Identity Finder FAQ

What is Identity Finder?
Identity Finder is a DLP (Data Loss Prevention) tool that finds sensitive data on computers, network drives and databases. Becker is implementing Identity Finder for employees to help find and then remove that data from PCs and network shares per the College’s Data Classification Policy. The first scan generally takes about 1 hour to run. You can use any other application on your computer while Identity Finder is running. If Identity Finder finds many instances of Social Security Numbers or Credit Card Numbers, it may take up to an hour to remediate. If there are only a few or no items, it should only take a few minutes to address.

Will Identity Finder ever flag documents that don’t contain real SSNs or Credit Card Numbers?
Although Identity Finder has a 99% accuracy rate for credit cards and Social Security Numbers, it will flag items that have generic SSNs or credit cards in them. Vendor supplied documentation (i.e. Colleague) and international phone numbers may be flagged as well. You can ignore these items as they are considered “false positives.”

Once I ignore an item, will it show up again?
Once you remediate all items on your computer (by shredding or ignoring the items), only new items will display on subsequent scans.

How do I obtain the new software?
The installation will occur automatically when you are connected to the Becker network.

How do I receive the upgrade if I am off-campus?
The upgrade will occur the next time you are on campus and log in to your computer connected to the Becker network.

How frequently will Identity Finder run?
Identity Finder will run once a week on Wednesdays at 12:00 PM. If your computer is not on during that time, it will run the next time your computer is turned on. Identity Finder will only display a screen if there are items to remediate. If it does not find Social Security Numbers or Credit Card Numbers it will close automatically.

How do I remediate any results that are found?
There are detailed instructions in the Identity Finder Remediation FAQ.

What do I do if the software finds my personal Social Security or Credit Card number on my Becker issued computer?
As Becker allows for incidental personal use of computers, you can “ignore” any personal items that come up in a routine scan. Although the system will report findings to a central console, only you will actually be able to see your personal SSN or credit card number. Please note that SSN or Credit card data for Becker faculty, staff, students, alumni or affiliated parties cannot be stored on personal computers. This information should be shredded with Identity Finder or moved to a secure network location in coordination with OIT.

What other functionality does Identity Finder offer?
In addition to finding sensitive information, Identity Finder also has a digital shredding feature and a file encryption feature. The digital shredding feature should be used to dispose of electronic documents that contain sensitive information, instead of using the typical delete functionality. The encryption tool should be used to encrypt sensitive files stored on secure network locations.

For more information on Identity Finder, visit: http://www.identityfinder.com/