



# COUNTY OF LOS ANGELES

## CHIEF INFORMATION OFFICE

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To: Supervisor Zev Yaroslavsky, Chair  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: Jon W. Fullinwider  
Chief Information Officer

Subject: **COMPUTER SECURITY INCIDENT AT CHILD SUPPORT SERVICES DEPARTMENT (CSSD)**

On March 2, 2007, my office notified your Board that a serious computer security incident had occurred in the Child Support Services Department (CSSD). During the weekend of February 24, 2007, three laptop computers (two County and one privately owned) were stolen from their offices at 5500 S. Eastern Avenue in the City of Commerce. One of the County-owned laptops potentially contained private personal information, including Social Security Numbers and addresses on people who are served by the Department. It also potentially contained information on approximately 600 constituents of Orange and San Diego counties. A report was filed with the Sheriff's Department who is still investigating this incident.

Since the event, CSSD has investigated their systems to determine the total constituent records possibly compromised. While their investigation indicates that there were less than 1,000 records involved, they have taken a conservative approach of notifying in writing all 243,832 constituents potentially impacted by this incident to take precautions in the event that their private information was compromised.

Specifically, CSSD is taking the following actions in response to this security event:

- Completing the audit and identification of all information involved
- Revamped the key cards to limit access to highly sensitive areas, such as the Local Area Network (LAN) Support Group and ACSES Replacement System (ARS) operations group
- Installed coded keypads for physical access to communications rooms
- Strengthened network passwords to meet County standards
- Instituted a policy prohibiting the downloading of confidential data to PCs and portable devices
- Preparing to install encryption software on all portable devices

My office will continue to provide status information on the investigation, remediation and notification process as actions are taken. Additionally, we have completed actions to request Board approval of the policies related to encrypting sensitive information as well as reporting requirements. The CISO has completed the RFP and selection of portable device encryption software and is in the process of acquiring encryption software to implement on portable computers.

If you have any questions, please call me at 213.974.2008 or Al Brusewitz, CISO, at 562.940.3873.

JWF:AB:ygd

c: David E. Janssen, Chief Administrative Officer  
Philip L. Browning, Director, Child Support Services Department  
Raymond Fortner, County Counsel  
Sachi A. Hamai, Executive Officer, Board of Supervisors  
Tyler McCauley, Auditor-Controller