

**DIGITAL FINGERPRINT CONTRACT
COVID-19 UPDATE 3/17/20**

1. Idemia Partner Site Closures

- a. Idemia has identified 59 fingerprint sites that have closed as a result of COVID-19. Attached spreadsheet contains a list of the closed sites. It also provides additional information regarding these closures:
- Name/location of closing sites
 - Start and End Dates of closures
 - Some end dates are identified as TBD because dates are not yet solidified
 - Alternate locations that are near the closed sites
 - Do Not have alternate sites for all locations (yet)
 - Hours and Days of Operation of the alternate sites
 - Distance in miles from the closed site to the alternate site
 - The number of applicants that had appointments at the closed locations

2. Idemia Actions

- a. Idemia is taking steps to alert surrounding Enrollment Centers each time a location nearby closes in order to allow them to prepare for the increase in volume as well as to request consideration of expanding hours of operation.
- b. Idemia is notifying all applicants with appointments at the closed locations of the site closure and the need to change their appointment location, date and time.
- Idemia will ensure that all communications, via phone or email, are successfully sent and received by the applicants.
- c. Idemia will, when possible, increase mobile services to the impacted areas. However, please be aware that the Idemia Mobile services are being heavily used at this time due to PDE and DHS OCYF recertifications.

3. PSP Policy – Remote Access to Background Check Result Information

- a. Many questions have come into PSP CLEAN regarding remote work locations due to the ongoing pandemic in the Commonwealth and PSP has identified the following protocol.

b. Any information that is processed as it pertains to an applicant's FBI rap sheet must always stay protected.

- Under normal circumstances a remote work site is not considered physically secure and would be considered out of policy.
- During this pandemic we understand that users may need to work remotely, but they must understand that they may not work on any type of device that is not agency owned and managed.
- A person processing Criminal History information is not permitted to use a personal device to view, process, or store, any Criminal History or Rap Sheet information.
- This is to ensure that the applicants' information and criminal history is always protected.
- If you have any questions, please contact Sgt Winkowski at the PSP CLEAN Administrative Section at jwinkowski@pa.gov.

4. Idemia Continuity Plan

- a. The Idemia Card Scan Team has implemented a new safety precaution as part of their business continuity plan due to COVID-19.
- b. Starting today, Monday, 3/16/20, all incoming Card Scan Mail / Shipments will be held in quarantine for 3 full days before being opened and processed.
- c. By adding the additional safety precaution Idemia hopes to prevent the COVID-19 virus from reaching our Card Scan Processing Team in order to keep this service from being interrupted.