



**United States
Department of
Agriculture**

Office of the Chief
Financial Officer

1400 Independence
Avenue, SW

Washington, DC
20250

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TO: Under Secretary's
Agency Administrators
Agency Deputy Administrators
Agency Chief Financial Officers
Agency Chief Information Officers
Agency and Staff Personnel Offices

FROM: Charles R. Christopherson, Jr.
Chief Financial and Information Officer 

SUBJECT: Elimination of Automated Direct Print Reports and Mailed
Reports Containing Personally Identifiable Information

For the last 90 days, the Office of Human Capital and the Office of the Chief Financial Officer have reviewed the reports that are automatically sent to printers located in the agencies and mailed to the agencies that contain PII. Reports that automatically get routed and printed at a remote agency printer often sit unattended until the report user retrieves the item making the information available to unauthorized employees. Reports sent in the mail have been lost or opened by an unauthorized person, therefore, exposing PII. Often these reports contain more information than what is required, continue long after the purpose is exhausted, and arrive although the authorized person has left the operating location. We have determined that these reports create an unnecessary risk to the Department of exposure of PII.

As part of our continued efforts to eliminate instances where personally identifiable information (PII) may be exposed, effective December 15th, the USDA National Finance Center (NFC) and the Office of the Chief Financial Officer will begin the process of no longer queuing the automated printing of financial, personnel and other customer reports directly to printers located in the agencies. In addition, the NFC and OCFO have been instructed to stop the automated mailing of reports. Reports that can be pulled by the users through the NFC reporting center application or through other reporting systems are not to be requested to be automatically printed to an agency local printer and are not to be mailed by the NFC or OCFO. Special reports that are not available may be mailed if requested by the customers in writing to the NFC.

We understand the some staff will need training to use the reporting applications. If your agency needs training on the reporting application please contact the NFC center through your service representative or Jerry Lohfink at (202) 504-426-0120 or via email at jerry.lohfink@usda.gov.

Frequently Asked Questions

Will all the Reports stop on December 15th?

December 15th will be the start of the process. USDA receives a large number of reports; therefore, we expect that it will take 60 days to stop all reports.

Who is responsible for stopping the reports?

While we have asked the NFC and OCFO to assist in stopping the reports, these operations have many customers and send over a million reports each month. Each customer (agency and staff office) is responsible to contact the NFC and OCFO if the reports are not stopped by February 15, 2008,

What should we do if we still continue to get reports?

After February 15, 2008, the agencies that are still getting undesired reports need to contact the NFC or OCFO to stop the reports.

What if we do not use the reporting center today? How do we get trained?

The NFC, for personnel reports, can provide access to the reporting applications and the training needed to use the system. The OCFO can provide this for financial reports.

What if I have a special report that is not available through the reporting application?

Most reports are available in the reporting center or through the reporting applications. If the report information is not available, in some format, on the reporting applications and can not be produced, then it can be requested from the NFC.

How much does it cost to have a report mailed each month?

We estimate that an automated report cost approximately \$16 per report mailed. This cost includes printing, postage, machine cost, facility expense, mail room personnel, and overhead. If USDA receives 10,000 reports per month, the monthly cost is \$160,000 per month or \$1,920,000 per year.

If I have a special report that is mailed each month, who is responsible to stop the report once I leave the organization?

The supervisor of the employee receiving reports that contain PII is responsible to notify the applicable service center to stop the report.

Who is responsible to protect the report that contains PII from exposure to unintended persons?

The responsibility for protecting the report is the employees and the employee's supervisor. Since the employee has requested a special report, delivered manually, reports that are requested to be mailed become the responsibility of the requesting individual once they leave the operations of the NFC or the OCFO.

Who has the responsibility to report lost documents that contain PII?

The employee and their supervisor have a responsibility to report the loss of any paper document, any electronic document, flash drives, mobile devices, or computers that could contain PII within 1 hour after loss. This report is to be called into the hotline at 1-888-926-2373.