CalSAWS | Information Transmittal (CIT)   0101-22

☒ **CalSAWS M&E**   ☐ **CalWIN Migration**

Distribution Date:	April 12, 2022
To:	AdHocAdmins.ALL, PPOC.All
CIT Name:	**CalSAWS Ad-Hoc EDR Security Policy**
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

☐ General
☐ Policy
    ☐ CW
    ☐ CF
    ☐ MC
    ☐ CMSP
    ☐ FC/KG/AAP
    ☐ Child Care
    ☐ WtW
    ☐ Other Program(s)_____
☐ BenefitsCal   ☐ Your Benefits Now!
☐ Customer Correspondence
☒ Other__**Counties Ad-Hoc Admins**___

☐ Reports
    ☐ Fiscal
    ☐ Caseload Movement
    ☐ Management
☐ Fiscal
☒ Security
☐ Batch and Interfaces
☐ Imaging
☐ Migration
☐ Conversion
☐ Technical
☐ Training
☐ Help Desk

Description: (Including any step-by-step instructions)	**Purpose** The purpose of this CIT is to clarify the CalSAWS project's current data security policy regarding direct database access from county-contracted 3rd party vendors. **Background** Direct access from CalSAWS to a County 3rd party vendor is not permitted under CalSAWS' security agreements. Access to CalSAWS data for the purpose of bulk data extraction is referred to as EDR (Enhanced Data Reporting). Access to EDR data is only available through a secure TCPS connection to an EDR server on the County's network. **Additional Information** **County Action** To connect to EDR data, please follow these steps: 1. County must establish a server location within the county network in which to download data. This server must meet minimum security requirements such as: • The connection between CalSAWS' system and the County's EDR server will only be allowed to a single NAT IP address (100.64.XX.129 provided by CalSAWS) over TCPS.

- The Oracle Database Client version should be v19c (19.3) to fully support TCPS.
- The Oracle connection must utilize TLS v1.2.
- Reside within the County's network.

2. Complete the "Ad Hoc Data Source Access Request":
   a. For counties with access to ServiceNow, click ▆ to download.
      i. https://calsawsprod.servicenowservices.com/sys_attachment. do?sys_id=bc1f43f41b404510d5f72062f54bcbea
   b. For counties without access to ServiceNow, the document is attached to this CIT.

3. Submit a ServiceNow request for EDR access (Service Catalog > Account Access > EDR Access) and attach the completed "Ad Hoc Data Source Access Request" form. Once this request is submitted, the networking and database teams will reach out to the county contacts usually via email or phone.
   a. **NOTE:** CalWIN counties can email the completed form to Consortium.Tech.Data.Integration. The EDR connectivity process will be included in the Ad-Hoc Discovery meetings for those counties that opt to implement it.

4. If required, the CalSAWS networking and database teams may also schedule meetings and working sessions to assist in configuration and troubleshooting the connection.

5. County should establish a scheduled process to download the data on a regular basis. The CalSAWS networking and database teams preferred daily scheduled jobs be run during non-production hours to avoid bandwidth contention during day-to-day operations.

6. Once EDR data is downloaded to the County server, the county may allow 3rd party contractors or vendors to access the County servers to obtain the data, in accordance with the County's contracts and security agreements.

If you have questions on this CIT, please reach out to the Primary Contact listed below and cc your Regional Manager(s).

Primary Project Contact: (Name and email address)	David Bruhn BruhnD@calsaws.org
Backup Project Contact: (Name and email address)	Sanjay Naik NaikS@calsaws.org
Attachments:	CalSAWS_AdHoc_Data_Source_Access_Request_Form_and Terms of Use.pdf
Web Portal Link:	▆▆▆▆ OR You may also retrieve the CIT document and attachments by following these steps: 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2022" folder. 4. Click on the appropriate CIT # folder.