



> Franchise Tax Board
🔒 Privacy, Security & Disclosure

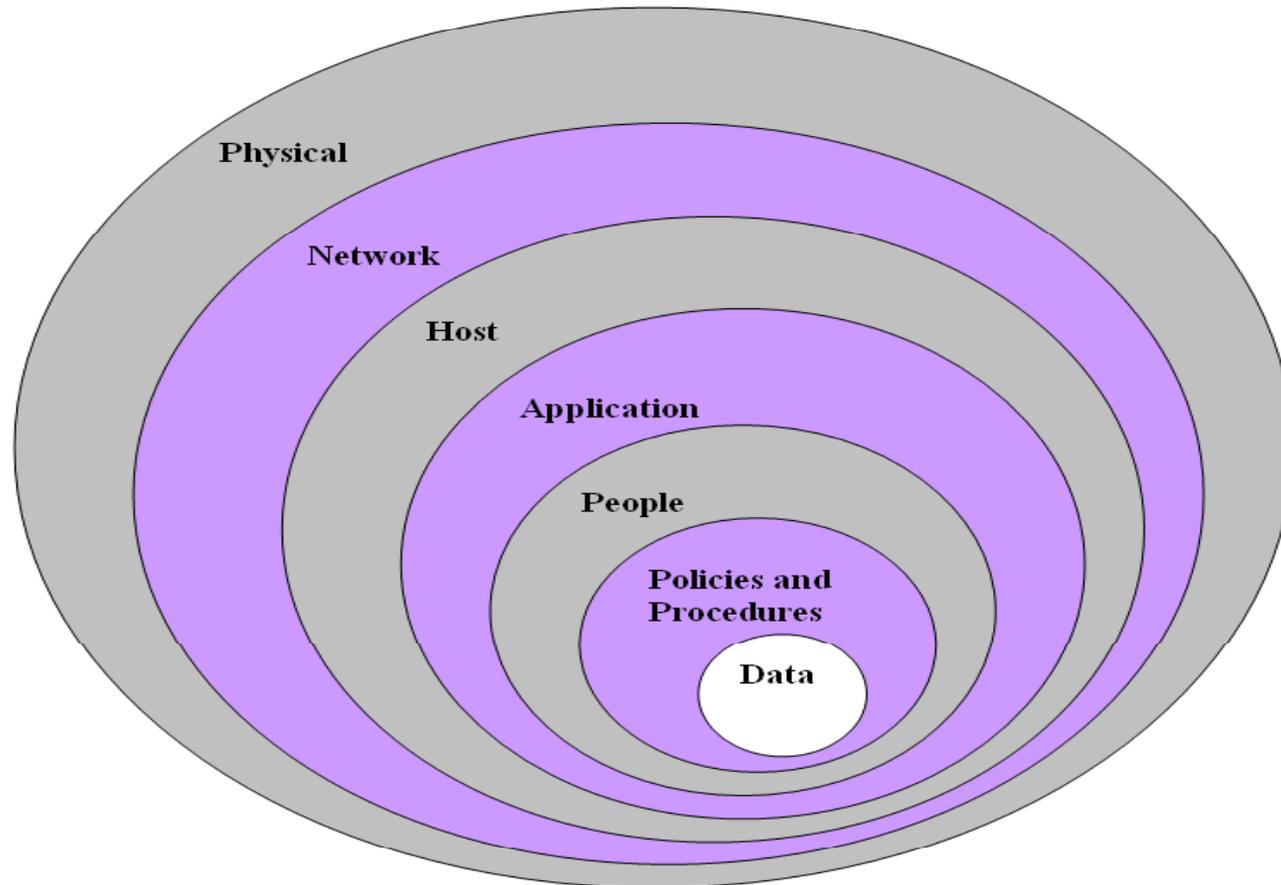
Security Highlights and Accomplishments



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Defensive Layers





Highlights

- **Physical Layer** – Closed Circuit TV Infrastructure Upgrade
- **Network/Host/Application Layer** - E-Commerce Portal Infrastructure
- **People Layer** – Security Champion Program; Information Security Audits and Poster Awareness Campaign
- **Policy & Procedures Layer** – IRS Safeguard Audit



Physical Layer – Closed Circuit TV Infrastructure Upgrade

Central Office Facts



- FTB is recognized as a critical infrastructure per California's Office of Homeland Security
- 7 buildings on 82 acres
- 2 Million square feet of occupied office space with 5000-6000 staff
- Campus activities include processing mail, cashiering, data storage, answering calls, protecting confidential information and housing multiple state agencies



Physical Layer – Closed Circuit TV Infrastructure Upgrade

Objective

- Replace aging infrastructure and software
- Meet current departmental standards
- Eliminate escalating maintenance costs



Physical Layer – Closed Circuit TV Infrastructure Upgrade

Mission Accomplished

Completed project almost \$200,000 under budget

Acknowledgements

OCIO - California Technology Agency – “Your proposal is exemplary of our expectations. It will be shared with other state departments in an effort to help them conform.”

And for a bonus...



Before & After Photos

Before Install



Before Install



After Install



After Install





Network/Host/Application Layer – E-Commerce Portal Infrastructure (EPI)

What is it?

The EPI project replaced multiple networks with **a single** new one. The network is our infrastructure that lets computers talk and interact with the Internet.



Network/Host/Application Layer – E-Commerce Portal Infrastructure (EPI)

- **Scalable** - EPI provides a scalable network infrastructure capable of supporting current and future e-commerce applications.
- **Self Healing** – If one device goes down, traffic is automatically routed to the next device.
- **Enhanced Security** – Improved Intrusion detection and prevention.



Network/Host/Application Layer – E-Commerce Portal Infrastructure (EPI)



Awards and Accolades

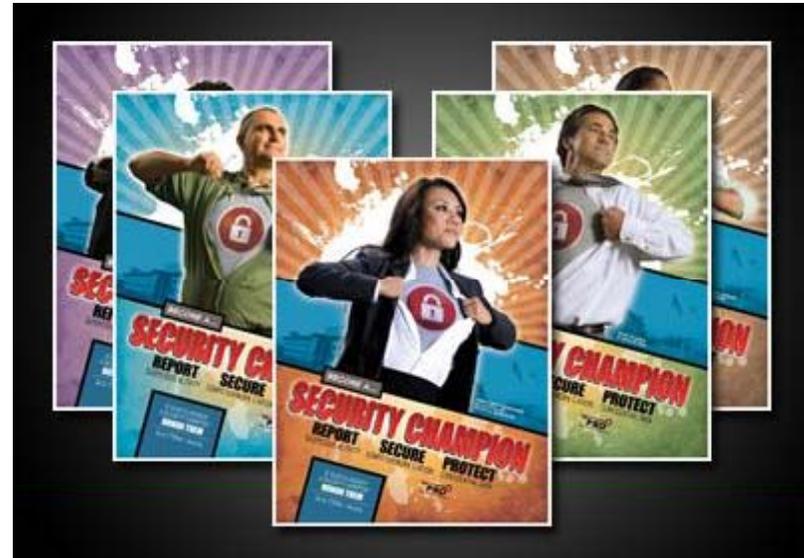
**2011 Best of California Award –
Most Innovative Use of
Technology**





People Layer – Security Champion Program

- 34 Nominations for 30 Staff
- Perpetual Plaque
- Annual Award with \$50 Gift Card donated by Security Managers





People Layer – Information Security Audits

- We take confidentiality of taxpayer data very seriously
- We educate, but verify by:
 - Performing routine and special audits of employee system activity
 - To help with education we developed a unique award winning poster campaign



UNAUTHORIZED ACCESS
BENEFIT #19:



Start your modeling career.



UNAUTHORIZED ACCESS: Unauthorized access occurs when an employee views confidential taxpayer information that they have no business reason to see. This includes looking at confidential information in FTB's systems/computers, or on another employee's desk, computer, in-basket or confidential destruct box.

PENALTIES: You could lose your job, be subject to fines of up to \$10,000 and even jail time of up to five years if you inappropriately access or disclose confidential taxpayer data. Last year, nearly 100 employees either lost their job, were suspended, demoted, or subject to other disciplinary action because they violated the rules regarding access, disclosure, or use of state property.

Pictured: Tanya Doll (Business Entities Section)

UNAUTHORIZED DISCLOSURE
BENEFIT #13:



Make new friends.



UNAUTHORIZED DISCLOSURE: Unauthorized disclosure occurs when an FTB employee knowingly and intentionally shares confidential information with an individual, entity or agency, in any manner, that is not authorized to obtain, view or use the information.

PENALTIES: You could lose your job, be subject to fines of up to \$10,000 and even jail time of up to five years if you inappropriately access or disclose confidential taxpayer data. Last year, nearly 100 employees either lost their job, were suspended, demoted, or subject to other disciplinary action because they violated the rules regarding access, disclosure, or use of state property.

Pictured: Herb Collins (Minuteman), Chris Beach (Administrative Services Division), Justin Anderson (Securities Liaison Section)



Policy & Procedures Layer – IRS Safeguard Audit

- Every 3 years
- Federal Tax Information: 450 million records each year
- Generate Over \$500 Million annually



Policy & Procedures Layer – IRS Safeguard Audit

Other States' Management, Operational and
Technical Policies Score:

Around 60%

FTB's Management, Operational and Technical
Policies Score:

The highest score they have ever given...



Policy & Procedures Layer – IRS Safeguard Audit

92.7%



State of California
Franchise Tax Board

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Thank You

