.

Pitts, Ted

From: Pitts, Ted
Sent: Wednesday, October 31, 2012 9:57 AM
To: 'Bill Sandifer'
Subject: RE: Legislative follow up

Bill,

Your daughter should enroll herself if she is over 18 and her SS# has been on a South Carolina tax return since 1998. It doesn't matter where she currently lives. She will be covered.

Not clear on your second question but I think you are asking if a SCDOR IT guy was fired recently. No. A guy did resign a month or so ago for no reason related to this security incident.

Ted

From: Bill Sandifer [mailto:██████████@bellsouth.net]
Sent: Wednesday, October 31, 2012 9:26 AM
To: Pitts, Ted
Cc: 'Andy Fiffick'; jameygoldin@schouse.gov
Subject: RE: Legislative follow up

Ted,
Not sure I understand why you have to consult your attorneys before answering questions.

The following is a question from a constituent that I am unable to answer. However, I fall in this category also. I signed up for the protection the first day it was available. My kids were minors during the time frame indicated but are now grown & out of the home. One moved to NC this summer. What kind of protection will she be given? The paper article made it sound like it is only available to her if she lives in SC.

One other question. Was the employment of a senior IT person at DOR recently? If so, can you explain what the grounds for termination were?

Will appreciate your response to these issues as well as the ones submitted by all of us over the last few days.

Representative Bill Sandifer

112 Cardinal Drive
Seneca, SC 29672
Message Center:(864)885-2240
Fax: (864) 888-3125

From: Pitts, Ted [mailto:TedPitts@gov.sc.gov]
Sent: Tuesday, October 30, 2012 7:11 PM
To: Pitts, Ted
Cc: Veldran, Katherine; Stirling, Bryan
Subject: Legislative follow up

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Why doesn't SCDOR just enroll taxpayers? It is against the law to enroll taxpayers without their consent.

Could we not have a portal provided that would allow quicker, more direct and easier access? Experian has a South Carolina portal/page it is- www.protectmyid.com/scdor . The activation code is SCDOR123 (not case sensitive) to enroll. A way to confirm that you are on the correct page is the picture of the person/model on the page should be a female. Some people are being bounced directly to the Experian home page (the picture on this page is a male) this is a problem on the user's end not Experian's. If they don't have access to the internet, they can call 1-866-578-5422. Experian is working to address wait times.

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We will follow up as soon as possible regarding other questions, our goal is to email the General Assembly a comprehensive FAQs packet as soon as it is finished.

Thanks,
Ted

Ted Pitts
Deputy Chief of Staff
Governor Nikki Haley
Cabinet and Legislative Affairs
803.767.7862
TedPitts@gov.sc.gov

Pitts, Ted

From: Pitts, Ted
Sent: Wednesday, October 24, 2012 4:10 PM
To: Godfrey, Rob
Subject: Fw: Info requested - PRT

From: Amy Duffy [<mailto:aduffy@scprt.com>]
Sent: Wednesday, October 24, 2012 03:20 PM
To: Pitts, Ted
Subject: Info requested - PRT

Hi Ted –

Our two examples are:

1. Removed employee **SSN** from all HR / personnel paperwork (EPMS, leave forms, etc).
2. When selected vendors for point-of-sale and reservation system required that they be PCI compliant. (We do not capture or store any credit card numbers – all information is encrypted and sent to vendors.)

PRT doesn't really deal with any sensitive, or personal, information from our customers or employees ~~ that is why we can only come up with 2 examples.

Thanks!

Amy D. Duffy
Chief of Staff
SC Department of Parks, Recreation & Tourism
1205 Pendleton Street, Suite 248
Columbia, South Carolina 29201

phone: (803) 734-3272
fax: (803) 734-1409
email: aduffy@scprt.com
www.discoversouthcarolina.com

Pitts, Ted

From: Pitts, Ted
Sent: Wednesday, October 24, 2012 4:12 PM
To: Godfrey, Rob
Subject: Fw: Security changes

From: Huffman, Chris [<mailto:chuffman@sccommerce.com>]
Sent: Wednesday, October 24, 2012 02:47 PM
To: Pitts, Ted
Cc: Hitt, Bobby <bhitt@commerce.state.sc.us>; Patrick, George <gpatrick@sccommerce.com>
Subject: Security changes

The South Carolina Department of Commerce updated its confidentiality agreement with all of our employees to include social media. In addition, employees will sign a new agreement every year as part of their EPMS process.

In June of 2012, our agency met with an auditor from the Inspector General's Office working on a security project for the Governor's Office. He indicated that Commerce did not maintain personal information and was outside the scope of his current review.

Thanks and let me know if you have any questions.

Chris Huffman
Chief Financial Officer
South Carolina Department of Commerce
1201 Main Street, Suite 1600
Columbia, SC 29201
803.737.0462 Office
803.553.4875 Cell

Pitts, Ted

From: Pitts, Ted
Sent: Monday, October 29, 2012 10:49 AM
To: 'hankpage@scstatehouse.gov'; Leidinger, Bill (Bill.Leidinger@sto.sc.gov); Holly, Jim (jholly@cg.sc.gov)
Subject: FW: Legislative Conference Call moved to 11 am

All,

Sorry for the late notice.

You or members of the staff are welcome on the call.

Ted Pitts
Deputy Chief of Staff
Governor Nikki Haley
Cabinet and Legislative Affairs
803.767.7862
TedPitts@gov.sc.gov

From: Pitts, Ted
Sent: Monday, October 29, 2012 9:20 AM
To: Schimsa, Rebecca
Cc: Jeff Gossett; Charles Reid (charlesreid@schouse.gov)
Subject: Legislative Conference Call moved to 11 am

Members of the General Assembly,

We have had to move the legislative conference call to 11:00 am. Please note the instructions below.

Email any specific questions to TedPitts@gov.sc.gov

The conference call has been rescheduled for 11:00 AM EST on Monday, October 29, 2012. Participants wishing to join the call should dial 1-800-708-6791.

1. All participants will be asked to provide their first and last name to the operator before being placed into the conference. No password is required.
2. Due to large number of participants those that are attending will be in listen only mode.
3. Participants should plan to join the call 10 to 15 minutes before the designated start time.
4. After being placed into the conference, participants will hear music until the conference begins.
5. For operator assistance during the call, please press *0.

The briefers are: Ted Pitts Governor's Office, Jim Etter Director Department of Revenue, and Mark Keel Chief SLED.

Pitts, Ted

From: Pitts, Ted
Sent: Monday, October 29, 2012 4:27 PM
To: Thad Westbrook (thad.westbrook@nelsonmullins.com); Mike Shealy (MikeShealy@scsenate.gov)
Subject: Bio

Thad,

Mike Shealy needs a bio on you for tomorrow's hearing. The two of you can communicate directly.

Thanks,

Ted Pitts
Deputy Chief of Staff
Governor Nikki Haley
Cabinet and Legislative Affairs
803.767.7862
TedPitts@gov.sc.gov

Pitts, Ted

From: Pitts, Ted
Sent: Tuesday, October 30, 2012 10:00 AM
To: 'BradHutto@scsenate.gov'; 'dj1@scsenate.gov'; 'JohnLand@scsenate.gov';
'PhilLeventis@scsenate.gov'; 'JoelLourie@scsenate.gov'; 'GeraldMalloy@scsenate.gov';
'FloydNicholson@scsenate.gov'; 'ClementaPickney@scsenate.gov';
'JohnScott@scsenate.gov'; 'NikkiSetzler@scsenate.gov'; 'KentWilliams@scsenate.gov';
'ThomasAlexander@scsenate.gov'; 'LeeBright@scsenate.gov';
'KevinBryant@scsenate.gov'; 'PaulCampbell@scsenate.gov';
'ChipCampsen@scsenate.gov'; 'RayCleary@scsenate.gov';
'RonnieCromer@scsenate.gov'; 'TomDavis@scsenate.gov'; 'MikeFair@scsenate.gov';
'GregGregory@scsenate.gov'; 'stranscomm@scsenate.gov';
'sethicscomm@scsenate.gov'; 'LarryMartin@scsenate.gov'; 'ShaneMartin@scsenate.gov';
'ShaneMassey@scsenate.gov'; 'JohnHazzard@scsenate.gov';
'WilliamOdell@scsenate.gov'; 'MarthaCasto@scsenate.gov'; 'LukeRankin@scsenate.gov';
'MikeRose@scsenate.gov'; 'DannyVerdin@scsenate.gov'; [REDACTED]@aol.com';
'andy@andypatrick.org'; [REDACTED]@charter.net'; [REDACTED]@bellsouth.net';
'bsellers@stromlaw.com'; 'bill@taylorschouse.com'; 'bbannister@bannisterwyatt.com';
[REDACTED]@yahoo.com'; 'chandradillard@schouse.gov'; 'chiphuggins@schouse.gov';
'chris@murphylawfirmllc.com'; 'chrishart@schouse.gov'; 'curtisbrantley@schouse.gov';
'dhamilton@kw.com'; 'davidmack@schouse.gov'; [REDACTED]@bellsouth.net';
[REDACTED]@charter.net'; [REDACTED]@comporium.net'; [REDACTED]@gmail.com';
'dennynelson@schouse.gov'; [REDACTED]@yahoo.com'; [REDACTED]@yahoo.com';
'eddyouthard@schouse.gov'; [REDACTED]@bellsouth.net';
'emunnerlyn@munnerlynlaw.com'; 'eric@ericbikas.com'; [REDACTED]@gmail.com';
'HDHATTYS@Chestertel.com'; [REDACTED]@aol.com'; 'murrell@leeandmoise.com';
[REDACTED]@charter.net'; 'ghearn@sccost.net'; 'gildacobbhunter@schouse.gov';
'gradybrown@schouse.gov'; 'haroldmitchell@schouse.gov'; [REDACTED]@yahoo.com';
'harryott@schouse.gov'; 'anneparks@schouse.gov'; 'davidweeks@schouse.gov';
'derham@derhamcole.com'; 'greatcars@carolinamotorworks.com';
[REDACTED]@bellsouth.com'; 'sethwhipper@schouse.gov'; 'toddrutherford@schouse.gov';
'jackiehayes@schouse.gov'; 'jimbattle@schouse.gov'; 'jamessmith@schouse.gov';
'jim@jharrisonlaw.com'; [REDACTED]@gmail.com'; 'jmgeechee@homescc.com';
'jimmyneal@schouse.gov'; 'jenny@jennyhornelaw.com'; 'jerrygovann@schouse.gov';
'jimmybales@schouse.gov'; [REDACTED]@aol.com'; 'joemceachern@schouse.gov';
'josephjefferson@schouse.gov'; [REDACTED]@gmail.com'; [REDACTED]@comcast.net';
'karlallen@schouse.gov'; 'kbingham@aec-sc.com'; 'kennethhodges@schouse.gov';
'kevinjohnson@schouse.gov'; 'kevinryan@schouse.gov'; 'kcrawford@physicianspm.com';
'kitspires@schouse.gov'; [REDACTED]@bellsouth.net'; 'leonhoward@schouse.gov';
'leon@stavlaw.net'; 'lesterbranham@schouse.gov'; 'genepinson@schouse.gov';
'listonbarfield@schouse.gov'; 'lonniehosey@schouse.gov'; 'marionfrye@schouse.gov';
[REDACTED]@gmail.com'; [REDACTED]@sc.rr.com'; [REDACTED]@charter.net';
'mia@schouse.gov'; 'michaelanthony@schouse.gov'; 'schd14@prtcnet.com';
[REDACTED]@bellsouth.net'; [REDACTED]@aol.com'; [REDACTED]@sc.rr.com';
[REDACTED]@yahoo.com'; [REDACTED]@charter.net'; 'patsyknight@schouse.gov';
'paulagnew@schouse.gov'; 'peter@petermccoylaw.com'; 'lowesttherapy@cs.com';
[REDACTED]@aol.com'; [REDACTED]@gmail.com'; 'ralph@warrennormaninc.com';
'rick@rqasc.com'; 'robertwilliams@schouse.gov'; 'Bobby@BobbyHarrell.com';
'ronniesabb@schouse.gov'; [REDACTED]@charter.net'; [REDACTED]@bellsouth.net';
[REDACTED]@hotmail.com'; 'terryalexander@schouse.gov'; [REDACTED]@bellsouth.net';
'tpope@elrodpope.com'; 'tyoung@tomyounglaw.com'; 'todd@scmanet.org';

To: 'tommy@stringercompany.com'; 'tracy.edge@bccompany.com'; [REDACTED]@gmail.com';
[REDACTED]@charter.net'; 'waltmcleod@schouse.gov'; [REDACTED]@bellsouth.net';
[REDACTED]@att.net'; 'billclyburn@schouse.gov'; [REDACTED]@comcast.net'; 'bill@sandifer.us';
[REDACTED]@aol.com'; 'bill@hixonco.com'; [REDACTED]@gmail.com';
'billwhitmire@schouse.gov'
Subject: Questions

All,

I am working on pulling together the answers to your questions from yesterday. It will be this afternoon before I can get out the questions with confirmed answers.

We will get them out today. I appreciate your patience.

Ted Pitts
Deputy Chief of Staff
Governor Nikki Haley
Cabinet and Legislative Affairs
803.767.7862
TedPitts@gov.sc.gov

Pitts, Ted

From: Pitts, Ted
Sent: Tuesday, October 30, 2012 7:11 PM
To: Pitts, Ted
Cc: Veldran, Katherine; Bryan Stirling (bryanstirling@gov.sc.gov)
Subject: Legislative follow up

All,

I am having the attorneys, Experian, SLED, the Inspector General and SCDOR review the answers to the questions we have received. We want to make sure that you have accurate information to distributed to your constituents.

Below are answers to the most frequently asked questions that I can confirm:

Are young adults that previously filed in SC covered? If a tax return was filed from 1998 until present and a person's SS# was listed on the return as the filer or a dependent they can sign up for the protection. Individuals currently 18 and older must enroll themselves. Individuals currently 17 and younger must be added on the family plan by their parent or legal guardian. Laws do not allow them to consent to this agreement on their own. SCDOR will cross check SS#s with all enrollments.

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Thanks,
Ted

Ted Pitts
Deputy Chief of Staff
Governor Nikki Haley
Cabinet and Legislative Affairs
803.767.7862

Pitts, Ted

From: Pitts, Ted
Sent: Wednesday, October 31, 2012 8:55 AM
To: 'Tommy Stringer'
Subject: RE: Questions

Tommy,

I wanted to go a head and get you a response.

The calls are being fielded by US call centers. This is a provision of the contract.

Ted

From: Tommy Stringer [mailto:tommy@stringercompany.com]
Sent: Tuesday, October 30, 2012 4:12 PM
To: Pitts, Ted
Subject: RE: Questions

Ted,

Why did the state choose a foreign based company (Experian)?

One of my constituents called the toll free number and asked the Experian person who answered where they were located. The Experian person said that he was not allowed to say.

So, any idea what country the calls are being directed to?

Thanks.

From: Pitts, Ted [mailto:TedPitts@gov.sc.gov]
Sent: Tuesday, October 30, 2012 10:00 AM
To: BradHutto@scsenate.gov; dj1@scsenate.gov; JohnLand@scsenate.gov; PhilLeventis@scsenate.gov; JoelLourie@scsenate.gov; GeraldMalloy@scsenate.gov; FloydNicholson@scsenate.gov; ClementaPickney@scsenate.gov; JohnScott@scsenate.gov; NikkiSetzler@scsenate.gov; KentWilliams@scsenate.gov; ThomasAlexander@scsenate.gov; LeeBright@scsenate.gov; KevinBryant@scsenate.gov; PaulCampbell@scsenate.gov; ChipCampsen@scsenate.gov; RayCleary@scsenate.gov; RonnieCromer@scsenate.gov; TomDavis@scsenate.gov; MikeFair@scsenate.gov; GregGregory@scsenate.gov; stranscomm@scsenate.gov; sethicscomm@scsenate.gov; LarryMartin@scsenate.gov; ShaneMartin@scsenate.gov; ShaneMassey@scsenate.gov; JohnHazzard@scsenate.gov; WilliamOdell@scsenate.gov; MarthaCasto@scsenate.gov; LukeRankin@scsenate.gov; MikeRose@scsenate.gov; DannyVerdin@scsenate.gov; [REDACTED]@aol.com; andy@andypatrick.org; [REDACTED]@charter.net; [REDACTED]@bellsouth.net; bsellers@stromlaw.com; bill@taylorschouse.com; bbannister@bannisterwyatt.com; [REDACTED]@yahoo.com; chandradillard@schouse.gov; chiphuggins@schouse.gov; chris@murphylawfirmllc.com; chrishart@schouse.gov; curtisbrantley@schouse.gov; dhamilton@kw.com; davidmack@schouse.gov; [REDACTED]@bellsouth.net; [REDACTED]@charter.net; [REDACTED]@comporium.net; [REDACTED]@gmail.com; dennyneilson@schouse.gov; [REDACTED]@yahoo.com; [REDACTED]@yahoo.com; eddysouthard@schouse.gov; [REDACTED]@bellsouth.net; emunnerlyn@munnerlynlaw.com; eric@ericbikas.com; [REDACTED]@gmail.com; HDHATTYS@Chestertel.com; [REDACTED]@aol.com; murrell@leeandmoise.com; [REDACTED]@charter.net; ghearn@sccost.net; gildacobbhunter@schouse.gov; gradybrown@schouse.gov; haroldmitchell@schouse.gov; [REDACTED]@yahoo.com; harryott@schouse.gov; anneparks@schouse.gov; davidweeks@schouse.gov; derham@derhamcole.com; greatcars@carolinamotorworks.com; [REDACTED]@bellsouth.com; sethwhipper@schouse.gov; toddrutherford@schouse.gov; jackiehayes@schouse.gov; jimbattle@schouse.gov;

jamesmith@schouse.gov; jim@jharrisonlaw.com; [REDACTED]@gmail.com; jmgeech@homesc.com;
jimmyneal@schouse.gov; jenny@jennyhornelaw.com; jerrygovon@schouse.gov; jimmybales@schouse.gov;
[REDACTED]@aol.com; joemceachern@schouse.gov; josephjefferson@schouse.gov; [REDACTED]@gmail.com;
[REDACTED]@comcast.net; karlallen@schouse.gov; kbingham@aec-sc.com; kennethhodes@schouse.gov;
kevinjohnson@schouse.gov; kevinryan@schouse.gov; kcrawford@physicianspm.com; kitspires@schouse.gov;
[REDACTED]@bellsouth.net; leonhoward@schouse.gov; leon@stavlaw.net; lesterbranham@schouse.gov;
genepinson@schouse.gov; listonbarfield@schouse.gov; lonniehosey@schouse.gov; marionfrye@schouse.gov;
[REDACTED]@gmail.com; [REDACTED]@sc.rr.com; [REDACTED]@charter.net; mia@schouse.gov; michaelanthony@schouse.gov;
schr14@prtcnet.com; [REDACTED]@bellsouth.net; [REDACTED]@aol.com; [REDACTED]@sc.rr.com;
[REDACTED]@yahoo.com; [REDACTED]@charter.net; patsyknight@schouse.gov; paulagnew@schouse.gov;
peter@petermccoylaw.com; lowestherapy@cs.com; [REDACTED]@aol.com; [REDACTED]@gmail.com;
ralph@warrennormaninc.com; rick@rqasc.com; robertwilliams@schouse.gov; Bobby@BobbyHarrell.com;
ronniesabb@schouse.gov; [REDACTED]@charter.net; [REDACTED]@bellsouth.net; [REDACTED]@hotmail.com;
terryalexander@schouse.gov; [REDACTED]@bellsouth.net; tpope@elrodpope.com; tyoun@tomyounglaw.com;
todd@scmanet.org; tommy@stringercompany.com; tracy.edge@bcccompany.com; [REDACTED]@gmail.com;
[REDACTED]@charter.net; waltmcleod@schouse.gov; [REDACTED]@bellsouth.net; [REDACTED]@att.net; billclyburn@schouse.gov;
[REDACTED]@comcast.net; bill@sandifer.us; [REDACTED]@aol.com; bill@hixonco.com; [REDACTED]@gmail.com;
billwhitmire@schouse.gov

Subject: Questions

All,

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We will get them out today. I appreciate your patience.

Ted Pitts
Deputy Chief of Staff
Governor Nikki Haley
Cabinet and Legislative Affairs
803.767.7862
TedPitts@gov.sc.gov

Pitts, Ted

From: Pitts, Ted
Sent: Wednesday, October 31, 2012 10:27 AM
To: 'Mike Forrester'
Subject: RE: Legislative follow up

Mike,

Experian will send an email in a week or two letting parents know that they are eligible to enroll their minors. They will not be able to sign them up when they enroll initially. Individuals will be sent an email letting them know that "family plan" enrollment is open.

Ted

From: Mike Forrester [mailto:██████████@charter.net]
Sent: Tuesday, October 30, 2012 7:32 PM
To: Pitts, Ted
Cc: Pitts, Ted; Veldran, Katherine; Stirling, Bryan
Subject: Re: Legislative follow up

Ted, I just had a constituent tell me that they won't accept a dependent for coverage whose birthday is past 1994. Is that true? If so why?

Sent from my iPad

On Oct 30, 2012, at 7:11 PM, "Pitts, Ted" <TedPitts@gov.sc.gov> wrote:

All,

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Thanks,

Ted

Ted Pitts

Deputy Chief of Staff

Governor Nikki Haley

Cabinet and Legislative Affairs

803.767.7862

TedPitts@gov.sc.gov

Pitts, Ted

From: Pitts, Ted
Sent: Wednesday, October 31, 2012 10:37 AM
To: [REDACTED]@aim.com
Subject: RE: Legislative follow up

Mo,

You can do whatever you want. I would wait until we issue a more detailed "Frequently asked questions" sheet hopefully by cob today.

Ted

From: Representative Nathan Ballentine [mailto:[REDACTED]@aim.com]
Sent: Tuesday, October 30, 2012 7:26 PM
To: Pitts, Ted
Subject: Re: Legislative follow up

Can I cut/paste and put on my website (from you to legislators)?
Stay informed about our community and state issues at www.nathansnews.com

From: "Pitts, Ted" <TedPitts@gov.sc.gov>
Date: Tue, 30 Oct 2012 19:11:10 -0400
To: Pitts, Ted<TedPitts@gov.sc.gov>
Cc: Veldran, Katherine<KatherineVeldran@gov.sc.gov>; Stirling, Bryan<BryanStirling@gov.sc.gov>
Subject: Legislative follow up

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Thanks,
Ted

Ted Pitts
Deputy Chief of Staff
Governor Nikki Haley
Cabinet and Legislative Affairs
803.767.7862
TedPitts@gov.sc.gov

Pitts, Ted

From: Pitts, Ted
Sent: Wednesday, October 31, 2012 10:38 AM
To: 'Eddie Tallon'
Subject: RE: Legislative follow up

Eddie,

This should not happen. Sounds like they are on the wrong home page. www.protectmyid.com/scdor

Ted

From: Eddie Tallon [mailto: [REDACTED]@gmail.com]
Sent: Tuesday, October 30, 2012 7:21 PM
To: Pitts, Ted
Subject: Re: Legislative follow up

Ted,

I am having constituents tell me they are being asked for a credit card when they call Experian. I don't believe this should be happening.

Eddie

Eddie Tallon
SC House of Representatives
864-529-2860
[REDACTED]@gmail.com

On Oct 30, 2012, at 7:11 PM, "Pitts, Ted" <TedPitts@gov.sc.gov> wrote:

All,

I am having the attorneys, Experian, SLED, the Inspector General and SCDOR review the answers to the questions we have received. We want to make sure that you have accurate information to distributed to your constituents.

Below are answers to the most frequently asked questions that I can confirm:

Are young adults that previously filed in SC covered? If a tax return was filed from 1998 until present and a person's SS# was listed on the return as the filer or a dependent they can sign up for the protection. Individuals currently 18 and older must enroll themselves. Individuals currently 17 and younger must be added on the family plan by their parent or legal guardian. Laws do not allow them to consent to this agreement on their own. SCDOR will cross check SS#s with all enrollments.

Why doesn't SCDOR just enroll taxpayers? It is against the law to enroll taxpayers without their consent.

Could we not have a portal provided that would allow quicker, more direct and easier access? Experian has a South Carolina portal/page it is- www.protectmyid.com/scdor . The

activation code is SCDOR123 (not case sensitive) to enroll. A way to confirm that you are on the correct page is the picture of the person/model on the page should be a female. Some people are being bounced directly to the Experian home page (the picture on this page is a male) this is a problem on the user's end not Experian's. If they don't have access to the internet, they can call 1-866-578-5422. Experian is working to address wait times.

How much time should deployed, overseas military expect to wait before they are contacted? Is there any "extra" contact, perhaps specifically assigned to this group, that we can share to get them in touch with the right people without having a phone line wait? We are in the process of working with the Department of Defense to make the notification enrollment process as easy as possible. Details will be released when confirmed.

Were checking account routing numbers compromised? Of the files accessed an individual's entire return was accessed. The Social Security #'s and bank information were not encrypted. Credit cards were encrypted on returns older 2003. Any unencrypted credit card information would be for cards that have expired.

We will follow up as soon as possible regarding other questions, our goal is to email the General Assembly a comprehensive FAQs packet as soon as it is finished.

Thanks,
Ted

Ted Pitts
Deputy Chief of Staff
Governor Nikki Haley
Cabinet and Legislative Affairs
803.767.7862
TedPitts@gov.sc.gov

Pitts, Ted

From: Pitts, Ted
Sent: Wednesday, October 31, 2012 10:50 AM
To: Mark Keel (mkeel@sled.sc.gov)
Subject: FW: Constituent Call identity theft

Chief,

See email below.

Don't know that there is any tie but can you forward it to your team that works on these issues.

Ted

From: Thomas, Katherine
Sent: Tuesday, October 30, 2012 1:52 PM
To: Haltiwanger, Katherine; Pitts, Ted
Subject: Constituent Call

Matthew [REDACTED] 843. [REDACTED]

Mr. [REDACTED] says that credit cards he used to pay taxes were used fraudulently a few days after the breach and that he would be happy to speak with investigators if it could be of any help.

Katherine Thomas
Office of Governor Nikki R. Haley
(803) 734-1058
kthomas@oepp.sc.gov

Pitts, Ted

From: Pitts, Ted
Sent: Wednesday, October 31, 2012 3:28 PM
To: 'astibel@dandb.com'
Subject: Call me

Aaron

Can you call me?

Ted Pitts
Deputy Chief of Staff
Gov Nikki Haley
South Carolina
8037677862

Pitts, Ted

From: Pitts, Ted
Sent: Thursday, November 01, 2012 9:52 AM
To: 'mhbarb@scdjj.net'; 'gmcriff@doi.gov'; 'byars.bill@doc.state.sc.us'; 'etter_jf@sctax.org'; 'bhitt@sccommerce.com'; 'keck@scdhhs.gov'; 'mkeel@sled.sc.gov'; 'Lillian.B.Koller@dss.sc.gov'; 'leroysmith@scdps.net'; 'dparrish@scprt.com'; 'kevin.shwedo@scdmv.net'; 'stongerj@scdot.org'; 'templetonc@scdllr.com'; 'kthomas@ppp.state.sc.us'; 'btoomey@daodas.state.sc.us'; 'aturner@dew.sc.gov'; Gwen McGriff (GMcGriff@doi.sc.gov)
Cc: Maley, Patrick; LeMoine, Leigh (LeighLeMoine@gov.sc.gov)
Subject: FW: Request of the Governor

Cabinet Directors,

Please come prepared to today's Cabinet meeting to discuss how your agency can help with notifying and/or enrolling South Carolina taxpayers in credit protection.

Examples from a couple of agencies that have already offered are:

COL Shwedo at DMV is offering to help enroll people at all of his locations.

Tony Keck at DHHS is assigning an IT employee to join the Inspector General while he conducts his assessment (See email below).

The Governor looks forward to hearing how your agency can help.

Thanks,

Ted Pitts
Deputy Chief of Staff
Governor Nikki Haley
Cabinet and Legislative Affairs
803.767.7862
TedPitts@gov.sc.gov

-----Original Message-----

From: Maley, Patrick
Sent: Thursday, November 01, 2012 7:48 AM
To: Pitts, Ted
Cc: Earley, Jimmy; Davis, George
Subject: Request of the Governor

Ted, the IG has two investigators, and I am one of them. I have done dozens of similar reviews like this INFOSEC issue. I will scope the Governor's request to narrow on the initial milestone, which will be options + recommendations on a state-wide governance model and infosec strategies. These decisions need to be made to build the sustainable

framework from which the rest will flow in terms of policy, procedures, and monitoring mechanisms to be implemented state-wide by agencies.

Where my role ends and a state-wide governance model starts will become apparent in time. The first milestone is a report on current assessment of state-wide Infosec from a variety of data points which will certainly lead to the top tier issues of state-wide governance + strategies.

To meet this first milestone, I will need all IG resources (2), DSIT (they have been great), and 4 agency personnel with IT backgrounds to do better interviews and interface with IT world we will work in. Depending on how the data lines up, this first phase can be quick or take many weeks.

I have asked for volunteers and HHS has someone to volunteer. I need 3 more.

It will be for 3-5 weeks and it will be interviewing experts+CIOs with structure interview questionnaires and analyzing IT data from the industry + survey results.

The decision makers need options + recommendations on the type of vehicle, road map, and estimated costs before anyone gets into the weeds on specific policies and procedures to raise infosec and lower enterprise risk.

I need these 4 executive branch people ready to roll Monday morning and report to our task force space at DSIT. They can call me on my cell 429-4946.

Thanks

Pitts, Ted

From: Pitts, Ted
Sent: Wednesday, October 24, 2012 4:11 PM
To: Godfrey, Rob
Subject: Fw: PII Information

----- Original Message -----

From: Lowder, Joe [<mailto:JLowder@dew.sc.gov>]
Sent: Wednesday, October 24, 2012 03:15 PM
To: Pitts, Ted; Turner, Abraham <ATurner@dew.sc.gov>
Subject: PII Information

Ted,

We perform the following functions as part of normal business process to prevent PII data loss:

Network and Data Security --

- All text email sent from the Agency is automatically scanned for PII - specifically data that appears to be SSNs, credit cards.
- Unauthorized email to a large distribution group is automatically restricted.
- Large emails are prevented from being sent outside the Agency until the email is verified by a human to be valid for work use.
- Tools and devices are in place that prevent malicious hacking of our network and web applications and databases
- Laptops used by agents in the field are encrypted in case of loss

Awareness Training --

- All employees are required to take IT security training as part of their onboarding that specifically informs of the proper use and protection of PII.
- All employees are required to read and acknowledge security policies, procedures to include acceptable use of PII

Physical Protection --

- Sensitive areas with PII are accessed by key card only

Actions taken after the DHHS breach:

- All remote access by employees is secured using best practice authentication measures ("two-factor authentication")
- Controls have been implemented to ensure that access to mainframe and other applications is promptly revoked for DEW staff when they terminate employment.
- IT is scanning computers in the SCWorks centers for files containing PII.
- Upgraded the network infrastructure with modern and more secure components (routers, switches).
- Additional security measures and physical controls (sign in log, locked containers) were implemented for the warehouse to increase security over stored paper documents.
- A system configuration issue with the email filter (detecting SSNs) was identified and corrected.

- Hard drives from all computer equipment that will be transferred to State Surplus Property, or disposed of in any other way, are now being removed and destroyed by IT staff prior to the computers being transported to the DEW warehouse.

Because of the Agency re-organization, the following additional steps were taken last week to protect the Agency from possible malicious intent:

- Flagged email that seemed suspicious for affected employees. Follow up to be conducted by IT. Suspicious emails may include those that have large attachments, odd subject lines, or are being sent to outside email addresses (media, etc)
- Audits of application and data access for the affected employees to ensure it was necessary for job duties.

Please let me know if you have any questions.

Joe