



ANDREW M. CUOMO
GOVERNOR

ROANN M. DESTITO
COMMISSIONER

STATE OF NEW YORK
EXECUTIVE DEPARTMENT
OFFICE OF GENERAL SERVICES
MAYOR ERASTUS CORNING 2ND TOWER
THE GOVERNOR NELSON A. ROCKEFELLER EMPIRE STATE PLAZA
ALBANY, NEW YORK 12242

March 8, 2013

RECEIVED
EXECUTIVE CORRESPONDENCE

MAR 12 2013

OFFICE OF THE STATE COMPTROLLER
THOMAS P. DINAPOLI
COMPTROLLER

Honorable Thomas P. DiNapoli
Comptroller
Office of the State Comptroller
110 State Street
Albany, NY 12236

Dear Comptroller DiNapoli:

This letter reports the steps taken to implement the recommendation included in Report 2012-S-4 "Disposal of Electronic Devices." The report recommended that the Office of General Services (OGS) "Work with the Office of Cyber Security to better safeguard information by requiring hard drives to be removed from all electronic devices prior to sale to the public." OGS is both an agency that has computers and the agency responsible for receiving and selling surplus state property. Our response details our actions to implement the recommendation for both roles.

Agencies have been notified that surplus equipment must have all hard drives and other data storage media (the "media") removed and destroyed before they are sent to OGS for possible sale to the public. The OGS forms used to document these surplus property transfers were updated to incorporate the new policy. OGS has also shared information about the new policy with the New York State Internal Control Association and a working group of internal audit directors to help ensure that controls over the handling of media are properly implemented and to prevent the release of private or personal information.

To ensure that the new policy is implemented, OGS Internal Audit has "spot checked" shipments received from other agencies by our State Surplus Property Unit. Any shipments of electronic devices that are found to still have data storage media installed are returned to the source agency for removal of the media. Alternately, the source agency can send personnel to the Surplus Property Unit to remove the media. OGS will continue to "spot check" state surplus electronic devices and reach out to source agencies to help ensure they have developed and are implementing practices that will result in all media being removed and properly destroyed.

As an agency, OGS has changed its internal process to ensure that all hard drives and other media are removed from electronic devices that no longer meet our needs—before we send the computers to the Surplus Property Unit for redistribution or sale. Our new process involves one person removing the media, and a second person verifying that the media has been removed before the electronic devices are shipped to our State Surplus Property Unit. OGS is utilizing a contractor to shred hard drives and all other data storage media to prevent the accidental release of data.

We would like to thank the auditors for their work on this effort. OGS is committed to protecting data from unauthorized access, and the results of this audit are improvements to our processes. If you have any additional questions or comments, please contact Robert Curtin at Robert.Curtin@ogs.ny.gov or (518) 474-5090. <http://www.ogs.ny.gov/BU/SS/State/Docs/CS201.pdf>

Sincerely,

A handwritten signature in cursive script, appearing to read "RoAnn M. Destito".

RoAnn M. Destito