

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



May 2, 2007

CSSIN LETTER: 07-05

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

SUBJECT: BUSINESS CONTINUITY OFFICE

The purpose of this letter is to inform all organizations within the California Child Support Program that the Department of Child Support Services (DCSS) has established a Business Continuity Office (BCO) under the guidance of the DCSS Chief Information Security Officer. This new office will have the responsibility to implement, develop, and maintain the DCSS Statewide Business Continuity and Disaster Recovery Program. The BCO will ensure compliance with Federal and State mandates by coordinating and providing oversight to the development, maintenance, testing, and exercising of Business Continuity and Disaster Recovery plans for the California Child Support Program.

In the coming months, the BCO will provide policy and guidance regarding required Business Continuity and Disaster Recovery activities.

Leading the efforts of this new office will be Karen Green, who comes to us from another state agency where she was the Disaster Recovery Coordinator. Karen has a strong background in Information Technology and is a Certified Business Continuity Professional and a Certified Business Resilience Manager. Additional staff members will be joining this new office in the coming months.

The BCO has established an email address as the central point of contact for needed information and inquiries at DCSS. The email address is [BCO@dcss.ca.gov](mailto:BCO@dcss.ca.gov).

If you have any questions or concerns regarding this information, please contact Karen Green at (916) 464-5736.

Sincerely,

o/s/by Tamara Armstrong  
TAMARA ARMSTRONG  
Chief Information Security Officer

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