Department of Child Support Services
Security Incident Report

To report a security incident, call the Security Desk at (916) 464-5045. Someone will assist you 24 hours per day. If you perceive immediate danger to yourself or to others, please call 911 immediately. And then call the Security Desk.

The attached form will assist you in reporting any incident that threatens:

- persons or property at any child support facility; or
- confidentiality, integrity, or availability of child support information

You may report an incident anonymously by completing the attached form and submitting it to email DCSSInformationSecurityOffice@DCSS.CA.GOV or delivering a hard copy to the DCSS Guard Station at 11120 International Drive, Rancho Cordova. However, you may also report an incident anonymously by calling the Security Desk and requesting that your report be treated anonymously.

If you are unsure whether the event or activity you have observed should be reported, call the Security Desk for assistance.

To report an incident, complete all Sections that apply below.

SECTION I – Reporter Information	
Your Name	
Your contact number	
Your email address	
Current date	

SECTION II INSTRUCTIONS: Complete Section II to report an incident that involves a threat or harm to persons or property

SECTION II – Persons/Property Incident Information			
Check all boxes that apply to incident.			
☐ harassment	☐ fire alarm	☐ gang activity	☐ burglary
☐ personal threats of violence	☐ loss of state equipment	☐ theft	☐ facility damage
☐ robbery	☐ theft of state property	☐ graffiti	☐ physical intrusion
☐ weapons at facility	☐ trespassing	☐ bomb threat	☐ other

SECTION III INSTRUCTIONS: Complete Section II to report an incident that involves harm or a threat to the confidentiality, integrity or availability of child support information

SECTION III – Information Security Incident Information			
Check all boxes that apply to incident.			
☐ misuse of confidential or sensitive information	☐ unauthorized destruction of information	☐ fraudulent solicitation of child support information	☐ email threats or harassment
☐ misuse of state property	☐ theft or loss of child support information	☐ improper disposal of child support information	☐ other threat to child support systems or information
☐ unauthorized disclosure of personal information	☐ unauthorized modification or deletion of data	☐ unexplained system crashes	☐ malicious software attack or infection (worms, viruses)
☐ unauthorized changes in file permissions	☐ attempts to write to system files or change systems files	☐ abnormally slow or poor system performance	☐ suspicious log discrepancies
☐ unknown or suspicious files	☐ modification, installation, or deletion of software	☐ unauthorized installation or use of program	☐ unauthorized use of network scanners, sniffers, or other traffic capturing devices
☐ system alarm	☐ physical or logical damage to a system	☐ denial of service attack	☐ embezzlement or fraud
☐ user accounts not created by system administrators	☐ unauthorized local or remote access	☐ modifications to file lengths or dates	☐ unusual logon attempts

Go on to Next Page to Provide Details of Incident

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SECTION IV INSTRUCTIONS: Complete for all incidents

SECTION IV
Complete all information that applies

Date you observed the incident	Time you observed the incident

Physical location of incident (examples: address or name of facility including floor, room, cube, coordinates, etc.):

System or Network affected (examples: email, network, time reporting, webpage, etc.):

Identify all Organizations you have contacted regarding this incident. Check all incidents that apply.

☐ CHP	☐ DCSS Business Services	☐ Others (Specify)
☐ Local police	☐ SDU Security Officer	
☐ 9-1-1	☐ LCSA (or county) Security Office	

SECTION V INSTRUCTIONS: Complete for all incidents

SECTION V – Details of Incident
Describe the incident.

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Go on to Next Page to Provide Information Regarding Persons with Information

SECTION VI INSTRUCTIONS: Complete for all incidents

SECTION VI – Persons with Information

Identify other persons involved in the incident. A Victim is anyone who is threatened or harmed by the incident. A Witness is anyone that you believe may have information that may assist in the investigation of the incident

☐ Victim	☐ Witness	Name
		Contact Information
☐ Victim	☐ Witness	Name
		Contact Information
☐ Victim	☐ Witness	Name
		Contact Information
☐ Victim	☐ Witness	Name
		Contact Information

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