



# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

April 20, 2004

## GENERAL LETTER NO. 9-B-AP-1

ISSUED BY: Bureau of Collections,  
Division of Child Support, Case Management, and Refugee Services.

SUBJECT: Employees' Manual, Title 9, Chapter B, **GENERAL COMPUTER  
INFORMATION AND ICAR SECURITY APPENDIX**, Title page, new;  
Contents (page 1), new; pages 1 through 49, new; and the following forms:

470-2078 *Electronic Security Information*, new  
470-4061 *Notice of Internet Usage Policy*, new

### Summary

This appendix includes:

- ◆ A definition list for common computer terms,
- ◆ Lists of valid codes used in ICAR,
- ◆ An explanation of common function keys,
- ◆ A list of ICAR screens classified by security group,
- ◆ Forms used for security purposes, and
- ◆ A list of Iowa counties by name and number.

### Effective Date

Upon receipt.

### Material Superseded

None

### Additional Information

Refer questions about this general letter to your regional collections administrator.



# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

July 15, 2005

## GENERAL LETTER NO. 9-B-AP-2

ISSUED BY: Bureau of Collections,  
Division of Child Support, Case Management, and Refugee Services.

SUBJECT: Employees' Manual, Title 9, Chapter B, **GENERAL COMPUTER INFORMATION AND ICAR SECURITY APPENDIX**, Contents (page 1), revised; page 48, revised, and form 470-2078, *Electronic Security Information*, revised.

### Summary

This letter:

- ◆ Transmits a revision to form 470-2078, *Electronic Security Information*. The *Mainframe Authorization Request* has been revised to make IEVS a separate CICS transaction and to remove obsolete CICS transactions.
- ◆ Removes form 470-4061, *Notice of Internet Usage Policy*. This form is no longer used, since each employee must complete the form acknowledging receipt of the DHS Employee Handbook, which now includes the Internet Usage Policy (<http://dhsintra/Handbook/>).

### Effective Date

Upon receipt.

### Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter B, Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (p. 1)	April 20, 2004
470-2078	6/04
48, 49	April 20, 2004
470-4061	5/04

### Additional Information

Discard any remaining supplies of form 470-4061. Refer questions about this general letter to your regional collections administrator.



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

August 31, 2007

## GENERAL LETTER NO. 9-B-AP-3

ISSUED BY: Bureau of Collections, Division of Child Support Recovery, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter B, Appendix, **GENERAL COMPUTER INFORMATION AND ICAR SECURITY APPENDIX**, pages 33 and 34, revised.

### Summary

This chapter lists information regarding computer security and other general information about the child support computer system. Changes made include moving two computer screens from the security class 023 to security class 002.

### Effective Date

Immediately.

### Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter B, Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
33, 34	April 20, 2004

### Additional Information

Refer questions about this general letter to your regional collections administrator.



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

October 4, 2013

## GENERAL LETTER NO. 9-B-AP-4

ISSUED BY: Bureau of Network Support  
Division of Data Management

SUBJECT: Employees' Manual, Title 9, Chapter B, **GENERAL COMPUTER INFORMATION AND ICAR SECURITY APPENDIX**, form 470-2078, *Electronic Security Information*, revised.

### Summary

Chapter 9-B Appendix is revised to add the *ELIAS Security Access Request* to form 470-2078, *Electronic Security Information*. A checkbox has been added to grant permission to the ELIAS application on the form that authorizes network and mainframe access.

To request access to ELIAS, check the ELIAS box under "CHECK REQUESTS." A separate form, *ELIAS Security Access Request*, will appear when the required forms are generated. Select the applicable box on the *ELIAS Security Access Request* for the level of access needed.

### Effective Date

Immediately.

### Material Superseded

This material replaces Employees' Manual, Title 9, Chapter B, Appendix, form 470-2078, dated 7/05.

### Additional Information

Refer questions about this general letter to your regional collections administrator.



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

October 28, 2016

## GENERAL LETTER NO. 9-B-AP-5

ISSUED BY: Bureau of Child Support Recovery  
Division of Field Operations

SUBJECT: Employees' Manual, Title 9, Chapter B, **GENERAL COMPUTER INFORMATION AND ICAR SECURITY APPENDIX**, Title page, revised; Contents (page 1), revised; pages 1 through 48, revised; pages 49 through 54, new; and the following forms:

470-2078 *Electronic Security Information*, unchanged  
470-4068 *Network Share Request*, new

### Summary

Chapter 9-B-Appendix is revised to:

- ◆ Update the Computer Terms section to add new terms, remove outdated terms, and clarify existing terms.
- ◆ Update the ICAR Codes section to add new codes, remove obsolete terms, and clarify existing terms.
- ◆ Update the chart of available function keys used in ICAR in the Function Keys section.
- ◆ Add security groups to the Security Groups section.
- ◆ Add and move screens to the applicable classes in the Security Classes by Job/Title Function section.
- ◆ Clarify how to complete and submit form 470-2078, *Electronic Security Information*.
- ◆ Add form 470-4068, *Network Share Request*, and its instructions for completion.
- ◆ Update the CSRU Responsibility by County Number and Name section to show the correct office handling each county.
- ◆ Convert the entire chapter to reflect the Department's current manual format and for ease of use on line.

### Effective Date

Upon receipt.

**Material Superseded**

This material replaces the entire Chapter B Appendix from Employees' Manual, Title 9, which includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	April 20, 2004
Contents (page 1)	July 15, 2005
1-32	April 20, 2004
33, 34	August 31, 2007
35-42	April 20, 2004
470-2078	9/13
43-47	April 20, 2004
48	July 15, 2005

**Additional Information**

Refer questions about this general letter to your regional collections administrator.

June 28, 2019

**GENERAL LETTER NO. 9-B-AP-6**

ISSUED BY: Bureau of Child Support Recovery  
Division of Field Operations

SUBJECT: Employees' Manual, Title 9, Chapter B, **General Computer Information and ICAR Security Appendix**, Title page, revised; Contents (page 1), revised; pages 1 through 53, revised; and the following forms:

470-2078 *Electronic Security Information*, revised  
470-4068 *Network Share Request*, revised  
470-4069 *ICAR Database Request*, new

**Summary**

Chapter 9-B Appendix is revised to:

- ◆ Update computer terms.
- ◆ Update security groups on WORKER2 Screen.
- ◆ Update security classes.
- ◆ Update form 470-2078, *Electronic Security Information*, and its needed data elements.
- ◆ Add form 470-4069, *ICAR Database Request*, and its needed data elements.

**Effective Date**

Upon receipt.

**Material Superseded**

This material replaces the entire Chapter B Appendix, from Employees' Manual, Title 9, which includes the following:

<u>Page</u>	<u>Date</u>
Title page	October 28, 2016
Contents (page 1)	October 28, 2016
1-46	October 28, 2016
470-2078	9/13
47-51	October 28, 2016
470-4068	6/04
52-54	October 28, 2016

**Additional Information**

Refer questions about this general letter to your regional collections administrator.



October 21, 2022

**GENERAL LETTER NO. 9-B-AP-7**

ISSUED BY: Bureau of Collections  
Division of Child Support

SUBJECT: Employees' Manual, Title 9, Chapter B Appendix, **General Computer Information and ICAR Security Appendix**, Title Page, Contents I, I-46, revised; 47-53, removed.

**Summary**

This chapter is revised to

- Update Worker ID section to remove closed office locations
- Update Paid to Account section
- Update Security Groups on WORKER2 Screen section
- Update Title of Security Class 07
- Update the Distribution and Mainframe Access section for form 470-2078, *Electronic Security Information*
- Update the Distribution section for form 470-4068, *Network Share Request*
- Update CSRU Responsibility by County Number and Name section
- Update style and formatting throughout.

**Effective Date**

Upon receipt.

**Material Superseded**

Remove the following pages from Employees' Manual, Title 9, Chapter B Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	June 28, 2019
Contents I	June 28, 2019
I-46	June 28, 2019
47-53	June 28, 2019

**Additional Information**

Refer questions about this general letter to your regional collections administrator.

December 1, 2023

**GENERAL LETTER NO. 9-B-AP-8**

ISSUED BY: Bureau of Child Support Services  
Division of Community Access

SUBJECT: Employees' Manual, Title 9, Chapter B Appendix, **General Computer Information and ICAR Security Appendix**, Contents I, 1, 2, 7, 11, 13, 15 and 16, 20, 27, 29, 31 and 32, 40-42, 45 and 46, revised.

**Summary**

This chapter is revised to

- Update Child Support Recovery Unit (CSRU) to Child Support Services (CSS) where appropriate due to rebranding.
- Update references to DHS, changing them to HHS where appropriate due to name change.
- Update Case Closure codes as appropriate.
- Change PF keys to F keys where appropriate.
- Update forms due to name change:
  - 470-2078, *Electronic Security Information*
  - 470-4068, *Network Share Request*
  - 470-4069, *ICAR Database Request*

**Effective Date**

Upon receipt; form revisions effective November 1, 2023.

**Material Superseded**

Remove the following pages from Employees' Manual, Title 9, Chapter B Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
Contents I	October 21, 2022
1, 2, 7, 11, 13, 15 and 16, 20, 27, 29, 31 and 32, 40-42, 45 and 46	October 21, 2022
470-2078	02/18
470-4068	03/18
470-4069	02/18

**Additional Information**

Refer questions about this general letter to your regional collections administrator.