

Exhibit B – E-Process Server Agreement

E-PROCESS SERVER AGREEMENT

DCSS 0646 (01/17/13)

THIS AGREEMENT, made and entered into as of the ___ day of _____, 20 ___, by and between _____ (LCSA) and _____ (Process Server) allows designated Process Server access to the HTTPS DCSS Download Server for the downloading and delivery service of child support instruction packets.

- After this Agreement has been signed by both parties and after Confidentiality Statements and UNAX Certifications, copies which are attached to this Agreement, have been executed by each person authorized by the Service Provider to participate in this process, the DCSS Administrator will create unique IDs and passwords for each user, and will email these passwords and user IDs directly to each user. These user IDs and passwords must not be shared with anyone else.
- If either of the Contact Names listed below change, a new E-Process Server Agreement must be completed. The new Agreement will supersede this Agreement.
- The duration of this Agreement will commence on the effective date and will continue until either party terminates this Agreement.
- The child support instruction packets will be furnished in PDF format and will be zipped using InfoZip. The Process Server will be responsible to have the appropriate software and hardware to open and read these formats.

LCSA E-Process Coordinator Contact Information

LCSA Contact Name: _____

Telephone No.: _____

Email Address: _____

Process Server Coordinator Contact Information

Process Server Contact Name: _____

Telephone No.: _____

Email Address: _____

Process Server shall provide all their dedicated IP addresses for this process below:

Parties signing below have read, understand, and will follow the necessary Security Provisions attached to this Agreement.

LCSA Authorized Representative: _____ Process Server Authorized Representative: _____

Signature: _____ Signature: _____

Print Name: _____ Print Name: _____

Title: _____ Title: _____

Phone Number: _____ Phone Number: _____

Security Provisions

- A. Process Server shall implement the following administrative safeguards:
1. Implement policies and procedures to ensure that information obtained from the Local Child Support Agency (LCSA) is used solely as provided for in this Agreement and applicable laws.
 2. Make information available to its authorized personnel on a "need-to-know" basis and only for the purposes authorized under this Agreement. "Need-to-know" refers to those authorized persons who need information to perform their official duties in connection with the purpose described in this Agreement.
 3. Notify the LCSA and California Department of Child Support Services (CDCSS) of any security incidents involving information obtained from LCSA within two business days and cooperate with CDCSS in any investigations of information security incidents. The notification must describe the incident in detail and provide contact information if different from the authorized representative described herein.
 4. Process Server shall maintain and report to the LCSA a record of all authorized users, their job functions, and authorized level of access granted.
- B. Process Server shall implement the following usage, duplication, and re-disclosure safeguards:
1. Use information only for purposes specifically authorized under this Agreement and applicable Federal and State laws.
 2. Protect child support information against unauthorized access, at all times, in all forms.
 3. Reproduce information in any form obtained under this Agreement solely for purposes described herein.
 4. Refrain from publishing or selling information obtained under this Agreement.
 5. Transmit information obtained under this Agreement solely for purposes described herein.
- C. Process Server shall implement the following physical safeguards for child support information:
1. Secure and maintain any computer systems, hardware, software, applications, and data that will be used in the performance of this Agreement. This includes ensuring that all security patches, upgrades, and anti-virus updates are applied as appropriate to secure all information assets and data that may be used, transmitted, or stored on such systems in the performance of this Agreement.
 2. Place equipment used to access and view child support information in areas closed to the public.
 3. Restrict removal of confidential child support information from Authorized User's work location. In the event that confidential information is hand-carried by an individual in connection with a trip or in the course of daily activities within the boundaries of the Agreement, it must be kept with that individual and protected from unauthorized disclosure.

4. Store child support information in a place physically secure from access by unauthorized persons.
5. If transmission of confidential child support information is necessary:
 - a). Process Server must obtain permission from the LCSA prior to such activity.
 - b). Process Server will encrypt the confidential information and/or transmit the data securely.

D. Process Server shall implement the following management safeguards for child support information:

1. Provide annual security awareness training to each User authorized to access online child support information pursuant to this Agreement or who will be provided access to download child support information on a need-to-know basis.
2. Complete, sign and submit annual Confidentiality Statement and UNAX forms provided by the LCSA from each User pursuant to this Agreement. The above forms must be submitted to the appropriate LCSA upon completion.
3. All changes to computer systems, hardware and software, applications, storage media, and network components used for LCSA online access or services must be approved by the LCSA in writing prior to implementation.
4. Process Server's network security architecture requires the ability to identify each User Identifier.
5. Process Server shall ensure that its access control program shall consist of at least one unique individual User Identifier and user-selected password for each person on every system that is capable of accessing child support information online. At a minimum, verification of manually keyed unique User Identifier and user-selected password shall be required for initiation of access.
6. Process Server shall ensure computer monitors, printers, hard copy printouts or any other forms of confidential child support information are protected from unauthorized disclosure. Any confidential child support information must be permanently destroyed within 14 days of downloading from the system.
7. LCSA Process Server's Responsibility is:
 - Notify the LCSA Coordinator when a User Account needs to be deactivated within 1 business day after the user is no longer authorized to access the system.
8. LCSA Coordinator's Responsibility is:
 - Immediately notify DCSS upon the termination of contract or to deactivate a User Account.