

## ***Network for a Healthy California (Network)*** **State Encryption and Virus Protection Requirements** **Frequently Asked Questions (FAQ)**

The following are frequently asked questions about California Department of Public Health (CDPH) encryption and virus protection software requirements. Links throughout the answers will direct you to additional information on our website or from other sources. Should you have any further questions, please contact the Contractor Encryption Help Desk at (916) 445-0682 or [cpnsitrequest@cdph.ca.gov](mailto:cpnsitrequest@cdph.ca.gov).

### **1. What do we need in the way of documentation as proof that we have encrypted our computers and mobile Information Technology (IT) devices?**

After affected contractors have installed the required software, please send an email to the Contractor Encryption Help Desk at [cpnsitrequest@cdph.ca.gov](mailto:cpnsitrequest@cdph.ca.gov) with the following information by **October 2, 2008**:

1. Type of item that received the software installation (e.g., desktop, laptop, Personal Desktop Assistant, etc.).
2. Date of software installation.
3. Description of the equipment, including make, model, and serial number.
4. Name of security software installed if the item is a computer and/or mobile IT device.
5. Address where equipment is located.
6. Point-of-contact information, including name, phone number, and email address.

This information should be provided for each computer and/or mobile IT device that received the software installation.

### **2. Can a contractor use a different encryption and/or virus protection software than the one provided by the State?**

No. Contractors may only use the State-provided compact disc (CD) containing anti-virus, encryption, warning banner, firewall, and Windows update software. The CD also contains instructions for installation and Help Desk contact information should you require any assistance. This procedure helps ensure that recovery and law enforcement information is available in the event of theft or loss.

### **3. Who should we contact if we are having problems installing or operating the State-provided encryption software and virus protection CD?**

CDPH has created a Contractor Encryption Help Desk to provide technical assistance and support with software installation, maintenance, and other questions. Contractors can contact the Help Desk at (916) 445-0682 or [cpnsitrequest@cdph.ca.gov](mailto:cpnsitrequest@cdph.ca.gov).

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- 4. Is the requirement to encrypt computers and/or mobile IT devices purchased with CDPH funds only, or if we are working with *Network* data on non-*Network* funded computers and/or mobile IT devices, do we need to encrypt those as well? Who pays for the licenses?**

All computers used to conduct State business must have encryption and anti-virus software installed. This includes computers and/or mobile IT devices that are purchased with *Network* funds, as well as those that are donated, gifted, and/or transferred to contractors. This is because all *Network*-related information, such as consumer, subcontractor, or partner identifiers (name, address, phone, Social Security Number, tax identification number, etc.), fiscal, and oversight information is considered/defined as sensitive. Should you have any questions about whether your equipment should receive the required software installations, please contact the Help Desk at (916) 445-0682 or [cpnsitrequest@cdph.ca.gov](mailto:cpnsitrequest@cdph.ca.gov).

- 5. How do we encrypt a flash drive? Will the State-provided CD have the required software for flash drives or do we need to purchase this software separately? Also, is this software an allowable expense?**

No. The State-provided CD will not include software for flash drives. The CD software will only be applicable for computers.

Flash drives purchased after the date of PL #08-04 must include encryption capabilities. The purchase of flash drives with installed encryption software is an allowable expense and contractors may use *Network* funds to purchase this equipment. Please note, however, that the cost of the encrypted flash drive must be prorated according to the *Network* full-time equivalent (FTE) percentage of the employee(s) using the flash drive.

For non-encrypted flash drives purchased before the release of Program Letter #08-04, contractors should strive to replace the non-encrypted flash drives with encrypted ones as soon as possible. We recognize that this will be an additional expense (approximately \$20-\$50/each). As such, contractors may use *Network* funds to purchase encrypted flash drives. Again, please note that the cost of the encrypted flash drive must be prorated according to the *Network* FTE percentage of the employee(s) using the flash drive.

- 6. I will be purchasing a new computer through my *Network* contract and want to donate my old computer. How can I go about doing this?**

Prior to donating, selling, disposing, destroying, trading in, salvaging, or transferring your old computer and/or mobile IT device, the equipment must be reported to your Contract Manager (CM) and the equipment hard drive must be wiped using an

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approved program. The following website will provide you with information about wiping your hard drive:

<http://www.Networkforahealthycalifornia.net/ITResource/HardDriveWiping.html>

After the hard drive has been wiped, contractors should provide the following information to their assigned CM within ten days of equipment disposition:

- A completed “Inventory/Disposition of CDPH-Funded Equipment” Form (CDPH 1204). This form can be found in the appendix of the fiscal section of the LIA Program Guidelines Manual (Form A17).  
<http://www.cdph.ca.gov/programs/CPNS/Pages/FiscalGMAppendix.aspx>
- An email with the following information:
  1. Type of item that was wiped (e.g., desktop, laptop, Personal Desktop Assistant, etc.).
  2. Description of the equipment, including make, model, and serial number.
  3. Approximate date of purchase of equipment.
  4. Name of software used to wipe the computer and/or mobile IT device hard drive.
  5. Description of how and where the equipment was disposed.
  6. Point-of-contact information, including name, phone number, and email address.

After the CM has reviewed your information, you may dispose of the equipment.

### **7. My program utilizes several computers to conduct our *Network* program. Can the State-provided CD be used to install software on all of my computers?**

Yes. The State-provided CD for IBM-compatible computers can be utilized on multiple computers with the same operating system. If the computers are geographically separated, you can also request additional CDs if needed. Please contact the Help Desk at (916) 445-0682 or [cpnsitrequest@cdph.ca.gov](mailto:cpnsitrequest@cdph.ca.gov) to request additional copies of the CD.

If contractors are using the VISTA operating system, the State-provided security CD should not be used. Please contact the Contractor Encryption Help Desk immediately for VISTA security application installation instructions. The Help Desk can be contacted at (916) 445-0682 or [cpnsitrequest@cdph.ca.gov](mailto:cpnsitrequest@cdph.ca.gov).

### **8. What if I am unable to install required software by the October 2, 2008 deadline?**

The Contractor Encryption Help Desk is available to help you install your software in a timely fashion. Please contact them early to ensure that you comply with the

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installation requirement by October 2, 2008 deadline. Should you anticipate not meeting the deadline, please contact the Help Desk as soon as possible. Please note that Federal Share invoices will be held until written verification of encryption software installation has been received by the Help Desk. Contractors can contact the Help Desk at (916) 445-0682 or [cpnsitrequest@cdph.ca.gov](mailto:cpnsitrequest@cdph.ca.gov).

**9. My agency has a very small staff and does not have an IT person that can install the required software. What sort of expertise is needed to install the software?**

Once inserted into your computer, the State-provided CD is designed to automatically run the required software on your computer. If you have problems, the Contractor Encryption Help Desk can provide technical assistance and support with software installation, maintenance, and other questions. Contractors can contact the Help Desk at (916) 445-0682 or [cpnsitrequest@cdph.ca.gov](mailto:cpnsitrequest@cdph.ca.gov).

**10. Why is my agency required to install software on every computer and/or mobile IT device since our involvement with the *Network* began, when we are only required to keep records for three years? We have been a *Network* contractor for five years.**

The minimum security requirements, which are mandated by the Information Security Office (ISO) and the CDPH Information Technology standards, state that all workstations and laptops that process and/or store State information must be encrypted with a State-approved security solution. This requirement not only applies to *Network* contractors, but to all State agencies and programs, as well as their affiliated subcontractors and contractors.

These security requirements are intended to protect all State partners and the privacy of each partner agency, the public it serves, and affiliated business partners. The protection of confidential, personal, and sensitive information, and the security of the data collected by our *Network* contractors are of the utmost importance. We take the responsibility of data security very seriously. We appreciate your cooperation with and adherence to the security policies.

**11. If my previously purchased computer has the required encryption and anti-virus software installed, is there anything that I need to do?**

If you have the required software installed, there is nothing additional that you need to do by the October 2, 2008 deadline. The Contractor Encryption Help Desk will only contact those agencies that have not installed the required encryption and anti-virus software. Should you purchase computers or mobile IT devices in future contract years, please be advised that State-approved encryption and anti-virus software should also be installed in your new equipment.