

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

P.O. Box 419064, Rancho Cordova, CA 95741-9064



January 16, 2007

CSS LETTER: 07-01

ALL IV-D DIRECTORS  
 ALL COUNTY ADMINISTRATIVE OFFICERS  
 ALL BOARDS OF SUPERVISORS

Reason for this Transmittal

- State Law or Regulation Change
- Federal Law or Regulation Change
- Court Order or Settlement Change
- Clarification requested by One or More Counties
- Initiated by DCSS

SUBJECT: INTRODUCTION OF THE DCSS INFORMATION SECURITY MANUAL

The Department of Child Support Services has developed the DCSS Information Security Manual (ISM). The ISM details the policies, standards, procedures, documents, and guidelines that are necessary to protect Child Support Information and Child Support Information Technology (IT) Assets.

The ISM applies to all Information, Information Systems, and IT Assets that are used in support of the California Child Support Program. All individuals having access to Child Support Information and IT Assets are required to comply with the DCSS ISM.

*The ISM does not apply to systems or information that is used for purposes other than the support or administration of the California Child Support Program.*

Background

DCSS and Local Child Support Agencies (LCSAs) collect, store and maintain confidential and personal information regarding the California Child Support Program and its participants. This information and the IT assets that support the Child Support Program must be protected from unauthorized access, disclosure, modification and/or deletion.

Additionally, Child Support Program IT assets must be secured and effectively managed in order to ensure the confidentiality, integrity, and availability of the California Child Support Program and information.

The ISM establishes uniform information security policies and procedures in accordance with federal requirements relating to the certification of the single statewide system. The ISM incorporates Federal and State requirements relating to Information Security as well as industry best practices and standards. Lastly, the ISM includes information security requirements required by organizations which exchange information with DCSS including the Internal Revenue Service and the Employment Development Department.

### Objectives

The ISM is designed to serve as the foundation of the Information Security Program for the California Child Support Program. Compliance with the ISM is mandatory to ensure a consistent and strategic approach to protecting information and assets. However, recognizing that some business processes and/or technical environments will prevent full compliance with the ISM immediately, the ISM includes an exception request process (ISM 1200) to approve and track necessary exceptions.

In addition to the ISM, all California Child Support Program organizations are required to evaluate their processes and systems and if necessary, implement additional protection mechanisms to adequately protect California Child Support Program Information and IT Assets.

### Next Steps

1. The ISM is effective upon the distribution of this letter. Please make the ISM available to members or your organization.
2. To certify compliance with the ISM, each applicable organization will need to annually submit an Information Security Manual Compliance Certification (ISM 1310) by October 31st of each year beginning on October 31, 2007.
3. Compliance with the ISM will be verified during reviews conducted by the DCSS Security Audits Unit beginning November 1, 2007.

The ISM is a "living" document which will be continuously updated and revised according to business needs, industry trends, known vulnerabilities, risk analysis data, and federal or state requirements. The document will be posted on the LCSA Secure Website and major revisions will be distributed via CSS letters.

If you have any questions or concerns regarding this matter, please contact Tamara Armstrong, DCSS Chief Information Security Officer, at (916) 464-5774.

Sincerely,

/os/ by GRETA WALLACE

GRETA WALLACE  
Director

attachments