

PLAN OF COOPERATION BETWEEN THE HUMBOLDT COUNTY DIVISION OF
INFORMATION TECHNOLOGY AND THE NORTH COAST REGIONAL
DEPARTMENT OF CHILD SUPPORT SERVICES
Fiscal Year 2023-2024

**1.
PREAMBLE**

The North Coast Regional Department of Child Support Services, referred to as the “NCRDCSS,” and the Humboldt County Division of Information Technology, referred to as “IT,” enter into this Plan of Cooperation, referred to as “POC.”

The mission of the Information Technology Division is to provide information technology services and support to all of Humboldt County’s departments and divisions. The North Coast Regional Department of Child Support Services is comprised of several divisions, including the Information Technology Division, referred to as “NCRDCSS-IT.” Both the IT and the NCRDCSS-IT provide similar services to its customers. The IT’s customers are comprised of many County departments, while the NCRDCSS-IT’s customers are primarily NCRDCSS staff located in the Eureka, Weaverville and satellite Child Support Offices. The County’s overall Information Technology infrastructure encompasses all the County departments, including the Humboldt County Division and the Trinity County Division of the NCRDCSS.

The Board of Supervisors has determined that the Information Technology Division is ultimately responsible for the network infrastructure. It best serves the interest of the NCRDCSS to maintain support of certain components of that infrastructure through the establishment and administration of the NCRDCSS Child Support LAN and an Active Directory Organization Unit structure within the IT’s Domain.

**2.
PURPOSE**

The following Plan of Cooperation is entered into between the IT and the NCRDCSS for the coordination of their respective efforts and delineation of responsibilities in relation to the Child Support Program under Title IV-D of the Social Security Act. The purpose of this Plan is to establish responsibilities for the provision of service for the support and maintenance of the NCRDCSS’s connection to the County’s computer network. In addition, this POC is intended to define how both agencies will work together to support the County’s Information Technology infrastructure.

**3.
DEFINITION – IT INFRASTRUCTURE**

The Information Technology infrastructure supports all of the computer-based business systems used in the County. Almost all business operations and public service delivery systems use computers. These business application systems are comprised of databases and application programs. The databases reside on servers, and the application programs use the servers and PCs. Some business applications have been developed by County staff and use County systems, while other applications are supported by vendors or the State of California.

The infrastructure, on the other hand, is solely used to provide a secure platform for the business application systems. The infrastructure is comprised of:

- Wiring within buildings and between buildings;

- Network devices which send, receive, and route the data within buildings and between buildings;
- Network services which support the operation of PCs, servers, printers, and scanners that are connected to the network;
- Operating systems, such as Windows 2016, which provide directory services, authentication, and security of PCs and servers, file system management, and printer management;
- Security and Integrity systems to protect the network and protect the data on the servers; and
- Infrastructure management systems to monitor system operation and assist in problem resolution.

The infrastructure is the inter-related hardware, system, and support software and network that are used to support the operations of business application programs and databases.

4. GOALS OF THIS PLAN OF COOPERATION

This Plan of Cooperation clarifies how the IT and the NCRDCSS will work together to support the IT infrastructure. It also spells out the financial resources necessary to make these efforts possible.

The goals of the POC are as follows:

1. To define the roles and responsibilities of the IT and the NCRDCSS in the planning, design, acquisition, implementation, support, documentation, and maintenance of the County's IT infrastructure that is used by and supports the business systems and service delivery systems of the Department of Child Support Services;
2. To develop an approach to the staff work associated with this POC in order to maximize staff resources and minimize duplication of effort;
3. To develop a blueprint for the IT and the NCRDCSS to work cooperatively on projects whose success provides benefit to all;
4. To develop plans for the many interrelated components in the Information Technology infrastructure to insure that they operate cohesively and without interruption; and
5. To develop accurate and timely estimates of the financial resources necessary to support the efforts spelled out in this POC.

5. CONFIDENTIALITY

The IT and the NCRDCSS shall comply with IRS Publication 1075, State and federal laws and regulations concerning safeguarding of information. (See California Family Code, section 17212 and 22 CCR §§111430, 111440). No information that identifies any applicant or recipient of public assistance by name or address shall be disclosed in any manner not comporting with the dictates of the Family Code or Code of Federal Regulations.

6.
SECURITY INCIDENTS

All child support employees shall report security incidents that would place child-support information and child-support IT assets at risk to the NCRDCSS Information Security Officer. Child support employees are required to report all security incidents as soon as practical but no more than one hour after a security event is detected. In addition, NCRDCSS Security Officer and or NCRDCSS IT will report security incidents to the County's IT Helpdesk and or the County's IT Security Analyst to help remediate any incident to prevent infections to the rest of the County's network. In the event County IT discovers any security incidents or identifies any infections on the NCRDCSS local network that has not been remediated, County IT will work with NCRDCSS IT to help resolve or remove infection. Security Incidents will be discussed and evaluated to develop corrective actions plans and or provide user training to help minimize and or prevent future incidents.

7.
FEDERAL TAX INFORMATION

Every employee of the NCRDCSS, and any person to whom federal tax information may potentially be disclosed by the NCRDCSS, shall receive written notice from NCRDCSS that the disclosure of any federal tax information can be used only for authorized purposes and that any further disclosure of federal tax information beyond that purpose constitutes a felony punishable upon conviction by a maximum fine of \$5,000, or imprisonment for a maximum of five years, or both, together with the costs of such prosecution. The NCRDCSS shall take steps to notify every employee that any unauthorized disclosure of federal tax information may also result in an award of civil damages against the employee in an amount not less than \$1,000 for each unauthorized disclosure. These penalties are prescribed by IRS Sections 7213 and 7431 and are set forth at 26 Code of Federal Regulations, 301.6103(n)-1.

8.
STANDARDS

The parties to this Plan of Cooperation agree to comply with Title IV-D of the Social Security Act, its implementing regulations and all federal and State regulations and requirements. The parties to this agreement shall maintain an organizational structure and sufficient staff to ensure compliance with the Title IV-D requirements under State and federal law for which they are responsible under the Plan and to provide all services in a timely and satisfactory manner.

9.
RESPONSIBILITIES

The NCRDCSS may, as provided by federal and State law, enter into cooperative agreements with other County departments as necessary to carry out its responsibilities under this POC. When such delegation is made, the NCRDCSS shall be responsible and accountable for the execution of such duties within the County and shall ensure all functions are being carried out properly, efficiently, and effectively. The parties to this POC agree to comply with Title IV-D of the Social Security Act, implementing regulations, and all federal and State regulations and requirements.

The IT shall have the following general responsibilities:

1. Provide assistance to the NCRDCSS in maintaining its network connections to system resources such as FINANCE ENTERPRISE, CALSAWS, Internet Service, LEO, CLETS, eCOURT, and the County's Tax System;
2. Provide the necessary support and maintenance to permit the NCRDCSS to access State resources such as its Statewide Child Support System and the websites necessary to enable the NCRDCSS to conduct its operations. Provide the necessary WAN support and maintenance and to establish a Pt2Pt VPN tunnel between the Weaverville and Eureka Offices of Child Support Services and extension of the Humboldt County Domain to allow bi-directional access and use of Eureka Office of Child Support local area network and system resources, the Humboldt County wide area network and system resources and the OTECH/DTS State Child Support wide area network and system resources.
3. Provide support to the NCRDCSS in accessing other County information systems or resources as needed;
4. Provide the NCRDCSS with all plans for WAN connections used to interconnect buildings primarily occupied with NCRDCSS staff and will invite the NCRDCSS to planning meetings, if necessary, to expedite an implementation;
5. Provide DNS services to the NCRDCSS;
6. Provide secure VPN access through NetMotion for remote users;
7. Responsibility for the Umbrella Web Filter, its management, and support to protect the County's users and its network from unauthorized and threatening internet use.
8. Provide Tenable.io Network Vulnerability scanning and Crowdstrike antivirus for NCRDCSS devices
9. Provide reports of services provided pursuant to this agreement, as required, in a format to be agreed upon between the IT and the NCRDCSS;

The IT shall have the sole responsibility for:

1. All wiring associated with WAN connections to interconnect buildings primarily occupied with NCRDCSS staff;
2. All routers, modems, TSU/DSUs, media converters, remote access devices, and testers on WAN connections used to interconnect buildings primarily occupied with NCRDCSS staff;
3. The evaluation, selection, installation, configuration, monitoring, and troubleshooting of firewall software and appliances, firewall management stations, intrusion detection software and appliances, testing services and systems used on the County WAN.
4. The overall design and implementation of the network, including the WAN and IP routing and other protocols;
5. The design, implementation, and support of the County Domain Names Services (DNS) including, but not limited to, locations of servers, and zone management;
6. The design and implementation of DHCP including, but not limited to, IP addresses used within the County, location of DHCP servers, parameters to be set by DHCP, and assignment of static IP addresses;
7. The design, implementation, support and management of the remote access systems including Wireless devices and access, dial-in services, VPN services, authentication methods and services, and encryption methods and services;
8. The design, implementation, support, and management of the internet e-mail gateway; and
9. The design, implementation, support, and management of the County's internet and intranet web sites and web servers.

Further, the IT will:

1. Consult with the NCRDCSS on any changes to the current design of the County Wide Area Network (WAN) that may affect the NCRDCSS;

2. Assist and consult, as requested by the NCRDCSS, with the support and management of network connectivity, servers, PCs, laptops, printers, and scanners attached to the LANs at the NCRDCSS's site;
3. Consult with the NCRDCSS on any changes to the current design on the DNS that may affect the NCRDCSS;
4. Consult with the NCRDCSS on any changes to the current design of the DHCP;
5. Consult with the NCRDCSS on any changes to the current design of the internet e-mail gateway that may affect the NCRDCSS;
6. Work with the NCRDCSS to conduct penetration testing of the County's network with the goal of finding and eliminating network vulnerabilities;
7. Appoint CLETS, DMV and CCSAS security points of contact to work with the NCRDCSS on all issues relating to CLETS, DMV, and CCSAS information security;
8. Consult with NCRDCSS on any changes to the current design of the County's internet and intranet web sites and web servers that may affect the NCRDCSS; and
9. Consult with NCRDCSS whenever Web Filter changes and policies are made that will affect the NCRDCSS internet browsing; and
10. Provide remote courthouse wireless access and support for no more than two (2) concurrent DCSS users with NetMotion secure VPN access to the County's network for access to Child Support business applications.
11. Provide to the NCRDCSS, upon request, timely projections for the estimated cost of its services so that the NCRDCSS can properly prepare its annual budget requests.

The NCRDCSS shall have the following general responsibilities:

1. Provide access to personnel, databases, data processing equipment, files, and records to enable IT staff to perform the above-listed functions;
2. Support and maintain the Servers, Computers, Printers, Network Equipment and Software Applications and Systems Resources used by the employees of NCRDCSS both in the Eureka and Weaverville Office of Child Support Services and will request assistance of the IT as needed;
3. Manage and Maintain the following quantities of: 57-Office 365 G3 GCC
57-Microsoft Office 365 Enterprise Mobility + Security E3, 7-Visio Online Plan 2 for GCC and 2-Project Online Professional for GCC Licenses as provided and purchased by the State Department of Child Support Services for use by NCRDCSS employees to include Assignment and Management of License Products within the Admin Center such as but not limited to, Azure Rights Management, Exchange Online Email and Mailbox Permissions and Roles, SharePoint, Teams, One Drive, Management and Compliance, DLP, Reports etc., in coordination with County Security Policies and Procedures.
4. Adhere to the Information Systems Policy as approved by the Humboldt County Board of Supervisors;
5. Adhere to the information security policies of the California Department of Child Support Services Information Security Office;
6. Consult with the IT prior to the implementation of any wireless connectivity within County buildings and NCRDCSS will strive to use this connectivity only in a secure manner;
7. Provide the IT with all plans for LAN related projects and will invite the IT to planning meetings, if necessary, to expedite an implementation;
8. Maintenance and support of the Active Directory Service's DCSS Organizational Unit within the County's ALL Domain to manage and maintain user profiles, security groups and group policies within ADS.
9. Implementation of the DHCP services on servers belonging to the NCRDCSS in coordination with the IT;
10. Provide the IT access to the NCRDCSS's servers at the request of the IT, in order to resolve any network problems that might arise;
11. Manage and maintain the collection of all software purchase and license information, along with software inventory, to insure County compliance with software licensing contracts;

12. Implementing a system, such as Asset Tracker or its functional equivalent, to track all NCRDCSS software and software licenses and to provide a report on software licenses to the IT; and
13. Maintenance of the web content on County's web servers using the interface tools supported by the IT.

The NCRDCSS shall have sole responsibility for:

1. All wiring and related components used for data communications inside buildings and between buildings primarily occupied with NCRDCSS's staff (typically referred to as LAN wiring);
2. The use of wireless connectivity between building sites and within buildings primarily occupied with NCRDCSS's staff (considered part of the Local Area Network [LAN] connectivity);
3. Evaluation, selection, installation, configuration, monitoring, and troubleshooting of hubs, switches, media converters, and testers used on LANs inside buildings primarily occupied with NCRDCSS's staff;
4. Support and management of network connectivity for all servers, PCs, laptops, printers, and scanners attached to the LANs at the NCRDCSS's site; and
5. Its own intranet web and web server located within the NCRDCSS building;

Further:

1. The NCRDCSS will have full access to manage security to include authentication, file system security methods, auditing policy, public key infrastructure (PKI), security and TCP/IP (IPSEC), Access Control Lists on Window's objects, security groups and user security as used on all servers, PCs, and laptops within the NCRDCSS LAN and Active Directory structure; and
2. The NCRDCSS has the option of requesting the IT to perform all work necessary to public web content for the NCRDCSS.
3. The NCRDCSS will coordinate and arrange with County IT as needed for changes to Courthouse wireless access, connectivity and number of concurrent users so as not to impact other departments. Users will adhere to all wireless security requirements outlined by County and State policies and will not share security keys and will only use this access as intended for business purposes.

Both the IT and the NCRDCSS shall have the following responsibilities:

1. To meet periodically, at least quarterly or more frequently if requested by either party, to discuss issues of mutual interest and concern that may arise in connection with the services provided in Title IV-D cases pursuant to this Plan including, but not limited to, processing cases within federal and State time frames and processing cases in accordance with procedures mandated by federal law, State law, network security issues, and statewide rules of court and formats for referral documents and work orders for work requests under this agreement and formats for reports or other products from services performed;
2. To execute amendments to this Plan pursuant to agreement concerning issues discussed in subsection 1 immediately above, whenever necessary to reflect new or revised federal statutes, regulations, material changes in State law, changes in State policy or State or local agency operation or organization;
3. To reimburse the County for services provided by the IT in accordance with this agreement;
4. To work together on the design, implementation, and support of wireless connectivity (including the primary implementation of laptops, PDAs, and wireless routers and other similar devices) within County buildings occupied by or utilized by NCRDCSS Staff;
5. To work together on the support and management of a NCRDCSS Active Directory organizational unit structure, and insure that its implementation does not affect the County's existing Domain;
6. Work together to support and manage the use of Office 365 products and licenses within the County's Microsoft O365 Tenancy to meet County and State Child Support Security Policies and Procedures.

7. To work together on the design, implementation and support of the Windows Server's Active Directory Services (ADS) including schema, enterprise management tasks, group policies, users and groups, sites, domain controllers, scripts, monitoring and optimization, and ADS backup and restorations as it relates to the County's Domain and NCRDCSS's Organization Unit structure to insure that ADS is not adversely affected by either party;
8. To work together on the design, implementation, support, and management of security including authentication, file system security methods, auditing policy, public key infrastructure (PKI), security and TCP/ IP (IPSEC), Access Control Lists on Windows objects, security groups and user security as used on all servers, PCs, and laptops at the NCRDCSS site;
9. To work together to operate and configure the County's Crowdstrike antivirus, Tenable.io Network Vulnerability scanners to secure, monitor, remediate and troubleshoot vulnerabilities and cyber threats to the County network, applications and systems used by NCRDCSS;
10. To coordinate their efforts on developing the design, implementation, support and management of remote access systems including wireless and dial-in services, VPN services, authentication methods and services, and encryption methods and services for use by the NCRDCSS's staff;
11. To coordinate their efforts on the design, implementation, support, and management of Countywide e-mail systems including policy, security, and various e-mail related services;
12. To manage their own e-mail servers and or online cloud services and coordinate their efforts in this regard;
13. The IT will strive to provide failover services within 4 hours for NCRDCSS;
14. To be responsible, individually, for the design, implementation, support, and management of software tools used for the monitoring and management of the server hardware and software in their respective LAN; and
15. To individually, yet collaboratively, be responsible for the backup and restoration systems to be used for the servers in their respective domains.

10. RESOLUTION OF CONFLICTS

While the POC provides a blueprint for a cooperative effort, there is always the possibility of divided opinions. The IT Division Director and the Director of the North Coast Regional Department of Child Support Services will work together in order to resolve any differences of opinions between IT and the NCRDCSS-IT. If needed, the County Administrative Officer will be requested to assist in arbitration.

11.
COORDINATION OF EFFORTS

The IT Division Director and the NCRDCSS-IT Manager will meet at least quarterly to discuss plans and support relating to the IT infrastructure and other joint projects. Both IT and the NCRDCSS will, where appropriate, regularly invite their respective staffs to attend meetings regarding the IT infrastructure. This coordinated effort will be honored by all parties so that both IT and the NCRDCSS needs are met with equal effort and attention.

12.
RESPONSE TO PROBLEMS

Both IT and the NCRDCSS will place problems arising within the IT infrastructure at the highest priority. Both the IT and the NCRDCSS agree that such problems will be responded to immediately and that staff will be assigned to mitigate all problems that impact the business operations of the County.

13.
FINANCIAL PROVISIONS

The NCRDCSS shall maintain an accounting system and supporting fiscal records adequate to ensure that claims for federal funds are in accordance with applicable federal and State requirements. This POC does not commit either IT or the NCRDCSS to purchase or provide any hardware, software, or other products or services except as specifically agreed to within this Plan.

The IT shall submit to the NCRDCSS a detailed invoice statement for all reimbursable costs for each month that may be claimed as associated with the child support program pursuant to this Plan within five business days from the last day of the end of each month. The statement shall be in a format agreed upon between the IT and the NCRDCSS and must be supported with fiscal records adequate to insure that claims for reimbursement are according to federal and State requirements. The IT shall retain such records as required by federal and State regulation. Upon approval of invoiced charges by the IT, the NCRDCSS will take the necessary action to obtain payment for the approved charges. Such reimbursement for services is conditioned on compliance by the IT with its required performance as to the responsibilities and standards under this Plan.

Each party shall permit the authorized representative of the County or its designee, including State or federal auditors, to inspect and/or audit, at any reasonable time, all data and records relating to performance, case processing, and billing to the State under this agreement.

The IT estimates that charges for services to the NCRDCSS for the fiscal year 2023-2024 will be approximately \$100,291.00. These charges will be for staff time and other overhead costs such as utilities, etc. The costs are to be broken down by service area as follows:

<u>Service Area</u>	<u>Amount</u>
ASE	\$6,645.00
LAW ENFORCEMENT SYSTEMS	\$4,064.00
NETWORK OVERHEAD	\$57,791.00
FINANCE ENTERPRISE	\$15,669.00
NETMOTION	\$5,302.00
TAX SYSTEM	\$3,293.00
WEB	\$2,841.00
ADOBE	\$4,686.00
TOTAL:	<u>\$100,291.00</u>

14.
COMMITMENT OF STAFF RESOURCES

This POC does commit both the IT and the NCRDCSS to provide the reasonable staff time necessary to support the coordinated efforts and goals specified by this POC.

15.
TERM

This Plan shall begin on July 1, 2023, and shall end on June 30, 2024. The IT Division Director and the NCRDCSS-IT Supervisor will meet to review this POC in March of 2024.

16.
MODIFICATION

This Plan shall not be modified or amended except by written agreement signed by the department heads of both parties and approved by the California Department of Child Support Services. This Plan and any subsequent written modifications shall constitute the entire agreement.

17.
CORRECTIVE ACTION PLAN

Should either party be found deficient in any aspects of performance under this Plan or fail to perform under the agreed standards, the deficient party will have the responsibility of submitting a proposed corrective action plan to the other party. The corrective action plan shall identify specific action to be taken to correct the deficient performance and shall be submitted within 45 days after notification of deficiencies by the other party. Should the deficient party fail to present a corrective action plan as required or take appropriate corrective action, the Plan will automatically terminate.

18.
EXCLUSIVITY

This POC does not imply that IT and the NCRDCSS are the only providers of support services for the County's Information Technology infrastructure. There are other County departments that have information technology staff that support portions of their IT LAN infrastructure.

19.
COORDINATION WITH OTHER COUNTY DEPARTMENTS

Both IT and the NCRDCSS will inform other County departments of issues that have a major impact to the County-wide infrastructure. The IT Division Director will insure that issues and concerns of other County Departments are addressed appropriately.

20.
GENERAL PROVISIONS

All records and documentation shall be maintained in accordance with federal and State requirements and shall be made available to State and federal personnel for the purpose of conducting audits of the support program. The contracting party is responsible for safeguarding all information in accordance Family Code section 17212.

DATED: _____

DATED: _____

Bennet Hoffmann
Director
North Coast Regional
Department of Child Support Services

Elishia Hayes
County Administrative Officer
County of Humboldt