

IAC Releases White Paper that Addresses Privacy and Security Practices for At-Home Agents

Focuses on At-Home Agents in a Federal Contract Center

Fairfax, VA – June 22, 2009 – The American Council for Technology (ACT) and Industry Advisory Council (IAC) announced that the long-awaited white paper on privacy and security practices for at-home agencies is now on the web site and available to the public.

The white paper addresses the ability of federal agencies to respond to citizen concerns using live human beings on a virtual 24/7 basis.

“Citizens now expect accurate, complete, and timely support any time of the day or night,” said Mark Samblanet, Chair of the At-Home Agent Task Force of the Information Security and Privacy Shared Interest Group (SIG). “Computer technology has enabled citizens to have electronic access to information any time and this has forced agencies to re-think their approaches to citizen interaction. While web sites provide information a good deal of the time, some requests require human intervention. In our study, we find that using at-home agents is a good way to meet customer demands while addressing the issues of privacy and security for handling sensitive information such as credit card information, personal history, health care and other financial information. Our white paper examines the issues surrounding using at-home agents to provide virtual 24/7 customer support and concludes that the policies and procedures for security and privacy already exist as part of each agency’s telework program.”

The white paper <http://www.actgov.org/athomeagentwhitepaper> is on the ACT-IAC website. In addition, there are other ACT-IAC SIG white papers on the site.

For more information on the At-Home Agents white paper, please contact Mark Samblanet at Mark.Samblanet@activenetwork.com. For more information on the SIGs, please contact John Shaw at jshaw@actgov.org.

About ACT-IAC – Government and Industry IT: One Vision, One Community

The **American Council for Technology** (ACT) is a non-profit educational organization created by government executives to assist government in serving the public through the effective and efficient acquisition of information technology (IT) resources. ACT provides education, programming, and collaboration opportunities to enhance and advance the government IT profession. **ACT** established the **Industry Advisory Council** (IAC) to provide an objective, vendor and technology-neutral and ethical forum where government and industry can collaborate on improving government through technology.

ACT-IAC has been recognized as the premier public-private partnership in the government IT community and as an example of how government and industry can work together. For more information, visit www.actgov.org or call (703) 208-4800.

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