Tech Alert
from the Customer Delivery Division
"Your Gateway to OTech Services"

TA 13-12: Customer Service System (CSS Web) Changes

ATTENTION: All OTech Customers

ACTION REQUESTED: Classify confidential information

DUE DATE: Beginning October 25, 2013

Overview:

Federal and State regulations require "Owners of Record" (OTech customers) to notify the "Custodian of Information" (OTech) to safeguard confidential data. OTech customers must classify confidential data so that OTech can provide the appropriate safeguards.

To comply with Federal and State regulations, OTech modified the CSS Web application Security Review screen to include 10 data classification/security questions. These questions will identify the specific class(es) of confidential information within scope of the service request. A screenshot of the new Security Review screen is attached for your reference.

Effective Date:

Effective October 25, 2013, customers submitting service requests in the CSS Web application will be required to answer 10 questions on the new Security Review screen.

Action Requested:

Prior to submitting a service request, the service request submitter must:

1. Verify the systems/applications containing confidential data being processed, stored, transmitted or received at the OTech data centers (includes Tenant Managed Services and Managed Services).
2. Determine whether the specific data classifications are in-scope, by using the following criteria:
    a. CGEN or CSGNET circuit(s) requests used to transport confidential data from one location to another (regardless of system/application location)
    b. Any website hosted at OTech that contains confidential information
    c. System/applications containing confidential information and hosted in OTech's Managed Services or Tenant Managed Services
3. Complete the Security Review screen questions for all service requests.
    a. If the answer to any security question is "yes," the customer's ISO approval is required.
    b. CSS Web Customer Coordinators must obtain appropriate approvals prior to routing the service request to OTech.

Contact:

If you have questions or need further clarification, please contact your OTech Account Lead. If you are unsure who your Account Lead is, please use the [Account Lead Lookup](#), or call the Customer Delivery Division at (916) 431-5477.