

2017 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO



**PARTNERSHIP
OF HEROES**

MAY 1-4, 2017 • GARDEN GROVE, CALIFORNIA

CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA

**Top 10 Information Security
'Whoops'
Don't Let Them Happen To You!**

John Cleveland, Chief ISO



WHOOPS # 1

I Can't believe I just hit send!

- **Wrong attachment**
 - **Prevention: Limit personal use of business equipment, don't co-mingle work stuff with personal stuff, double-check before sending.**
- **Encrypt or Encrypt?**
 - **Prevention: Double-check your emails before sending, talk to IT about implementing technical controls to prevent certain data from being sent unencrypted.**

WHOOOPS #2

Nice guys finish last!

- Just this once!
- Friends & family
- Favors
- Prevention:
 - ✓ Disclosure of any confidential information, obtained from IV-D program information is prohibited under 45 CFR 303.21
 - ✓ Disclosure of returns and return information is prohibited under 26 U.S.C 6103(I)(6)
 - ✓ And last but not least, California Family Code 17212
 - ✓ Just don't do it! Unless you look good in Orange!

WHOOOPS #3

Password Insecurity

- **Sticky notes**
- **Kids, dogs, and anniversary/birthdays**
- **Know one-ya know 'em all**
 - **Prevention: Be passphrase strong!**

WHOOOPS #4

A loud mind is greater than a loud mouth

- **I know something you don't know!**
- **Dinner table/water cooler conversation**

WHOOOPS #5

Work space, not storage space

- Personal/non-Child Support related documents
- Confidential documents
- Destruct box “flow-eth” over
 - Prevention: Clean/Clear desk policy – Stay organized!

WHOOOPS #6



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WHOOOPS #7

Lost it? Disclosed it? Got hacked? Report it!

- ASD 007
- Physical or data assets
- Authority/penalties for not reporting

WHOOOPS #8

Gone... Phishing

- Poles come in different colors and sizes
- Authentication required
 - Prevention: When in doubt, report it!
Authenticate callers where appropriate, or refer them to your ISO

WHOOOPS #9

Left the barn door open again!

- Unlocked workstations
- Forgotten print-outs
 - Prevention: “Windows – L”, Alt-Cntl-Del-ENTER”, PIN Printing, When possible, don’t print confidential material!

WHOOOPS #10

“Security is just a bottleneck”!

- **Not considering security when completing tasks/projects**
- **Security costs much more to implement after the fact!**

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Please be sure to complete the session evaluation.



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