

Operations Memorandum - Administrative

OPS101001

October 5, 2010

SUBJECT: Security Requirements for Using the Pennsylvania Child Support Enforcement System
TO: Executive Directors
FROM: Joanne Glover, Director, Bureau of Operations

Purpose

To advise that County Assistance Office (CAO) staff must adhere to Commonwealth security requirements and guidelines for using Commonwealth Information Technology (IT) resources when accessing the Pennsylvania Child Support Enforcement System (PACSES).

BACKGROUND/DISCUSSION

Anyone using Commonwealth IT resources must adhere to established security and guidelines as detailed in Management Directives (MDs) [205.34, Amended Commonwealth of Pennsylvania Information Technology Acceptable Use Policy](#) and [210.15, Instant Messaging](#), Title 55 of the Pennsylvania Code (55 Pa. Code) § 105 et seq., the Federal Health Insurance Portability and Accountability Act (HIPAA) of 1996, and the Supplemental Handbook, [Chapter 930](#), Safeguarding Information.

Authorized CAO users who require access to child support case information from PACSES must agree to these requirements and guidelines which include, but are not limited to:

- Access only for essential Commonwealth business purposes;
- May not attempt to access any data or programs for which authorization has not been granted;
- Refrain from the use of instant messaging applications;
- Understand that access may be monitored and logged;
- Keep passwords secure and do not share access credentials with anyone;
- Maintain confidentiality and security of protected health information (PHI);
- Report any improper release of PHI immediately to the appropriate management; and,
- Misuse may result in discipline, up to and including termination.

Additionally, authorized CAO users accessing child support case information shall not access other Internet Web sites without first logging out of PACSES.

Only authorized CAO users may obtain child support case information from PACSES. Authorized CAO users are defined as those that have been approved by the appropriate CAO management staff; have read Management Directive 205.34, Amended and have a completed Commonwealth IT Resource Acceptable Use Policy User Agreement (see Enclosure 2 in MD 205.34, Amended) on record; and, have had the assigned PACSES liaison in the CAO contact the PACSES Help Desk for authorization. The PACSES Help Desk can be reached at (800) 294-7244 or HelpDeskTeam@PACSES.com.

NEXT STEPS:

1. Share this information with the appropriate staff.
2. Contact your Area Manager with any questions.