CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES
P.O. Box 419064, Rancho Cordova, CA 95741-9064

September 12, 2005

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
[X] Initiated by DCSS

CSS LETTER: 05-25

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

SUBJECT: SECURITY AWARENESS TRAINING/SYSTEM ADMINISTRATOR
            TRAINING

As you know, California Child Support Automation System (CCSAS) implementation is expected to begin this fall. For the first time, employees in your local child support agency (LCSA) will have a statewide view of California child support information, much of which is confidential. Federal and State laws restrict access to both tax data and child support data. Both Federal and State law restrict and penalize unauthorized inspection or disclosure of such data. Because there are serious consequences to unauthorized inspection or disclosure of this data, it is important to ensure that your staff has adequate security awareness training prior to system implementation. In January 2005, you were advised to train your staff regarding safeguarding of federal tax information (CSS Letter: 05-02). In view of the change in the scope of data that will soon be available to your staff, I recommend that you review your training program to ensure that all staff have received security awareness training. In addition, mandatory System Administrator Training for designated staff described below is available on the DCSS LCSA website.

Training of Staff with Read Only Access

Staff will have access to statewide child support data, and needs to be reminded that unauthorized browsing of data that contains federal tax data is criminal activity. Staff must view child support data only if there is a child support business need to do so. Refer to CSS Letter 05-02 to emphasize the gravity of unauthorized browsing.

Training of System Administrators

Upon implementation, authorized system administrators within your organization will have additional access to the new child support system. System administrators will have the ability to view and alter data in the new system. Accordingly, system administrators need both security awareness and technical training on the system.

Training materials for system administrators are now available on the Department of Child Support Services LCSA website. These training materials include a Confidentiality Statement. Please direct all System Administrators to complete all training modules and sign the Confidentiality Statement.

Confidentiality Statements

For audit purposes, please compile all signed confidentiality statements to be made available to the State upon request. If you have any questions or concerns about this information, please contact Janet Ballou at (916) 464-3156, or by email at janet.ballou@dcss.ca.gov.

Sincerely,

O/S/Mike Kanemoto

MICHAEL KANEMOTO
Acting DCSS Information Officer