

July 14, 2008

****Important - Please Read****

The following is an article from the July 2008 "What's Current" newsletter that is sent to DWD partners. The DWD Service Desk asked us to share this information with DWD staff as well.

It is very important that all Job Service and Job Center staff read this information.

DWD/Wisconsin Logon Accounts:

The DWD/Wisconsin Logon account and password are the keys to doing secure business with the State of Wisconsin over the Internet. They should be considered as important as a Social Security number or bank account information. The account is a single sign-on account. This means one username and password can be used to access multiple State of Wisconsin resources where various personal and financial data could be stored.

It is our obligation to protect our customers' personal information. If a citizen contacts DWD staff or partners for help accessing an account, we may only assist if the account belongs to that individual.

For example: Tom Smith is an employer. He contacts the Job Center because his employee, Bob Jones, has left the business. Bob always entered the job orders. If you knowingly help Tom get into Bob's account, or if you direct Tom to the DWD Service Desk where he identifies himself as Bob, you may have also let Tom into Bob's Child Support records, Bob's wife's Unemployment Insurance site, and hence the Social Security numbers of all her employees. This would violate not only Bob's security, but also his ex-wife's security, his wife's security, and his wife's employees' security.

To assist Tom, you should instead direct him to create his own account, request JobNet Business rights for his account, and then have the JobNet Business rights removed from Bob's account.

--- Excerpt from User Acceptance agreement when creating DWD/Wisconsin logon account ---

Information systems, and the data that is stored and managed by the State of Wisconsin, are governed by State and Federal laws, rules and regulations. Violators may be subject to prosecution, fines or other sanctions.

The Wisconsin Public Records Law (Wis. Stat. § 19.31 - 19.39) exists to ensure that government is open and that the public has access to appropriate records and information that are in the possession of the State government. At the same time, there are exceptions to this law that serve various needs, including the privacy of individuals. Certain information that the State manages is confidential. This includes identity and security data that is used to control access to information and to protect the privacy of individuals and organizations that receive services from, or are regulated by, the State. The State will make every effort to secure this information and to protect the privacy of individuals who have personally identifiable information stored in their user profile.

=====

This message has been posted to the web site (<http://www.wisconsinjobcenter.org/jobnetbiz>) that holds the JobNet Business announcements. The archive holds the current edition, and all previous editions.

These editions are delivered in Adobe PDF format for online reading or downloading. The web site has a link to the DWD Viewers Download Page (<http://dwd.wisconsin.gov/viewers.htm>) to find links to software which may be necessary to view the publications.

To subscribe or unsubscribe from this list, visit <http://www.wisconsinjobcenter.org/signup>.