

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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

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

June 18, 2003

CSS LETTER: 03-04

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

SUBJECT: SUBMISSION AND MAINTENANCE OF DISASTER RECOVERY PLANS

The purpose of this letter is to inform the local child support agencies (LCSA) of new requirements for disaster recovery plans. Each LCSA must provide the Department of Child Support Services (DCSS) with a copy of its disaster recovery plan, and update its plan regularly to ensure recovery strategies can be successfully executed.

DCSS recognizes the level of effort required to create and maintain comprehensive disaster recovery plans. As a result, DCSS recommends a simplified approach for completing this assignment whereby the LCSAs may either submit their current disaster recovery plan or if no disaster recovery plan exists, the Business Continuation Contingency Plan (BCCP) established for the Year 2000. DCSS will review these plans and provide feedback to the LCSAs on areas needing improvement.

For the purposes of this requirement, disaster recovery encompasses operational recovery and business continuity but does not include emergency preparedness. Operational recovery and business continuity planning are similar terms that refer to the process of developing advanced arrangements and procedures that define how an organization will respond to an event to re-establish critical business functions. Disaster recovery is focused on the technological end of business continuity.

Federal regulations (45 CFR 95, OMB cir. A-130, App. III) require the establishment of policies and procedures to ensure business continuity for critical child support system functions. While child support is administered at the local child support agency level, in conjunction with the child support consortia system, DCSS is responsible for overseeing the maintenance of up-to-date continuity plans for these entities.

DCSS-SY-2003-CTY-0088



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[www.childsup.cahwnet.gov](http://www.childsup.cahwnet.gov)

The objective of this effort is to develop adequate disaster recovery plans that are easily maintained and provide reasonable procedures to help LCSAs restore critical business functions in the event of a disruption or disaster. Copies of these disaster recovery plans will be kept by DCSS in a secure library and made available to the federal Office of Child Support Enforcement (OCSE) for certification purposes.

The following timelines have been established in an effort to meet the goal of having a complete, current inventory of disaster recovery plans for the LCSAs, consortia lead counties, and hosted data center organizations.

Activity	Responsible Party	Due Date
Point of contact supplied to DCSS	LCSA Lead Consortium County	July 1, 2003
Submission of current disaster recovery plan to DCSS	LCSA Lead Consortium County	August 1, 2003

Disaster recovery plans are considered confidential documents and proper measures must be taken to ensure that the confidentiality of material sent to DCSS is maintained. DCSS recommends that plans be marked confidential and be sent certified mail with a return receipt to ensure the document has been received by DCSS. Federal Express or UPS are other recommended delivery services. Do not send plans electronically through email or over the internet or use other non-secure delivery methods. DCSS will not be liable for the disclosure of confidential information if an LCSA sends a disaster recovery plan using non-secure delivery services. Please submit a hard copy of your current disaster recovery plan or Year 2000 Business Continuation Contingency Plan no later than August 1, 2003 to:

California Department of Child Support Services  
Information Security Section M.S. 20  
P.O. Box 419064  
Rancho Cordova, CA 95741-9064

Attention: Michele Rappleye

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LCSA and consortium point of contacts should also be provided to Michele Rappleye no later than July 1, 2003. Since the point of contact is not regarded as confidential information, this information can be provided over the phone or sent by e-mail. Michele can be reached by e-mail at [Michele.Rappleye@dcss.ca.gov](mailto:Michele.Rappleye@dcss.ca.gov) or by phone at (916) 464-5600.

Sincerely,

JOAN OBERT  
Deputy Director  
Technology Services Division