Financial Literacy Working Group Holds Identity Theft Talk

Peter B. Miller, Senior Counsel Crowell & Moring LLP and former Federal Trade Commission Chief Privacy Officer spoke about identity theft at a noontime event on February 1. The event was sponsored by GAO’s Financial Literacy Working Group. Miller packed hours of information into a 1 ½ hour discussion and PowerPoint presentation. He covered identity theft, prevention and remedies.

Miller began by discussing recent news items containing chilling statistics about access to personal data. For example, the hacking of Vetch servers, a Hong Kong-based maker of internet-connected toys and cordless phones. Personal data from 5 million parents and 6.3 million children was exposed, including names, genders, birthdays, pictures, chat logs and audio recordings.

He discussed how easy it is to access personal information through a variety of ways. “Information is being aggregated and it’s being used to target you,” said Miller. He recommends protecting personal information including name, Social Security and Passport numbers, address, date of birth, financial account numbers, health insurance/Medicare and other health-related information, passwords, telephone numbers and other information likely to be useful for social engineering, password resets, device access, etc.

The legal definition of identity theft presents difficulties, “It is identity theft only if it is information that is actually used,” said Miller. For example, the OPM breach is not identity theft unless the information is used and then you have to prove that it ties to a particular source or incident. He discussed the anxiety of knowing that your information has been breached, but not knowing if and when it might be used. He said the best thing that you can do is to protect and self-monitor your information.

How to Protect Your Personal Information

Beyond the typical advice of not sharing personal or financial information with anyone, online or in real life, Miller suggests asking why the information is necessary (particularly if asked to give your Social Security, drivers’ license or health insurance policy numbers and date of birth). Ask who is collecting the information and how they will use it; how your information will be kept secure and for how long and how it will be disposed of. He cautions to be careful of what you say on blogs, chat rooms, and social media sites. Also, be careful of clicking on emailed links or attachments and unusual emails that appear to be from people you know.

Other tips to protect your personal information include:

- Minimize the credit cards, receipts, and other information you carry
- Watch your mail for unusual items and changes in patterns
- Buy and use a shredder and consider using a lockable, fireproof safe or box for documents and storage
- Don’t print out personal information unless absolutely necessary
- Use good password hygiene
  - Use strong passwords or similar unique identifiers on your home computer and mobile devices
  - Don’t share your passwords

Peter B. Miller, Senior Counsel Crowell & Moring LLP
Don’t use the same passwords for multiple accounts
Consider resetting your passwords regularly
• Use multifactor authentication whenever possible
• Use and update firewalls, anti-virus software
• Be careful with your home router and with “internet of things” connected devices (consider resetting standard preset administrative and user passwords)
• Be cautious about using public WIFI hotspots
• Be skeptical of free software offers and unexpected calls about your computer and software
• Use secure sites when shopping online: look for the lock symbol and/or “https://”
• Securely delete all data, or destroy the storage, before disposing of old printers, scanners, computers, mobile devices, and other storage devices.

Old-School vs. New High-Tech Identity Theft

Miller pointed out the differences in high-tech identity theft vs. old-school. Old-school identity theft examples include lost or stolen wallets, theft by family or friends, dumpster diving to obtain personal information from the trash, stolen mail, and buying information from a corrupt insider at a bank, hotel, hospital or other business.

New high-tech identity theft is skimming (ATMs, restaurants, gas stations) and system breaches; Advanced Persistent Threats (APT’s are continuous, stealthy hacking attempts), phishing and spear phishing schemes; keystroke loggers and malicious code; peer-to-peer file sharing, social networking, watering hole attacks, mobile apps and signal interception.

Miller provided many examples of high-tech identity theft and how to prevent the loss of your information through these methods. He also spent considerable time talking about what to do if you suspect your personal information to have been stolen or used. He answered several questions and provided individual answers to GAOers after the event adjourned. If you missed Miller’s presentation be sure to watch it on GAOTV and also access his PowerPoint in notices for the valuable resources offered within it.

Miller presented the information at the request of Carmen Rivera-Lowitt, HC, who arranged the program. You can learn more about financial literacy at GAO by going to the Financial Literacy page on the Intranet.
Planning Under Way for 2016 International Auditor Fellowship Program

Auditors from around the world will arrive at GAO on March 23 to begin four months of intensive training designed to strengthen the capacity of supreme audit institutions (SAIs) to fulfill their missions and enhance accountability and governance worldwide.

GAO's International Auditor Fellowship Program is now entering its 37th year. Since its inception, more than 550 fellows from the SAIs of 105 countries have graduated from the program. Some are now the auditors general, deputy auditors general, or government ministers in their respective country.

This year, after preliminary screening, GAO has accepted 19 individuals from 14 countries to participate. The countries include Albania, Argentina, China, Gambia, Hungary, Kenya, Kuwait, Nigeria, Oman, Rwanda, Singapore, Tanzania, Uganda and Vietnam.

GAO Staff Play Key Role as Sponsors

SPEL is looking for staff at all levels and retirees, to volunteer as sponsors for the 2016 participants of GAO's International Auditor Fellowship Program.

By planning and participating in various social activities and events, sponsors play a critical role in helping the fellows feel welcome and have a positive experience while in the United States. Sponsorship also provides an excellent opportunity for staff to build their personal and professional networks.

The fellowship program seeks primary sponsors, who work with a specific fellow; as well as at-large sponsors, who are involved in a more general capacity by planning and attending various events with the fellows. Sponsor responsibilities vary, but may include activities during work hours—such as general orientation sessions or building tours, as well as weekend or after work activities.

You can learn more about the roles and responsibilities of sponsors by attending one of two orientation sessions to be held in room 6850 on Thursday, February 25 at 2 p.m. and Tuesday, March 1 at 10 a.m.

To volunteer as a sponsor, send an email to Internationalfellowssponsors@gao.gov, or contact Nathaniel O'Brien at (202) 512-5058.
If you have any questions about the sponsor program, please contact the sponsor coordinators: Giselle Hicks (202) 512-2779 and Tyler Kent (202) 512-9648.

For more information on the International Auditor Fellowship Program, go to SPEL’s webpage, or contact Darreisha Bates, Program Manager, (202) 512-4233.

From Here and There

GAO hosted a January 19th meeting of the Federal Real Property Association (FRPA) featuring Dave Wise, PI. Wise discussed “GAO’s Real Property “Portfolio – Recent Reports and Current Work.” PI presenters included Mike Armes, Keith Cunningham, Jean Cook, Irina Carnevale, and Mary Pitts (PDP). The photo above shows the meeting in 4N30 was very well attended with 62 attendees from government and the private sector.

Thank You for a Christmas to Remember!
Dear Miracle Donor,

Thank you for participating in Operation Christmas Miracle 2015. Because of you, this was one of our biggest years! With the help of (462) Miracle Donors who consisted of individuals, churches, organizations and families, (1500) children were remembered this Christmas and received a special gift. You will see from the pictures and thank you messages (click to view) from the families, how excited and grateful they truly are.

This year (41) bikes were donated to children and you should have seen their faces when they found out! They were so excited. One mom cried and hugged me because it meant so much to her and the children. The kids couldn’t wait to get on and start riding!

Your generosity is impacting lives beyond a Christmas gift, it sends the message, “You are not forgotten.” Thank you for helping these children have a Christmas to remember.

Sincerely Grateful,

Tracy Duncan
Assistant Director Community Outreach
Arrivals and Departures

Welcome to recently hired GAO employees:
FMBO: Adrienne Washington

Goodbye and best wishes to employees leaving GAO:
EWIS: Laura Heald

Leave Donations Sought for HCO Staffer

The HCO office is seeking donations of annual leave on behalf of Beatrice Bryant.

Anyone wishing to donate leave must complete GAO Form 174 and submit it to Regina Parks, HCO, Rm 1174. For additional information concerning the Ms. Bryant donations, please contact the HCO contact handling her case, Regina Parks 512-4109.

A list of other GAO employees eligible to receive leave donations can be found on the Intranet under "Leave Share Program."

Mark Your Calendar

African American History Month Speaker: Gina Paige, African Ancestry, Inc.
Tuesday, February 9, 11am to 12pm ET, GAO Auditorium and GAOTV

Guest Speaker Gina Paige is the founder and President of African Ancestry, Inc., a pioneering company with a mission to transform the way that people view themselves and Africa. African Ancestry uses DNA to cross the treacherous waters of the Middle Passage in order to trace the ancestry of African Americans to a country and ethnic group found in Africa today. You may have seen the company's important work on the PBS series, "African American Lives." Paige has previously shared the historical relevance of genetic ancestry tracing with numerous corporations and nonprofit groups alike.

Shirley Jones, GC, suggests in-person attendance and for attendees to bring their questions about ancestry research for what is to be an interactive session.

Reasonable Accommodation (for employees with disabilities or temporary medical conditions): To request live captioning for GAO-TV viewing, email ReasonableAccommodations@gao.gov. To request Interpreter Services or Computer Assisted Realtime Translation (CART) for in-person participation, e-mail The Signer and Dolores Crawford, 202-512-4715. To request other types of accommodations, email mailto:ReasonableAccommodations@gao.gov. Please request all accommodations at least 5 days prior to the event.

For more information on this event, contact Shirley Jones, 202-512-8156, and check the special events page for the full list of 2016 Black History Month events.

ASM COP Speaker: Soraya Correa, DHS Chief Procurement Officer
Tuesday, February 9, 10am to 12pm ET, Staats Briefing Room

ASM’s Community of Practice (COP) is hosting the DHS Chief Procurement Officer, Soraya Correa, who will provide her expert insights on DHS procurement within the context of that department’s critical mission—keeping the homeland safe, secure and resilient against terrorism and other hazards.
Correa was appointed to DHS in January 2015 after holding key leadership positions at several federal agencies including Naval Sea Systems Command, General Services Administration, National Aeronautics and Space Administration, Immigration and Naturalization Services, and U.S. Citizenship and Immigration Services. Correa is responsible for, among other things, providing policy, oversight, support and professional workforce development for the DHS contracting workforce and assisting in the management of DHS major acquisition programs.

During this event, Correa will focus on DHS procurement policy and process as well as challenges and innovative strategies to support DHS mission needs.

Remote Access: GAOTV for teleworkers and field
Phone Bridge [listen only]: 877-446-3914 Passcode: 518129

CPE Info: This presentation qualifies for two government-related CPE under GAGAS and GAO Policy. Please use the title “ASM COP: DHS Chief Procurement Officer” to self-certify. Please note, individual analysts/auditors and their teams are responsible for determining if a learning program or activity qualifies as CPE for that person.

Job code: 993002 (student-internal training)

For questions about this ASM COP speaker event, please contact Andrea Evans, 202-512-3622 or Jacob Beier, 202-512-5987

**Job Market**

GAO is seeking applicants for the following positions. Detailed information may be found at USAjobs.

- **Senior Statistician**, PE-1530-2B/2B, closes 2/19
- **Senior Mathematical Statistician**, PE-1529-2B/2B, closes 2/19
- **Communications Analyst, Written**, OPA, PT-1001-02, closes 2/18
- **Financial Auditor Graduate Intern**, GS-0599-07/07, closes 2/12
- **Financial Auditor Undergraduate Intern**, GS-0599-04/04, closes 2/12
- **Supervisory Contract Specialist**, MS-1102-01/01, closes 2/10
- **Contract Specialist**, PT-1102-03/03, closes 2/10
- **Mission Support Assistant**, San Francisco, AC-0303-02/02, closes 2/10
- **Business Operations Specialist**, PT-1101-02/02, closes 2/10

**Recent Reports, Testimony, and Legal Products**

Public GAO products—reports, testimony, and legal decisions and opinions—are available on GAO’s website as they are released. In addition, you may sign up for daily e-mail alerts about issued products. You may also subscribe to Twitter alerts for reports and legal products. Use the search engine to locate older products.

Emerging Animal Diseases: Actions Needed to Better Position USDA to Address Future Risks. 

Federally Leased Vehicles: Agencies Should Strengthen Assessment Processes to Reduce Underutilized Vehicles. 
National Park Service: Revenues from Fees and Donations Increased, but Some Enhancements Are Needed to Continue This Trend.  
**GAO-16-166**, December 15.

**GAO-16-192**, December 15.

**GAO-16-151**, December 16.  
Podcast.

**GAO-16-135**, December 16.

Medicare and Medicaid: Additional Oversight Needed of CMS's Demonstration to Coordinate the Care of Dual-Eligible Beneficiaries.  
**GAO-16-31**, December 18.

Offshore Oil and Gas Resources: Actions Needed to Better Protect Against Billions of Dollars in Federal Exposure to Decommissioning Liabilities.  
**GAO-16-40**, December 18.

Medicaid Managed Care: Trends in Federal Spending and State Oversight of Costs and Enrollment.  
**GAO-16-77**, December 17.


Information Quality Act: Actions Needed to Improve Transparency and Reporting of Correction Requests.  
**GAO-16-110**, December 21.

Federal Research Opportunities: DOE, DOD, and HHS Need Better Guidance for Participant Activities.  

Foreign Assistance: USAID Venture Capital Approach Relies on Evidence of Results but Could Strengthen Collaboration among Similar Programs.  
**GAO-16-142**, December 21.

Small Business Investment Companies: Characteristics and Investment Performance of Single and Multiple Licenses.  
**GAO-16-107**, January 27.

Defense Infrastructure: Improvement Needed in Energy Reporting and Security Funding at Installations with Limited Connectivity.  
**GAO-16-164**, January 27.

Banking: Federal Agencies Compliance with Section 302 of the Riegle Community Development and Regulatory Improvement Act.  
**GAO-16-213R**, January 27.

Water Infrastructure: EPA and USDA are Helping Small Water Utilities with Asset Management; Opportunities Exist to Better Track Results.  
**GAO-16-237**, January 27.
Army Contracting: Training and Guidance Needed to Ensure Appropriate Use of the Option to Extend Services Clause.  

U.S. Border Communities: Ongoing DOT Efforts Could Help Address Impacts of International Freight Rail.  
GAO-16-274, January 28.


GAO-16-44, January 29.

GAO-16-162, January 29.

Data Act: Data Standards Established, but More Complete and Timely Guidance Is Needed to Ensure Effective Implementation.  

GAO-16-1, December 30.  Podcast.

2016 Update to GAO's Federal Fiscal Outlook.  
February 1.

Building Partner Capacity: U.S. Agencies Can Improve Monitoring of Counter-Firearms Trafficking Efforts in Belize, Guatemala, and Mexico.  

Telecommunications: Additional Coordination and Performance Measurement Needed for High-Speed Internet Access Programs on Tribal Lands.  
GAO-16-222, January 29.

Congressional Testimony

Border Security: Actions Needed by DHS to Address Long-Standing Challenges in Planning for a Biometric Exit System, by Rebecca Gambler, Director, Homeland Security and Justice, before the Subcommittee on Immigration and the National Interest, Senate Committee on the Judiciary.  
GAO-16-358T, January 20.

U.S. Postal Service: Financial Challenges Continue, by Lori Rectanus, Director, Physical Infrastructure Issues, before the Senate Committee on Homeland Security and Government Affairs.  

Coast Guard Acquisitions: Enhanced Oversight of Testing Could Benefit National Security Cutter Program and Future DHS Acquisitions, by Michele Mackin, Director, Acquisition and Sourcing Management, before the Subcommittee on Coast Guard and Maritime Transportation, Committee on Transportation and Infrastructure, House of Representatives.  
GAO-16-314T, February 3.
Legal Decisions and Opinions

Bid Protest Decisions

Deloitte Consulting, LLP; Booz Allen Hamilton, Inc.; CALIBRE Systems, Inc., B-411884, B-411884.2, B-411884.3, B-411884.4, B-411884.5, B-411884.6, November 16.
Scaletta Armoring, B-412302, January 14.
Ultimate Concrete, L.L.C., B-412255, B-412255.2, January 13.
DLT Solutions, Inc., B-412237, B-412237.2, B-412237.3, January 11.
Tiber Creek Consulting, Inc., B-411550.4, B-411550.5, January 6.
Dev Technology Group, B-412163, B-412163.5, January 4.
NCS/EML JV, LLC, B-412277, B-412277.2, B-412277.3, January 14.
Main Sail, LLC, B-412138, B-412138.2, January 29.
Tetracore, Inc., B-412535, January 29.
Data Recognition Corporation, B-411767.7, January 20.
Lovelace Scientific and Technical Services, B-412345, January 19.
Diversified Technology & Services of Virginia, Inc., B-412090.2, B-412090.3, December 16.
ASRC Communications, Ltd., B-412093, B-412093.2, December 23.
Castro & Company, LLC, B-412398, January 29.

Speakers’ Platform

On the Air

Rebecca Gambler, HSJ, spoke with Federal News Radio about her testimony on border security and DHS’ planning for a biometric exit system (GAO-16-358T, January 20), January 26.

Ralph White, OGC, was interviewed by Federal News Radio regarding the FY2015 bid protest year-end letter to Congress, January 29.

John Neumann, NRE, spoke with Federal News Radio about the team’s report on federal research opportunities (GAO-16-128, January 20), February 1.

Gregory Wilshusen, IT, appeared on NewsChannel 8’s “Government Matters” program to discuss the report he and Naba Barkakati, ARM, directed on DHS’ national cybersecurity protection system (GAO-16-294, January 28), February 7.

About Management News

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