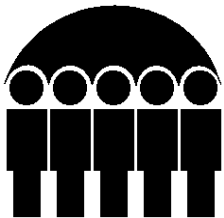


April 20, 2004

Employees' Manual
Title 9
Chapter B Appendix

**GENERAL COMPUTER
INFORMATION AND ICAR
SECURITY
APPENDIX**



Iowa
Department
of
Human Services

	<u>Page</u>
COMPUTER TERMS	1
ICAR CODES	13
CASE Screen Codes	13
Account Types	13
Case Closure	14
Status	15
Worker ID	15
CHILD Screen Paternity Establishment Codes (HOW Field).....	15
COURTORD Screen Court Order Type Codes	16
Fast Path Name (Short Screen Name)	16
ICSC Screen Codes.....	16
Good Cause	16
Noncooperation.....	17
Refer.....	17
Role	17
NARRDUP Screen Event Codes	18
OBLIG Screen Codes	25
Deviation By	25
Deviation Reason	26
Obligation Types.....	27
Obligation Frequencies	27
PAYHIST Screen Codes.....	27
Fund (Source of Money).....	27
Paid To Account	28
Process Codes	29
ICAR FUNCTION KEYS	30
SECURITY GROUPS	31
SECURITY CLASSES BY JOB TITLE/FUNCTION.....	32
470-2078, ELECTRONIC SECURITY INFORMATION.....	43
CSRU RESPONSIBILITY BY COUNTY NUMBER AND NAME	48

COMPUTER TERMS

“**ABEND**” is short for ABnormal ENDing. When ICAR cannot process the data given or request made, ICAR backs out of the program (stops processing) and alerts you with an ABEND message. Look for dialog numbers on the ABEND message screen. If the dialog numbers are D002 or D003, ICAR is overloaded with data. Clear the screen with the appropriate keystroke and re-enter your data. Example:

You get the following ABEND message:

“PREVIOUS TASK ABENDED WITH ABEND CODE D002 AND MESSAGE CODE 244003”

To resolve this message, press the “PAUSE/BREAK” or “CLEAR” key. The ICAR screen that abended should re-display.

If other status messages display, immediately print the screen (use the PRINT SCREEN key) and call the DHS Help Desk at (515) 281-4694 or 800-922-8905. When you receive a time-out ABEND of D002 or D003 on every screen, contact the DHS Help Desk.

“**Abort**” means that the system has stopped all processing and will not allow further access until the problem is solved. An “abort” message is more serious than an ABEND message. (See **ABEND** description.) An ABEND means that the situation is temporary and you can access the information simply by re-entering it again.

Always call the DHS Help Desk if you receive an ABORT message. **Note:** Print the screen before you clear it. (Use the PRINT SCREEN key.)

“**Add**” means to use the F2 key in ICAR to add a new screen to continue processing a case.

“**Application (program)**” means a program or group of programs (a set of instructions for the computer to carry out) designed for users to complete a specific task or tasks. ICAR is an application that helps you carry out your job. Applications (also called “end-user programs”) available to CSRU staff include:

- ◆ Mainframe applications, such as ICAR, ABC, FACS, ICSC.
- ◆ PC applications, such as word processing and spreadsheets.

“Batch program” means a program that ICAR uses to collect and process all the data entered by all users for a specific period (usually daily, weekly, or monthly) at a regular time (at night or on weekends). This is different from on-line programs that process data at the time you enter it.

Batch processing is most often used for processing large amounts of similar data. Batch processing allows for quicker on-line processing and response time, because the batch programs run at a different time than on-line programs. Just as with on-line programs, results of these programs affect your cases, since they are used for location, state and federal tax offset, REFER, and other processes.

“Boot” means to start a computer system. A “cold boot” occurs when you turn the computer on from an off position. A “warm boot” occurs when you restart or reset your computer while it is already on. You may restart or reset your computer by clicking the START button, clicking the SHUTDOWN... menu item, clicking RESTART THE COMPUTER? and clicking YES. Some PCs allow a “warm boot” by pressing a “reset” button.

“Broadcast message” means a message that is sent over CICS to a select group of users (such as CSRU or IM staff). Access these messages by typing “MSGs.” on a blank CICS screen.

“Bug” means a mistake in a computer program that prevents it from working.

“Byte” is an abbreviation for binary term, a unit of storage capable of holding a single typed character.

“Calendar flag” means a message stored within ICAR that aids you in monitoring the progress of a case through a specific process. ICAR issues and prioritizes calendar flags to ensure that the Unit meets federally mandated time frames for specific actions. ICAR issues a calendar flag to notify you of the next step in processing a case. Calendar flags can be system-generated or worker-generated.

“Case number” for child support purposes, means the number ICAR assigns for each CSRU case.

“**CATS**” means the Case Aging and Tracking System within ICAR. CATS consists of multiple location, establishment and enforcement modules, that do the following:

- ◆ Automatically schedule your case activities by generating calendar flags.
- ◆ Automatically document all actions you take in a case by creating narratives.
- ◆ Automatically generate complete or partial customer status letters.
- ◆ Generate most forms used in child support.
- ◆ Records all fees charged by the state, enabling you to generate bills to the appropriate parties.
- ◆ Record the information necessary for federal reports.

“**CD-ROM**” means “compact disc-read-only memory.” A CD-ROM is type of optical disk capable of storing large amounts of data.

“**Change/update/modify**” means to use the F3 key in ICAR to modify existing screen information in a field by correcting information.

“**CICS**” means Customer Information Control System. CICS is a mainframe application programmers use to create mainframe screens. ICAR uses CICS screens to allow you to interact with the mainframe and store all your actions.

“**Click**” means to press and release the left mouse button once.

“**CPU**” means central processing unit. The CPU is the piece of hardware inside your PC “box” that is the brains of the computer. Usually, the whole “box” is referred to as the CPU. The CPU is also known as the processor.

“**CSENet**” means Child Support Enforcement Network. The federal Office of Child Support Enforcement created CSENet to provide each state’s child support program the ability to send and receive other states’ child support case information electronically.

“**Cursor**” means a special symbol that signifies where the next character displays on your computer screen. The cursor is usually a solid rectangle, a blinking underline character, or a vertical line. It may also appear as a small arrow, called a pointer. (The terms “cursor” and “pointer” are often used interchangeably.)

“**CSU/DSU**” means channel service unit/data service unit. The CSU connects a terminal to a digital line. The DSU performs protective and diagnostic functions for a telecommunications (telephone) line. Typically, the two devices are packaged as a single unit. You can think of it as a very high-powered and expensive modem.

“**Database**” means a collection of information from which a computer program, such as ICAR, can quickly select desired pieces of data. A database is like an electronic filing system.

“**Data element**” means one specific piece of information you can enter into a field on an ICAR screen. A data element may be letters, numbers, or a combination of both. Examples include a social security number, a name, an address, or a date of birth.

“**Dead day**” means an eight-hour period set aside each month (usually the first work day of a month) when staff do not enter data on ICAR because the month-end batch programs run.

“**DELETE key**” is a key used to remove characters and other objects, usually under the screen cursor or the currently highlighted text or object. (Often abbreviated as DEL.)

“**Delete**” means to use the F4 key in ICAR to eliminate all information on a screen.

“**Desktop**” means pictures, called icons, that show files, folders, applications, and various types of documents. In Windows®, your desktop displays on your PC monitor after you log on. You can arrange the icons on the desktop just as you can arrange real objects on a real desktop – moving them around, putting one on top of another, reshuffling them, and throwing them away.

“**DHS Enterprise Network (DHS/EN)**” means the system DHS computer users are linked in that allows interaction between personal computers and the mainframe computer in a variety of configurations and applications.

“**DHS On-line**” means the Iowa DHS policy manual on the Internet. Users may access policy information from their workstation. The public may also access the DHS policy manual. Existing paper manual chapters are being converted to this format.

“Dialog box” means a box that appears on a screen to present information or request input. Typically, dialog boxes are temporary – they disappear once you have entered the requested information. Example: A confirmation dialog box asks you to confirm or cancel an action before it is performed. Click one of the available buttons to inform the computer about your decision.

“Domain” means a group of computers and devices, such as printers, on a network that are administered as a unit with common rules and procedures. Child support employees use the DHS Enterprise Network domain.

“Double-click” means to press and release the left mouse button two times in rapid succession.

“Drop-down list” means an expanded list of choices that display in a dialog box or on a toolbar when you click the down arrow symbol.

“Emulation” means the ability of a program or device to imitate another program or device. Your ICAR access is through a software package that enables your PC to emulate (or imitate) the type of mainframe terminal formerly used to log on to ICAR.

“ENTER/RETURN key” means the key used to complete a command. (On some keyboards, this is called the RETURN key.)

“Ethernet” means an IBM product for electronically connecting several personal computers into a local area network (LAN).

“FACS” means the Family and Children Services System. FACS is a DHS mainframe information system that combines data about a number of related services to families and children. This system refers cases to ICAR for foster care recovery activity.

“Fast path name (short screen name)” means the abbreviated name of an ICAR screen. Type the “fast path name” in the next screen field and press the ENTER key to go directly to that ICAR screen, such as OBLIG for the obligation screen.

“FIPS” means federal information processing standard. A FIPS code is special code assigned to each county in the United States so that records of the payments collected by and for each locale can be used to calculate the amount of the incentive payment.

“Field” means a specific place on a computer screen where you add, view, change, or delete one data element. (“Field” can also refer to child support field offices, outside of central office, which carry out the IV-D program case activities.)

“Firewall” means a system designed to prevent unauthorized access to or from a private network, such as the DHS Enterprise Network. Firewalls can be implemented in either hardware or software, or a combination of both. Firewalls are frequently used to prevent unauthorized Internet users from accessing private networks connected to the Internet, especially Intranets.

“Folder” or **“directory”** means a special kind of file used to organize other files. Directories contain bookkeeping information about files beneath them. You can think of a directory as a folder or cabinet that contains files and perhaps other folders. Many programs use the term “folder” instead of “directory.”

“Form” means a document used for location, establishment, or enforcement. You generate most forms from ICAR.

“Function keys” means the F (formerly PF) keys and other special-purpose keys used to perform various tasks on the computer, such as add, delete, inquire, page forward, page backward, etc.

Note: The function key labels on the keyboard vary depending on the equipment used (i.e., some keyboards use “Shift + an F key” to perform specific tasks). Refer to the **ICAR FUNCTION KEYS** section for detailed information on function keys and tasks performed.

“Hardware” means computer related objects that you can actually touch, like a disk, a mouse, a monitor, a keyboard, or a printer.

“Hub” means a common connection point for devices in a network. Hubs are commonly used to connect parts of a local area network (LAN).

“Help text” means text available either at the screen level or field level. To access the help text for a screen, place the cursor in the upper left corner of the screen and press F1. If help text exists for the screen, ICAR displays a box with information to explain the process or screen you are viewing. If help text does not exist, a blank box appears on your screen.

To access the help text for a field, place the cursor in the first space behind the field and press F1. Help text can exist for any field, including fields you may not be able to make entries in. If help text exists for the field, ICAR displays an explanation of all entries that can be made to the field and the appropriate manual reference, if available. If help text does not exist for the field, ICAR displays a box with the message: "HELP TEXT IS UNAVAILABLE FOR THIS CURSOR SELECTION."

Help text for a field displays in the lower half of the screen when the field you selected help text for is in the upper half of the ICAR screen. Help text for a field displays in the upper half of the screen when the field you selected help text for is in the lower half of the ICAR screen.

"IABC" means the Automated Benefit Calculation System. Income Maintenance staff use this computer system to issue benefits for the FIP (public assistance), Medicaid, and Food Assistance programs.

"ICAR" means the Iowa Collection and Reporting System. ICAR is the computer system that provides data processing support to the Unit.

"ICAR main menu" means the list of screens available in ICAR. To access this menu, type ICAR on an appropriate screen after logging on to CICS and press the ENTER or RETURN key.

"ICER" means the Iowa Centralized Employee Registry. Federal and state law require Iowa employers to report newly hired employees to the state within two weeks of hire. ICER is the computer system for the entry of this information.

"Icon" means a picture or graphic representation of an object such as a program, folder, document, disk drive, or server.

"ICSC" means the Iowa Child Support Case Number screen. This screen links the ABC and FACS system and ICAR.

"Imaging" means the storage of case documents as electronic pictures for historical and research purposes.

"Interface" means a way for two computer systems or humans and computers to communicate with each other, such as with a keyboard or a mouse.

“Internet” means a global network connecting millions of computers. More than 100 countries are linked into exchanges of data, news and opinions.

“Intranet” means a network based on Internet standards belonging to an organization, and accessible only by the organization’s members, employees, or others with authorization. An intranet’s web sites look and act just like any other web sites, but a firewall surrounding an intranet fends off unauthorized access. Like the Internet itself, intranets are used to share information.

“ITE” means the Information Technology Enterprise. This unit, formerly the Information Technology Division, is part of Iowa’s Department of Administrative Services. ITE operates the state’s mainframe computer and all its associated resources.

“LAN” means local area network. A local area network links computers that are geographically close together, for example, in the same building.

“Log on” or **“sign on”** means the use of your user ID and password in combination to gain access to the computer system.

“Log off” or **“sign off”** means a command used to terminate a session with the computer system. For example, on the appropriate mainframe screen, type “LOGOFF.” You are then disconnected from the system.

“Mainframe computer” means a large, multipurpose computer. The mainframe is designed to serve many users and perform many functions simultaneously. Iowa’s mainframe computer is located in Des Moines.

“Menu” means a list of application choices that a user may select from to add, review, update, or delete information.

“Monitor” means the portion of your workstation that contains the computer screen that display your desktop and applications.

“Monitoring” means a set of tracking mechanisms in ICAR that record the outcomes of work activities.

“Mouse” means a device that controls the movement of the cursor or pointer on a screen. A mouse is a small object you can roll along a hard, flat surface. As you move the mouse, the pointer on the display screen moves in the same direction.

A mouse has at least one button and sometimes as many as three. The buttons may have different functions depending on what application is running. Your mouse may also have a scroll wheel for scrolling through long documents.

“Narrative,” in ICAR, means both automated and worker-entered documentation of actions taken in processing a child support case.

“Network” means a group of two or more computer systems linked together. The DHS Enterprise Network uses many types of computer networks, including:

- ◆ Local-area networks (LANs): The computers geographically close together.
- ◆ Wide-area networks (WANs): The computers are farther apart and are connected by telephone lines or radio waves.

“On-line” means when most data is added, updated, or deleted, it is immediately processed and used to update all related information in the system. This provides you with automatic feedback of your entries. ICAR is an on-line system. On-line processing is used whenever possible without adversely affecting ICAR response times.

“Page backward” means to use a function key (F7 in ICAR) to scroll back to the previous screen when multiple screens of information exist.

“Page forward” means to use a function key (F8 in ICAR) to scroll forward to the next screen when multiple screens of information exist.

“Password” means a secret sequence of characters used to authenticate a worker’s identity, usually during a logon process. Chosen by you, your personal password provides you access to ICAR. For system security, do NOT share your password with anyone.

“PC” means personal computer. A PC is a small computer designed primarily to serve as a single-user workstation. A PC consists of a central processing unit, a monitor, a keyboard, and a mouse.

“**PCC**” means personal computer coordinator, the worker designated in your office to be the liaison with the DHS Network LAN administrators, security administrator, and DHS Help Desk technical staff. You can call on your PCC to solve technical PC, printer, and server difficulties.

“**Program**” means a set of instructions the computer uses to carry out a specific task or tasks. Applications (also called “end-user programs”) available to staff include mainframe applications such as ICAR, ABC, FACS, ICSC, and PC applications such as word processing and spreadsheets.

“**PIEX**” means the Public Information Exchange. PIEX is a system of computer interfaces that allows workers to access location information on child support cases.

“**RACF**” means Remote Access Control Facility, a mainframe security system used by the DHS Enterprise Network.

“**Refer**” means the interface through which IM and CSRU staff share related case information.

The Refer Process						CASEMTC
ABC	↔ -- ↔	ICSC	↔ -- ↔	ICAR	↔ -- ↔	REFER2
				↑ ↓		REFER3
ICAR NUMBER						
Exchange of information between the ABC system and ICAR after cases are linked.						

“**Refresh**” means to use the F9 key to clear input fields on an ICAR screen. You usually use this function when adding multiple records on the same screen.

“**Response time**” means the amount of time an application takes to process an action.

“**Router**” means a device that connects any number of local area networks.

“**Screen**” means a display of data stored in the records on the mainframe and the field names (labels) for the data. Screens do not store data. You can enter data in blank fields on a screen. ICAR contains over 150 screens.

“**Screen message**” means a statement at the bottom of a screen that provides you guidance as you work. Messages tell you a variety of things based upon the information on the screen and the steps you are attempting to complete, such as:

- ◆ What to do to get started on a screen.
- ◆ When you have made a data entry error.
- ◆ What is the next step you need to take to complete an action.
- ◆ That you have completed an action.
- ◆ That information is not available.

“**Scroll**” means to move back and forth between multiple pages on a single screen.

“**Server**” means a computer that stores files and programs, manages networks, provides file security and integrity, and connects PC workstations together through a local-area network (LAN) and the wide area network (WAN).

“**Share**” means a folder or directory on the local-area network where you can store files, such as documents and spreadsheets. Two types of shares include:

- ◆ Individual share: A share for individual use only, that no other user can access.
- ◆ Group share: A share that only users within the group have access to. However, the users in that group may have different rights or permissions, such as read-only or full control. The share leader determines who has access and their permissions.

“**Software**” means programs (instructions) that the computer uses to store, organize, and control information as directed by the user and software. Books provide a useful analogy for software and hardware. The pages and the ink are the hardware, while the words, sentences, paragraphs, and the overall meaning are the software.

“**Status**” means a system-generated or worker-generated document in ICAR that is issued to an obligor, an obligee, or another interested party, such as an attorney or the IV-D agency of another state, to advise the person of actions taken on a case. You can also use a status to request information from those entities.

“**Subscreen**,” in ICAR, means a screen that can be accessed only through a specific screen.

“**Throughput**” means the amount of data transferred from one place to another or processed in a specified amount of time.

“**Time out**” means the automatic termination of user activity with the mainframe computer. If you take no action within a preprogrammed amount of time (such as using the ENTER or F key), controls within the mainframe computer automatically terminate your session with an application (e.g. ICAR, ABC, etc.). To re-access the system, you must log on again.

“**Toolbar**” means a collection of icons that represent tools or actions used in an application.

“**Update**” means to use the F3 key to modify or change existing information on an ICAR screen.

“**UPS**” means uninterruptible power supply, which is a back-up power supply source, such as a generator or special battery, used to protect critical electrical devices connected to a network, such as the mainframe and servers.

“**User**” means an individual who uses a computer. Also known as an “end user.”

“**User ID**” means the number the Iowa Technology Enterprise assigns to you for accessing CICS.

“**Valid entry**” for a field means an entry accepted by ICAR for that field. Some entries can only be numeric, others only alphabetical, and others can be combinations. Further, some entries are constrained by the number of spaces allowed or by specific case conditions. Refer to the applicable manual chapter to determine the valid entry for a field.

“**WAN**” means wide-area network, which is a computer network that spans a relatively large geographical area. Typically, a WAN consists of two or more local-area networks (LANs).

“**Window**” means an enclosed rectangular area on the screen in which an application displays.

“**Windows 2000®**” means the current version of the Microsoft Windows operating system that the DHS Enterprise Network uses on its workstations.

“**Windows NT® (New Technology)**” means one of the versions of the Microsoft Windows operating system. The DHS Enterprise Network uses Windows NT 4.0 software on its servers.

“**Worker ID**” means the number that the Iowa Child Support Recovery Program assigns to each employee to identify the person and the person’s work in ICAR. Your worker ID is usually four characters long, the first three letters representing your office followed by one randomly assigned letter or number. See also **CASE Screen Codes: Worker ID**.

“**Workstation**” for DHS, means any PC connected to a local-area network.

ICAR CODES

In child support, it is often necessary to write information in a small ICAR space. Thus, the Unit uses abbreviations or codes. Codes compress important data into smaller units for viewing and for saving ICAR storage space. Common coded data elements allow a simple exchange of data between various worker processes and save space in documenting case actions. (The Unit must pay for each data element stored in the state of Iowa mainframe.)

Codes represent important information in a few letters or numbers to simplify data entry and programming for staff. Codes are often the “data elements” programmers identify for monitoring and processing cases. Codes allow more options for staff and management to monitor processes, analyze data, and report progress or roadblocks in the ongoing process improvement quest.

Proper codes provide consistency in recording information. The following sections detail valid codes for:

- ◆ CASE screen fields
- ◆ CHILD screen HOW field
- ◆ COURTORD screen court order type field
- ◆ Fast path screen names
- ◆ ISCS screen fields
- ◆ NARRDUP screen events
- ◆ OBLIG screen fields
- ◆ PAYHIST screen fields
- ◆ Processes

CASE Screen Codes

Account Types

- 11 FIP (public assistance)
- 12 NPA (non-public assistance)
- 14 Interstate ADC (incoming referral)
- 15 Interstate NPA (incoming referral)
- 17 Non-IV-D
- 18 Medicaid only (public assistance)
- 19 Interstate Medicaid only (public assistance)

Case Closure

Note: These explanations are abbreviated. Refer to closure process for details.

AGEL*	Age limitation for establishing paternity
CITZ	Obligor is citizen of another country
CONT	Contact attempts unsuccessful
COOP	Obligee's failure to cooperate
COOP1	Check for application fee returned for insufficient funds
COOP2	Deceased obligee
COOP3	Interstate noncooperation
DECD	Deceased obligor or alleged father
DISA	Disabled obligor; no support potential
EROR+	Case opened in error
EXCL	Excluded putative father
GOOD	Good cause is verified and the Unit should not pursue the case
INST	NCP resides in an institution and is unable to pay support
ICITZ	The Unit is waiting for reciprocity with the country where the NCP resides
IGOOD	Good cause has been granted. The Unit will close the case in three years
LOCA*	Location of obligor unknown for 3 years
LOCA1*	Location of obligor unknown for 1 year; automated sources unavailable
LOCS#	Location only services provided
NCIN	Not in child's best interest
NOFC#	Child no longer in foster care
NOID	No alleged father can be named
NSOR*	No support order, not paid
NSOR1*	No current support order and no payments in 3 years
NSOR2	No support order established; establishment not prohibited by state law
PRSN	Obligor in prison
REQU	Requested termination of services
REQU1	Request by obligee and obligor deceased
*	System initiated
#	Restricted use
+	Use for duplicate cases

Status

A Active D Deleted I Inactive
C Closed H Holding

Worker ID

A	Decorah CSRU	L	Carroll CSRU
B	Mason City CSRU	M	Council Bluffs CSRU
C	Spencer CSRU	N	Creston CSRU
D	Sioux City CSRU	O	Ottumwa CSRU
E	Fort Dodge CSRU	P	Burlington CSRU
F	Marshalltown CSRU	Q	Cedar Rapids CSRU
G	Waterloo CSRU	S	Clinton CSRU
H	Dubuque CSRU	Y	Des Moines - Enforcement
I	Davenport CSRU	Cen	Central office
J	Linn Friend of Court	AFC/	
K	Des Moines CSRU	PLD	Foster Care Recovery

CHILD Screen Paternity Establishment Codes (HOW Field)

AD	Adoption	OC	Open court
AO	Administrative order	OS	Out of state, IV-D case
CO	Court order, IV-D	OT	Other
JR	Judicial review from administrative process	PA	Paternity affidavit
MA	Marriage	PI	Out-of-state through a paternity affidavit
MC	Married at time of conception	PO	Court order, private action
MO	Maternity	PS	Out-of-state, private action

COURTORD Screen Court Order Type Codes

AF	Administrative order for foster care
AO	Administrative order
AP	Administrative paternity order
DM	Divorce decree/dissolution/temporary order
JO	Juvenile order (foster care only)
JP	Judicial review of administrative paternity order
JR	Judicial review of administrative support order (non-paternity)
ON	No order established (paternity is not an issue)
OP	No order established (paternity is an issue)
RO	Out-of-state order registered in Iowa
UN	URESAs Order (non-paternity order)
UP	URESAs or Chapter 600B paternity order
VP	Voluntary placement agreement (foster care only)

Fast Path Name (Short Screen Name)

The fast path name is the abbreviated name of an ICAR screen. Type the fast path name in the NEXT SCREEN field and press ENTER to go directly to that ICAR screen. Refer to **SECURITY CLASSES BY JOB TITLE/FUNCTION** for a complete list of fast path names and screen descriptions.

ICSC Screen Codes

Good Cause

CSRUs entries:

R Referral made to IM for good cause determination

IM responses:

- A Agency and client (good cause granted, CSRUs is not to proceed with further action)
- C Client only (good cause granted, but CSRUs can proceed with further action)
- D Denied claim
- P Pending decision
- N No claim (default)

Noncooperation

CSRU entries:

- R Referral made to IM for client noncooperation
- O Client is cooperating with child support
- S Suppress calendar flags (when needs are removed only)

IM responses:

- 1 Noncooperation with IM (obsolete)
- 2 Noncooperation with CSRU (obsolete)
- 3 Noncooperation with IM; needs removed (obsolete)
- 4 Payee not cooperating with CSRU; grant reduced by 25%
- 5 Decision pending (obsolete)
- 6 Payee not cooperating; 25% grant reduction current month
- 7 Payee cooperating; 25% grant reduction removed as of next calendar month
- I Payee not cooperating with referring state

Refer

(Screen used by IM workers)

- Y Yes, referral made
- N No, referral not made

Role

- A Natural/adoptive parent
- B Stepparent
- C Caretaker (non-parental)
- G Minor parent (living with parent or caretaker)
- I Foster child
- J Child

Note: A, B, and C are adult codes. G, I, and J are child codes.

NARRDUP Screen Event Codes

Use the event codes on the NARRDUP screen to create preformatted narrative entries to identify telephone calls, visits, and other non-automated actions. This process streamlines, standardizes, and records non-automated narrative entries in the case record.

1. Complete the PROC (process code) field.
2. Complete the EVENT TYPE field.
3. Complete the FROM field.
4. Complete the TO field.
5. Press ENTER.

ICAR displays the system-generated narrative on the first line of the field. The following chart lists the valid combination for the EVENT TYPE, FROM, and TO fields and displays the system-generated narrative message for each valid combination.

*WKID = Your worker ID

Event Type	From	To	Narrative
CALL	AP	WKID*	The obligor called
CALL	WKID	AP	Called the obligor
CALL	CP	WKID	The obligee called
CALL	WKID	CP	Called the obligee
CALL	CT	WKID	The caretaker called
CALL	WKID	CT	Called the caretaker
CALL	AF	WKID	The alleged father called
CALL	WKID	AF	Called the alleged father
CALL	APAT	WKID	The obligor's attorney called
CALL	WKID	APAT	Called the obligor's attorney
CALL	CPAT	WKID	The obligee's attorney called
CALL	WKID	CPAT	Called the obligee's attorney
CALL	AFAT	WKID	The alleged father's attorney called
CALL	WKID	AFAT	Called the alleged father's attorney
CALL	EMP	WKID	The employer called
CALL	WKID	EMP	Called the employer

Event Type	From	To	Narrative
CALL	COC	WKID	The clerk of court called
CALL	WKID	COC	Called the clerk of court
CALL	Lmw	WKID	The income maintenance worker called
CALL	WKID	IMW	Called the income maintenance worker
CALL	TPL	WKID	A third party liability worker called
CALL	WKID	TPL	Called a third party liability worker
CALL	FC	WKID	The foster care worker called
CALL	WKID	FC	Called the foster care worker
CALL	OUT	WKID	An out of state agency worker called
CALL	WKID	OUT	Called an out of state agency worker
CALL	HI	WKID	A health insurance worker called
CALL	WKID	HI	Called a health insurance worker
CALL	LAW	WKID	A law enforcement officer called
CALL	WKID	LAW	Called a law enforcement officer
CALL	REAL	WKID	A real estate agent called
CALL	WKID	REAL	Called a real estate agent
CALL	WKID	WKID	CSRU worker called a CSRU worker in another office
CALL	EPICS	FI	EPICS called financial institution
CALL	FI	WKID	Financial institution called
CALL	FI	EPICS	Financial institution called EPICS
CALL	UNION	WKID	Received call from union
CALL	WKID	FI	Called financial institution
CALL	WKID	UNION	Called union
CALL	APOT	SCSU	Received call from obligor
CALL	CPOT	SCSU	Received call from obligee
COMP	AP	WKID	Obligor requests a computation
COMP	WKID	AP	Sent computation to the obligor
COMP	CP	WKID	Obligee requests a computation
COMP	WKID	CP	Sent computation to the obligee
EMAIL	EMP	EPICS	EPICS received email from employer
EMAIL	EMP	WKID	Received email from employer
EMAIL	EPICS	EMP	EPICS sent email to employer
EMAIL	FI	WKID	Received email from financial institution
EMAIL	HI	WKID	Received email from health insurance company

Event Type	From	To	Narrative
EMAIL	WKID	EMP	Sent email to employer
EMAIL	WKID	FI	Sent email to financial institution
EMAIL	WKID	HI	Sent email to health insurance company
EMAIL	SCSU	CSRU	Sent e-note to CSRU
EMAIL	SCSU	FC	Sent e-note to FCRU
EMAIL	SCSU	CSC	Sent e-note to CSC
EMAIL	CSRU	FC	Sent e-note to FCRU
EMAIL	CSRU	CSC	Sent e-note to CSC
EMAIL	CSRU	SCSU	Sent e-note to SCSU
EMAIL	FC	CSRU	Sent e-note to CSRU
EMAIL	FC	CSC	Sent e-note to CSC
EMAIL	FC	SCSU	Sent e-note to SCSU
EMAIL	FC	IN	Sent e-note to in-state agency
EMAIL	AP	SCSU	Received e-note from obligor
EMAIL	CP	SCSU	Received e-note from obligee
EMAIL	CT	SCSU	Received e-note from caretaker
EMAIL	AF	SCSU	Received e-note from alleged father
EMAIL	APAT	SCSU	Received e-note from obligor's attorney
EMAIL	CPAT	SCSU	Received e-note from obligee's attorney
EMAIL	AFAT	SCSU	Received e-note from alleged father's attorney
EMAIL	IMW	CSRU	Receive e-note from income maintenance worker
FAX	FC	AP	Sent fax to obligor
FAX	FC	CP	Sent fax to obligee
FAX	FC	CT	Sent fax to caretaker
FAX	FC	APAT	Sent fax to obligor's attorney
FAX	FC	CPAT	Sent fax to obligee's attorney
FAX	FC	EMP	Sent fax to employer
FAX	FC	COC	Sent fax to clerk of court
FAX	FC	EDUC	Sent fax to educational institution
FAX	FC	HOUS	Sent fax to housing assistance
FAX	FC	QC	Sent fax to Quality Control
FAX	FC	LAW	Sent fax to law enforcement agency
FAX	FC	HI	Sent fax to health insurance company
FAX	FC	OUT	Sent fax to out-of-state agency

Event Type	From	To	Narrative
FAX	FC	IN	Sent fax to in-state agency
FAX	FC	CSRU	Sent fax to foster care
FAX	FC	CSC	Sent fax to CSC
FAX	FC	TPL	Sent fax to third party liability
FAX	FC	IMW	Sent fax to income maintenance worker
FAX	CSRU	REAL	Sent fax to real estate agent
FAX	AP	CSRU	Received fax from obligor
FAX	CP	CSRU	Received fax from obligee
FAX	CT	CSRU	Received fax from caretaker
FAX	APAT	CSRU	Received fax from obligor's attorney
FAX	CPAT	CSRU	Received fax from obligee's attorney
FAX	EMP	CSRU	Received fax from employer
FAX	COC	CSRU	Received fax from clerk of court
FAX	EDUC	CSRU	Received fax from educational institution
FAX	HOUS	CSRU	Received fax from housing assistance
FAX	QC	CSRU	Received fax from Quality Control
FAX	LAW	CSRU	Received fax from law enforcement agency
FAX	HI	CSRU	Received fax from health insurance company
FAX	OUT	CSRU	Received fax from out-of-state agency
FAX	IN	CSRU	Received fax from in-state agency
FAX	FC	CSRU	Received fax from foster care
FAX	CSC	CSRU	Received fax from CSC
FAX	TPL	CSRU	Received fax from third party liability
FAX	IMW	CSRU	Received fax from income maintenance worker
FAX	REAL	CSRU	Received fax from real estate agent
FAX	APOT	CSRU	Received fax from obligor's...
FAX	CPOT	CSRU	Received fax from obligee's...
FAX	CT	FC	Received fax from caretaker
FAX	APAT	FC	Received fax from obligor's attorney
FAX	CPAT	FC	Received fax from obligee's attorney
FAX	AF	FC	Received fax from alleged father
FAX	AFAT	FC	
FAX	EMP	FC	Received fax from employer
FAX	COC	FC	Received fax from clerk of court

Event Type	From	To	Narrative
FAX	EDUC	FC	Received fax from educational institution
FAX	HOUS	FC	Received fax from housing assistance
FAX	QC	FC	Received fax from Quality Control
FAX	LAW	FC	Received fax from law enforcement agency
FAX	HI	FC	Received fax from health insurance company
FAX	OUT	FC	Received fax from out-of-state agency
FAX	IN	FC	Received fax from in-state agency
FAX	CSRU	FC	Received fax from CSRU
FAX	CSC	FC	Received fax from CSC
FAX	TPL	FC	Received fax from third party liability
FAX	IMW	FC	Received fax from income maintenance worker
FAX	REAL	FC	Received fax from real estate agent
FAX	AP	FC	Received fax from obligor
FAX	CP	FC	Received fax from obligee
FAX	AP	SCSU	Received fax from obligor
FAX	CP	SCSU	Received fax from obligee
FAX	CT	SCSU	Received fax from caretaker
FAX	AF	SCSU	Received fax from alleged father
FAX	APAT	SCSU	Received fax from obligor's attorney
FAX	CPAT	SCSU	Received fax from obligee's attorney
FAX	AFAT	SCSU	Received fax from alleged father's attorney
FAX	APOT	SCSU	Received fax from obligor's...
FAX	CPOT	SCSU	Received fax from obligee's...
FAX	EMP	SCSU	Received fax from employer
FAX	EMP	CSC	Received fax from employer
FAX	REAL	SCSU	Received fax from real estate agent
FAX	SCSU	REAL	Sent fax to real estate agent
FAX	SCSU	AP	Sent fax to obligor
FAX	SCSU	CP	Sent fax to obligee
FAX	SCSU	CT	Sent fax to caretaker
FAX	SCSU	AF	Sent fax to alleged father
FAX	SCSU	APAT	Sent fax to obligor's attorney
FAX	SCSU	CPAT	Sent fax to obligee's attorney
FAX	SCSU	AFAT	Sent fax to alleged father's attorney

Event Type	From	To	Narrative
FORM	QC	WKID	Received a form from quality control
FORM	WKID	QC	Returned a completed form to quality control
FORM	HOUS	WKID	Received a form for housing assistance
FORM	WKID	HOUS	Returned a completed form for housing assistance
FORM	AP	WKID	Obligor requests review and adjustment forms
FORM	WKID	AP	Sent review and adjustment forms to obligor
FORM	CP	WKID	Obligee requests review and adjustment forms
FORM	WKID	CP	Sent review and adjustment forms to obligee
FORM	COC	WKID	215.1 notice received
HRG	WKID		Hearing was...
MAIL	AP	WKID	Received a letter from the obligor
MAIL	CP	WKID	Received a letter from the obligee
MAIL	CT	WKID	Received a letter from the caretaker
MAIL	AF	WKID	Received a letter from the alleged father
MAIL	APAT	WKID	Received a letter from the obligor's attorney
MAIL	CPAT	WKID	Received a letter from the obligee's attorney
MAIL	AFAT	WKID	Received a letter from the alleged father's attorney
MAIL	OUT	WKID	Received a letter from an out of state agency
MAIL	WKID	OUT	Sent a letter to an out of state agency
MAIL	IN	WKID	Received a letter from an in state agency
MAIL	WKID	IN	Sent a letter to an in state agency
MAIL	HI	WKID	Received a letter from a health insurance company
MAIL	WKID	HI	Sent a letter to a health insurance company
MAIL	IMW	WKID	Received a letter from the income maintenance worker
MAIL	WKID	IMW	Sent a letter to the income maintenance worker
MAIL	LAW	WKID	Received a letter from a law enforcement agency
MAIL	WKID	LAW	Sent a letter to a law enforcement agency
MAIL	COC	WKID	Received a letter from the clerk of court
MAIL	WKID	COC	Sent a letter to the clerk of court
MAIL	EDUC	WKID	Received a letter from educational institution
MAIL	WKID	EDUC	Sent a letter to an educational institution

Event Type	From	To	Narrative
MAIL	POST	WKID	Received return mail from post office
MAIL	UNION	WKID	Received mail from union
MAIL	WKID	UNION	Sent letter to union
MAIL	APOT	CSRU	Received letter from obligor's...
MAIL	CPOT	CSRU	Received letter from obligee's...
MAIL	CSRU	APOT	Sent letter to obligor's...
MAIL	CSRU	CPOT	Sent letter to obligee's...
MAIL	APOT	FC	Received letter from obligor's...
MAIL	CPOT	FC	Received letter from obligee's...
MAIL	FC	APOT	Sent letter to obligor's...
MAIL	FC	CPOT	Sent letter to obligee's...
MAIL	SCSU	APOT	Sent letter to obligor's...
MAIL	SCSU	CPOT	Sent letter to obligee's...
MAIL	CSC	APOT	Sent letter to obligor's...
MAIL	CSC	CPOT	Sent letter to obligee's...
PAYREC	AP	WKID	Obligor requests a certified payment record
PAYREC	WKID	AP	Sent certified payment record to the obligor
PAYREC	CP	WKID	Obligee requests a certified payment record
PAYREC	WKID	CP	Sent certified payment record to the obligee
PAYREC	CT	WKID	Caretaker requests a certified payment record
PAYREC	WKID	CT	Sent certified payment record to the caretaker
PAYREC	APAT	WKID	Obligor's attorney requests a certified payment record
PAYREC	WKID	APAT	Sent certified payment record to the obligor's attorney
PAYREC	CPAT	WKID	Obligee's attorney requests a certified payment record
PAYREC	WKID	CPAT	Sent certified payment record to the obligee's attorney
PAYREC	REAL	WKID	Real estate agent requests a certified payment record
PAYREC	WKID	REAL	Sent certified payment record to a real estate agent
PAYREC	SCSU	APOT	Sent payrec to obligor's...
PAYREC	SCSU	CPOT	Sent payrec to obligee's...

Event Type	From	To	Narrative
PAYREC	CSC	APOT	Sent payrec to obligor's...
PAYREC	CSC	CPOT	Sent payrec to obligee's...
PAYREC	FC	APOT	Sent payrec to obligor's...
PAYREC	FC	CPOT	Sent payrec to obligee's...
PAYREC	CSRU	APOT	Sent payrec to obligor's...
PAYREC	CSRU	CPOT	Sent payrec to obligee's...
REFRL	SCSU	CSC	Case referred to CSC
REFRL	SCSU	CSRU	Case referred to CSRU
REFRL	SCSU	FC	Case referred to Foster Care
REFRL	CSRU	CSC	Case referred to CSC
REFRL	FC	CSC	Case referred to CSC
REFRL	CSC	CSRU	Case referred to CSRU
REFRL	CSC	FC	Case referred to FC
REVIEW	AP	WKID	Obligor request review of case
REVIEW	SUP		Supervisor reviewed case
REVIEW	WKID	SUP	Worker requested review by supervisor
REVIEW	WKID		Worker reviewed case
REVIEW	CP	WKID	Obligee request review of case
VISIT	AP	WKID	The obligor came into the office
VISIT	CP	WKID	The obligee came into the office
VISIT	CT	WKID	The caretaker came into the office
VISIT	AF	WKID	The alleged father came into the office
VISIT	APAT	WKID	The obligor's attorney came into the office
VISIT	CPAT	WKID	The obligee's attorney came into the office
VISIT	APOT	CSRU	Office visit from obligor's...
VISIT	CPOT	CSRU	Office visit from obligee's...
VISIT	APOT	FC	Office visit from obligor's...
VISIT	CPOT	FC	Office visit from obligee's...
VISIT	APOT	CSC	Office visit from obligor's...
VISIT	CPOT	CSC	Office visit from obligee's...

OBLIG Screen Codes

Deviation By

- | | |
|-----------------|----------------------------|
| 1 Iowa court | 4 Out-of-state IV-D agency |
| 2 Parties agree | 5 CSRU |
| 3 Other | 6 Out-of-state court |

Deviation Reason

- 1 Obligor is unemployed or underemployed
- 2 Obligee is unemployed or underemployed
- 3 Obligor has excessive health care costs
- 4 Obligee has excessive health care costs
- 5 Obligor has multiple families in addition to QADD
- 6 Obligee has multiple families in addition to QADD
- 7 Obligor making house payment
- 8 Obligee making house payment
- 9 Obligor paying off large debts
- 10 Obligee paying off large debts
- 11 Other expenses considered for obligor
- 12 Other expenses considered for obligee
- 13 Obligor is enrolled in school
- 14 Obligee is enrolled in school
- 15 Obligor is or was in prison or halfway house
- 16 Obligee is or was in prison or halfway house
- 17 Stipulated by both parties
- 18 SSD received by obligor
- 19 SSD received by obligee, child, or both
- 20 Obligor on public assistance
- 21 Obligee on public assistance
- 22 Obligor health insurance premium is excessive
- 23 Obligee health insurance premium is excessive
- 24 Protracted litigation
- 25 Out-of-state order uses higher or lower amounts
- 26 Hardship to obligor (unspecified)
- 27 Obligor a minor and amount set by law
- 28 Unknown, worker unable to identify why court deviated

Obligation Types

CA	Alimony	MR	Medical reimbursement
CS	Child support	MS	Medical support
HO	Health only	PO	Paternity only
HP	House payment	RE	Reimbursement (to state of Iowa, to another state or person)
IP	Insurance payment		

Obligation Frequencies

A	Annually	SA	Semi-annually
BM	Bi-monthly	SM	Semi-monthly
BW	Bi-weekly	SP	Single payment (or other frequency not coded)
M	Monthly	W	Weekly
Q	Quarterly		

PAYHIST Screen Codes

Fund (Source of Money)

ADJ	Adjustment
ATM	Automatic teller machine
BAL	Balance owed
BND	Bond
BRI	Bank returned item
BRR	Bank returned recoupment
CLK	Redirection
COC	Clerk of court
CRF	Cost recovery fee
CRP	Credit for payments (acct types 12, 15, and 17 only)
DOP	Debtor offset payment
EFT	Electronic funds transfer
FAO	Federal administrative offset (offset by Iowa)
FED	Federal tax return offset (offset by Iowa)
LVY	Administrative levy payment

MIW	Mandatory income withholding
MOD	Modification of judgement
NSF	Nonsufficient funds
NSR	Nonsufficient funds recoupment
OFT	Other state's federal tax return offset
OPY	Other state's payment
OST	Other state's state tax return offset
OTH	Other
PRS	Payments received by state
REG	Regular cash remittance
SAT	Satisfaction of judgement
STT	State tax refund offset (Iowa)
TIF	Fee for federal tax refund offset
UIB	Unemployment insurance benefit
VCP	Voluntary ICAR payment
VOL	Voluntary payment
VRP	Voluntary receipt of payment to obligee
VRT	Voluntary regular transfer

Paid To Account

10	Foster care (state paid)	40	Medical support foster care
11	FIP (public assistance)	41	Medical support FIP
12	NPA (non-public assistance)	42	Medical support NPA
13	FIP-related foster care	43	Medical support FIP foster care
14	Interstate TANF (incoming referral)	44	Medical support TANF (incoming)
15	Interstate NPA (incoming referral)	45	Medical support NPA (incoming)
16	Interstate foster care	46	Medical support interstate foster care
17	Non-IV-D	47	Medical support non-IV-D
18	Medicaid only (public assistance)	48	Medical support Medicaid
19	Interstate Medicaid only (public assistance)	49	Medical support Medicaid (interstate)

Process Codes

ADMIN	Administrative orders	MIW+	Mandatory income withholding
ADMOD	Administrative modification	MOD	Modification
ADPAT	Administrative paternity	PAT	Judicial paternity establishment
AFF	Paternity affidavit	REFER	ABC/ICAR/FACS interface
BONDS	Posting bonds	REGIST	Registration of orders
CASE*	Case maintenance, not process-specific	REINS	Reinstatement of support
CLOSE	Case closure	REV	252H review and adjustment of support
CONTE	Contempt	REVAD	Review and adjustment of support (judicial)
CRA	Credit reporting agencies	SABRE	Special abstracts and refunds
CRED	Credit agency check	SECEN	Secondary enforcement
CSENT	Automated interstate interface	SEEKE+	Seek employment
DCO	Determination of controlling order	SKEMP	Seek employment (replaced SEEKE)
DCTNA	Direct case to the next activity	STT	State tax offset
DIST	Distribution	SUB	Correction subsystem
ENF	Enforcement	SUSPD	Suspension of support
EST	Establishment	TFC	Tracking fees and costs
FED	Federal income tax refund offset	UIFSA	Uniform Interstate Family Support Act
HCDT	Hard to collect debt	UPPA-	Unreimbursed past public assistance
IIW+	Immediate Income withholding	URES	Uniform Reciprocal Enforcement Support Act
INTER	Interstate	USATT	U.S. attorney program
IWO	Income withholding orders (replaced MIW)	XREF	Cross referencing
LEVY-	Administrative levy	*	System initiated.
LISAN	License sanctions	+	No longer in use.
LOC	Location (includes ICER)		
MED	Medical		

ICAR FUNCTION KEYS

The following chart describes standard ICAR keys and their usage.

Mainframe Keys and Functions		PC Equivalent Keys
PA1	Go to SESSION ENDED... screen	PAGE UP
PA2	Go to application menu	PAGE DOWN
PA3	Not applicable at this time.	SHIFT + PAGE DOWN
PF1	Help (not available on all screens)	F1
PF3	Modify or update or change	F3
PF4	Delete	F4
PF5	Inquire (or special function)	F5
PF6	Access special function; see screen mini-menu.	F6
PF7	Page back	F7
PF8	Page forward	F8
PF9	Refresh (clear variables or special function.)	F9
PF10	Special function; see mini-menu on screen.	F10
PF11	Special function; see mini-menu on screen.	F11
PF12	Special function; see mini-menu on screen.	F12
PF13	Not applicable at this time.	SHIFT+F1
PF14	Not applicable at this time.	SHIFT+F2
PF15	Not applicable at this time.	SHIFT+F3
PF16	Not applicable at this time.	SHIFT+F4
PF17	Not applicable at this time.	SHIFT+F5
PF18	Not applicable at this time.	SHIFT+F6
PF19	Not applicable at this time.	SHIFT+F7
PF20	Not applicable at this time.	SHIFT+F8
PF21	Not applicable at this time.	SHIFT+F9
PF22	Not applicable at this time.	SHIFT+F10
PF23	Not applicable at this time.	SHIFT+F11
PF24	Not applicable at this time.	SHIFT+F12
CLEAR	Not applicable at this time.	PAUSE/BREAK
RESET		ESC

Mainframe Keys and Functions	PC Equivalent Keys
Delete character	BACKSPACE
Tab between fields	TAB
Tab back to previous field	SHIFT + TAB
Transmit or select (after entering appropriate letter to select)	ENTER
Clear to end of field	END
Toggle to another mainframe application	SHIFT + ESC
Toggle to another Windows application	ALT + TAB

Tip: Never use a “/” as a character entry in ICAR. ICAR cannot determine what it should be.

SECURITY GROUPS

The on-line security process recognizes the following fields, screens, and designated staff as “security groups”:

<u>Group</u>	<u>Security Group Description</u>	<u>Group</u>	<u>Security Group Description</u>
1	Payor social security number	21	Hard to collect payments
2	Payor address	22	Federal offset adjustments
3	Payee address	23	Bypass AF field
4	Subsystem flags, obligation changes	24	OLBIGDST
5	Convert entries	25	UIFSA action ended
6	Negative adjustments	26	Delete court order (DCO)
7	Credit reporting	27	Registration action ended
8	Worker2	28	Interstate action ended
9	Coupon balance adjustment	29	Risk detail update: add/mod/del
10	Review and adjust – REVAD flag	30	No medical benefit available (NMBA)
11	RA/MA	31	Referral update
12	Central office	32	IRG update
13	Review and adjust update	33	Interstate link to IRG
14	IWO	34	Court order IIW provision field
15	License sanction entries	35	Payor rej bypass
16	Hard to collect debt	36	Interstate bypass tracking flag
17	CSENet agreements	37	Payee2 hold payment ind
18	UPPA detail update	38	Payee – SSN/DOB
19	Administrative modification	39	NPA request MS enf
20	IWO notice method fields	40	BYE transaction type

If a data field or screen is not included in a security group, the on-line security process does not control it.

Note: New screens and data fields are added as needed. Information is provided when new screens or data fields are added to the on-line security process.

SECURITY CLASSES BY JOB TITLE/FUNCTION

The screens within ICAR are set up in classes. A security classification is required for each person using ICAR. The type of work for which you are responsible determines your classifications. Six classifications are used for field staff and you are assigned one or more classifications as required. Some screens have sub-screens with them.

Security Class: 000	Authorized Personnel: Income Maintenance
Abbreviated Screen Name	Screen Name
AUTOASTM	Auto Assign/Term
CASEMTCH	IABC/ICAR Case Match
CHILD	Child
FROMLINK	Return From ICSC (Iowa Child Support Case [number])
LINK	Link to IABC
NAMESRCH	Name Search
VPAYHIST	View Case Payment History
VPAYREC	View Certified Pay Record
REFER2	IABC/ICAR REFER2 Noncustodial Parent Data
REFER3	IABC/ICAR REFER3 Obligation/Payment/Insurance Information
VCASE	View Case
VCORTORD	View Court Order
VINSURER	Insurer Information (View only access)
VMEDICAL	Medical Information (View only access)
VOBLIGLST	View Obligation List
VOBLIG	View Obligation Details

Security Class: 001	Authorized Personnel: DHS Finance Staff
Abbreviated Screen Name	Screen Name
VBAL	View Balance
VFCM	UPPA FCM Monthly Detail

Security Class: 002	Authorized Personnel: DHS Finance Staff
Abbreviated Screen Name	Screen Name
COUNTY	County Code Maintenance
DISTRICT	District Code Maintenance
IPAR1	IPAR1 (Paternity Affidavit)
IPAR2	IPAR2 (Paternity Entry)

Security Class: 010	Authorized Personnel: Child Support Supervisory Staff
Abbreviated Screen Name	Screen Name
BALADJCS	Balance Adjustment – Child Support
BALADJFC	Balance Adjustment – Foster Care
SECDLG	Security Dialog Maintenance
SECGRP	Security Group Maintenance
REMRCOUP	RE/MR Coupon Account Update

Security Class: 015	Authorized Personnel: Central Office Staff and Data Entry
Abbreviated Screen Name	Screen Name
1099ADD	1099 Address Verification
1099ASET	1099 Asset Verification
1099EMP	1099 Employer Verification

Security Class: 016	Authorized Personnel: Regional Administrators
Abbreviated Screen Name	Screen Name
REGION	Approval Authority Maintenance

Security Class: 017	Authorized Personnel: Accounting Staff
Abbreviated Screen Name	Screen Name
CSCQ	CSC Request Queue
UPPASA	UPPA Overage

SECURITY CLASSES BY JOB TITLE/FUNCTION

Iowa Department of Human Services

Security Class: 018**Title 9** General Computer Information

Revised August 31, 2007

Chapter B General Computer Information and ICAR Security Appendix

Security Class: 018	Authorized Personnel: Accounting Staff
Abbreviated Screen Name	Screen Name
PRREFUND	Process Refunds
PRSPECAB	Process Special Abstracts

Security Class: 023	Authorized Personnel: Central Office Staff, Interstate Staff, Central Registry Staff
Abbreviated Screen Name	Screen Name
ADDRESSB	Browse Initiating Addresses
ADDRESSM	Address Maintenance
CENTREG	Assign Central Registry Numbers
CITY	City Code Maintenance
CRMENU	Central Registry Menu
CRMENU1	Central Registry Menu
NFDLOC	Central Registry Locate Request
WORKERG	Worker Maintenance

Security Class: 024	Authorized Personnel: Accounting Staff, Central Office Staff, Foster Care Recovery Staff, Support Recovery Staff
Abbreviated Screen Name	Screen Name
CASE	Case
CASEHIST	Case History Information
CATS	CATS Main Menu
CHILD2	Additional Child Information
CHILDLST	Child List
COUPDIST	Coupon Distribution by Obligation Account Type
COURTORD	Court Order
COURTOR2	Court Order 2
COURTSUM	Other State's Court Order
CPEMP	Payee Employer
CRREPORT	Credit Reporting Referral
DCO	Determine Controlling Order
DCO2	Determine Control Order – 2

Security Class: 024	Authorized Personnel: Accounting Staff, Central Office Staff, Foster Care Recovery Staff, Support Recovery Staff
Abbreviated Screen Name	Screen Name
FRCRSM	Federal Case Regist. Summary
FDEBTPAY	Debt Repayment Information
GUIDELINE	Guideline Selection Menu
HCDEBT	Hard to Collect Debt (Inquiry) Screen
HCPYMNT	Hard to Collect Payments
HISTRCH	Case History Name Search
HIUPD	Health Insurance Update
INSURER	Insurance Carriers
IRG	Interstate Referral Guide
LOCREQ	Locate Request
LOOKUP	Payment Look Up
MEDICAL	Medical Insurance
MEDSUM	Medical Summary
MEDSUM2	Medical Summary Detail 2
MESSAGES	CSENet Messages
NOTICE	Notification Letters
OFFSET	Federal Offset Processing
OBLIG	Obligation
PAYEE	Payee
PAYEE2	Payee 2
PAYHIST	Case Payment History
PAYOR	Payor
PAYOR2	Payor 2
PAYREC	Certified Pay Record
PAYVOL	Payment Record
POSTMST	Postmaster Address
PETRESP	Petitioner Respondent List
REFERRAL	Incoming Interstate Referral
REFSERCH	Referral Search
REGIST	Court Order Registration
RISKDETL	Risk Detail Update
SEEKEMP	Seek Employment

SECURITY CLASSES BY JOB TITLE/FUNCTION

Iowa Department of Human Services

Security Class: 024**Title 9** General Computer Information

April 20, 2004

Chapter B General Computer Information and ICAR Security Appendix

Security Class: 024	Authorized Personnel: Accounting Staff, Central Office Staff, Foster Care Recovery Staff, Support Recovery Staff
Abbreviated Screen Name	Screen Name
SUPPNOTE	Notice of Support Collected
SUSPENSE	Periods of Suspension (Suspense Update sub-screen)
VCOUPON	View Coupons
VEMPLOY	View Employer Maintenance
VEMPLOY2	View Employer Maintenance 2
VFIMAINT	View Financial Institution Maintenance
VFIPS	View FIPS Codes
VSPECABS	View Special Abstracts
VSPECAB1	View Special Abstract Detail 1
VSPECAB2	View Special Abstract Detail 2
VUPPASA	View UPPA Overage
XREFVER	Cross Referencing Verif
XREFVERC	Cross Referencing Verif Child
YTDBAL	Year to Date Balance

Security Class: 025	Authorized Personnel: Accounting Staff, Central Office Staff, Foster Care Recovery Staff, Support Recovery Staff
Abbreviated Screen Name	Screen Name
ADDSUM	Address Summary Screen
ADDVER	Address Verification
ADMIN	Administrative Orders
ADMLEVY	Administrative Levy
ADPAT	Administrative Paternity
ADPAT2	Administrative Paternity 2
ADPAT3	Administrative Paternity 3
APAUTLOC	Absent Parent Automated Location
ASSET	Asset Verification
ATTORNEY	Attorney (Payor, Payee and Aileged Father)
BALANCE	Balance By Account Type
BALANCE2	Balance By Account Type screen 2
BOND	Bonds
CALCASE	Calendar View

Security Class: 025	Authorized Personnel: Accounting Staff, Central Office Staff, Foster Care Recovery Staff, Support Recovery Staff
Abbreviated Screen Name	Screen Name
CASESTAT	Case Process Status
CATS	Case Aging and Tracking Main Menu
CNAGREE	Update Interstate Agreements
CONTEMPT	Contempt
CPADDVER	Payee Address Verification
CPAUTLOC	Custodial Parent Automated Location
CPEMPVER	Payee Employer Verification
CUE	Refund/Special Abstract Request Queue
EMPSUM	Employer Summary Screen
EMPVER	Employer Verification
FDEBTS	Non Support Debts
FDETAIL	Detail Screen (sub-screen)
FEES	Fees and Costs Main Menu
FINQUIRY	Non-Support Debts Inquiry
FIPSEFT	FIPS EFT Add/Update
FORMBAT	Batch Form Variable Update
FORMGEN	Form Generation Screen
FORMLIST	Available Forms Display
FORMOGEN	On-line Forms Generation
FORMOSEL	List/Select ICAR Forms
FORMS	Forms Generation Main Menu
FORMVIEW	Form View Information
FPLSSUM	FPLS Summary
FTHIRD	Third Party Information
HEADER	Header
IMAGE	Image Case Folder
INTERSTA	Interstate Contact – Screen A
INTERST2	Interstate Transmittal 2
INTERST3	Interstate Transmittal 3
INTERST4	Interstate Contact Screen

SECURITY CLASSES BY JOB TITLE/FUNCTION

Iowa Department of Human Services

Security Class: 025**Title 9** General Computer Information

April 20, 2004

Chapter B General Computer Information and ICAR Security Appendix

Security Class: 025	Authorized Personnel: Accounting Staff, Central Office Staff, Foster Care Recovery Staff, Support Recovery Staff
Abbreviated Screen Name	Screen Name
INTHIST	Interstate History
IPARSRCH	IPAR Search
IWO	Income Withholding Orders
IWO2	Income Withholding Orders2
IWODIST	Income Withholding Distribution Percentage
LIENS	Liens (Monitor/Enforcement)
LISAN	License Sanction
LISAN2	License Sanction 2
LOCATE	Parent Locate
MIWXREF	MIW Cross Reference
MPAYMIW	MIW Employer Search
NARRCASE	Case Narrative View/Select
NARRDUP	Case Narrative Duplicate
NARRTRAN	Case Narrative Transfer/Copy
OBLIGADJ	Obligation Adjustments
OBLIGDST	Obligation Distribution
OBLIGHST	Obligation History
OBLIGLST	Obligation List
OTHRAF	Other Recipient AF Selection
OTHRCASE	Other Recipient Case List
OTHRDEBT	Other Recipient Debts
OTHRRCP	Other Recipient Data Entry
OTHRSRCH	Other Recipient Name Search
PATAFF1	Paternity Affidavit 1
PATAFF2	Paternity Affidavit 2
PATEST	Paternity
PATEST2	Paternity screen 2
PATEST3	Paternity screen 3
PAYDIST	Payment Distribution Search
PAYEADDR	Payee Address
PAYEEFIN	Payee Financial Information
PAYEMP	Payor Employer

Security Class: 025	Authorized Personnel: Accounting Staff, Central Office Staff, Foster Care Recovery Staff, Support Recovery Staff
Abbreviated Screen Name	Screen Name
PAYHIST2	Case Payment History Screen 2
PAYRADDR	Payor Address
PRLIST	Petitioner Respondent List
SAMAINTE	Self-Assessment Event Update
SECENF	Secondary Enforcement
STEPCHG	Step Change Update
UIFSA	Outgoing UIFSA
UIFSA2	Outgoing UIFSA 2
UIFSA3	Outgoing UIFSA 3
UIFSA4	Outgoing UIFSA 4
URESA	URESA
URESA2	URESA2
VPAYEEFT	View PAYEEEFT Authorization
VPUMP	View Public Utilities Match
VSTATUS	Status Record View
VUPPA	View UPPA Balance
WORKER2	Worker 2 Maintenance

Security Class: 026	Authorized Personnel: Accounting Staff, Central Office Staff, Foster Care Recovery Staff, Support Recovery Staff
Abbreviated Screen Name	Screen Name
EMPLRLST	Non Compliant Employer List
EMPLRMNT	Non Compliant Employer Maintenance
FIMAINTE	Financial Institution Maintenance

Security Class: 027	Authorized Personnel: Accounting Staff, Central Office Staff, Foster Care Recovery Staff, Support Recovery Staff
Abbreviated Screen Name	Screen Name
ADMOD1	Admin Modification
ADMOD2	Admin Modification
ADMOD3	Admin Modification
ADMOD4	Admin Modification

SECURITY CLASSES BY JOB TITLE/FUNCTION

Iowa Department of Human Services

Security Class: 027**Title 9** General Computer Information

April 20, 2004

Chapter B General Computer Information and ICAR Security Appendix

Security Class: 027	Authorized Personnel: Accounting Staff, Central Office Staff, Foster Care Recovery Staff, Support Recovery Staff
Abbreviated Screen Name	Screen Name
ADMODSUM	Modification Summary
ASSIGN	Assignment Inquiry/Update
CASEDET	Calendar Flag Spec Detail
CASEFALT	Default Worker Referral Table Maintenance
CASELOAD	Case Load Table Maintenance
CASESPEC	Calendar Flag Spec Table
CASESUM	Calendar Flag Spec Summary
CASSIGN	Child Assignment Inquiry/Update
COLA	Cost of Living Alteration
COLAADJ	Cola Adjustment
CONVERT	Conversion Payments
CORRECT	Corrections Subsystem Menu
DISTHST	Distribution History
LSAGENCY	License Sanction Agency Table
NEGADJ	Negative Receipt Adjustments
OBLCOR	Obligation Correction
REVIEW1	Admin Review and Adjust 1
REVIEW2	Admin Review and Adjust 2
REVIEW3	Admin Review and Adjust 3
REVIEW4	Admin Review and Adjust 4
REVSUM	Review Summary
REVU1	Review 1
REVU2	Review 2
REVU3	Review 3
REVU4	Review 4
STEPINQ	Step Change Display
TPADDVER	Third Party Address Verification
TPARTY	Third Party Data
VCOLA	View Cost of Living Allowance
VCPI	View Consumer Price Index
WORKER	Worker Maintenance

Security Class: 028	Authorized Personnel: Accounting Staff, Central Office Staff
Abbreviated Screen Name	Screen Name
CALBLD	Calendar Create Update
CALBLD2	Calendar Build 2
COUPON	Coupon Account Update
FIPS	FIPS
FORMBLD	Form Record Create/Update
FORMFOOT	Form Footing Create/Update
FORMOVAR	On-line Form Variable Information
FORMTEXT	Form Text Create/Update
FORMTITL	Form Title Create/Update
FORMVAR	Form Variable Create/Update
NARRBLD	Narrative Create/Update
NARRMENU	Narrative, Status, Calendar Menu
PUMP	Public Utilities Match
STATBLD	Status Create/Update

Security Class: 029	Authorized Personnel: Accounting Staff, Central Office Staff
Abbreviated Screen Name	Screen Name
ADDCPI	Consumer Price Index Add/Modify Process
ADJUST	Adjustments To Receipts
CANREF	Cancel Refunds

Security Class: 029	Authorized Personnel: Accounting Staff, Central Office Staff
Abbreviated Screen Name	Screen Name
CONVT	Central Office Convert
EMPLOYR2	Employer Maintenance 2
EMPLOYRM	Employer Maintenance Table
FBLDPCT	Blood Test Percentage Paid
FCODES	Non-Support Debt Codes
FPAYMENT	Non-Support Payments
NSFCHECK	NSF Checks (Insufficient funds checks)
OTHRWARR	Non-Support Debts Inquiry
PAYEEEFT	Payee EFT Authorization

SECURITY CLASSES BY JOB TITLE/FUNCTION

Iowa Department of Human Services

Security Class: 029**Title 9** General Computer Information

April 20, 2004

Chapter B General Computer Information and ICAR Security Appendix

Security Class: 029	Authorized Personnel: Accounting Staff, Central Office Staff
Abbreviated Screen Name	Screen Name
PAYOREFT	Payor EFT Authorization
REBATE	Rebate Receipts
RECEIPT	Regular Cash Receipts
REFREJ	Refund Reject Screen
REJDLT	Delete Rejected Receipts
REJECT	Reject
SPECABS	Special Abstracts
SPECAB1	Special Abstract Detail
TRANSFER	Transfer Regular Receipts
VCSCQ	View CSC Request Queue
VOLTFR	Voluntary Payment Transfer
WARRANT	Canceled Warrants

470-2078, ELECTRONIC SECURITY INFORMATION

Purpose	<p>Use form 470-2078 to request clearance to add, change, or delete a worker to one or more of several computer systems available to DHS.</p> <p>Use the Human Services Network Share Request Form to request a share directory (folder) on the LAN for either an <u>individual</u> (private) or <u>group</u> (shared). The share is a directory or folder on the LAN where you can store files, such as documents and spreadsheets.</p>
Source	<p>Complete this form on line using the templates available in the All Public Folders/State Approved Forms folder in Microsoft Outlook. Supervisors can access the entire form. Share leaders can access the “Human Services Network Share Request” page.</p>
Completion	<p>Complete this form when you need to add a worker to or delete a worker from a system or you need to change a worker’s permissions.</p> <p>The first portion of the form is the “Electronic Security Information.” Upon completing the first portion, double-click the “DOUBLE CLICK HERE TO GENERATE REQUIRED FORMS” field at the bottom of the form. If additional security forms are required, they are generated.</p> <p>The second portion of the form is the “Human Services Network Share Request.” The worker identification fields are pre-completed from the first portion of the form. Complete the required fields to request an appropriate “Network Share” folder/directories. (Note: This page can be accessed separately.)</p> <p>When an individual share is established, no other user can access that directory. When a group share is established, only users in the group share have access to that shared directory. However, the users in that group share may have different rights or settings, such as read-only or full control.</p> <p>Note: Field staff are assigned to a group share unless a supervisor authorizes an individual share.</p>

The third portion of the form is the “Mainframe Authorization Request.” The worker identification fields are pre-completed from the first portion of the form. Upon completing the third portion, double-click the “DOUBLE CLICK HERE TO GENERATE REQUIRED MAINFRAME FORMS” field at the bottom of the form. If additional security forms are required, they are generated.

The next portion of the form is the “ICAR Database Request.” Complete the user information with the worker’s information. Check the appropriate boxes to request ICAR access for the worker.

Once completed, print a copy of the form for your records. Allow five days for the request to be processed.

Distribution

Send the form via e-mail to “BOC Security Specialist.” Refer to the instructions in the All Public Folders/State Approved Forms folder. When asked “Do you want to save changes made to ...”, click “No.”

To submit the Human Services Network Share Request only, double-click on the box labeled “Double click here to send to DHS, LAN.” The form is electronically submitted to the DHS Network security administrator.

Data

The date is completed automatically. Complete the following fields:

Check the box to indicate if you are adding or deleting authorization.

Check the applicable boxes to indicate whether the request affects:

- ◆ Security information
- ◆ Mainframe access
- ◆ LAN/WAN access

Complete the following fields:

- ◆ User’s classification
- ◆ Duties
- ◆ County(s)
- ◆ Worker No.(s)

Check the applicable boxes to indicate requested system access:

- ◆ CICS
- ◆ NES
- ◆ DHS Network
- ◆ Internet
- ◆ Diversion
- ◆ ETS
- ◆ EBT View
- ◆ EBT Update
- ◆ IWD

Complete the following fields:

- ◆ CICS/NES User ID (if known)
- ◆ User's E-Mail ID (if known)
- ◆ User's Name (First, Middle, Last)
- ◆ User's Office Phone Number
- ◆ User's Mother's Maiden Name
- ◆ User's Social Security Number
- ◆ (User's) Date of Birth
- ◆ User's supervisor's Name
- ◆ (User's supervisor's) Worker Number
- ◆ User's supervisor's OV/E-Mail ID
- ◆ (User's supervisor's) Phone Number
- ◆ User's Department (DHS is preselected)

Complete the following Work Location fields:

- ◆ Street
- ◆ County
- ◆ City
- ◆ State
- ◆ Zip Code
- ◆ State Employee drop-down choices (Yes or No)
- ◆ State Employee's Payroll Number

If the employee is not a state employee, click one of the following codes from the drop-down list:

- | | |
|----------------------------|----------------------------|
| 01 – County paid employee | 13 – Unisys (Paramax) |
| 02 – Federal employee | 14 – Friend of Court |
| 03 – DHS contractor | 15 – Volunteer |
| 08 – Temporary | 16 – Adoption service |
| 09 – Judicial District | 17 – Student intern |
| 10 – College or University | 18 – Education employee |
| 11 – Promise Jobs Worker | 19 – DHS-Corrections |
| 12 – Green Thumb Program | 20 – DHS Case Load Tracker |

Complete the following fields:

- ◆ If DHS Contractor, End Date Required

Mainframe Access Section:

Application for: NES. Check the applicable boxes from the following:

- ◆ TSO
- ◆ Production CICS
- ◆ Test CICS
- ◆ Office Vision

Complete the seven-character Panvalet access code.

Application for: Workforce Development Access Request. Check the applicable boxes from the following:

- ◆ DBIN
- ◆ DBRO
- ◆ WAGEA
- ◆ WAGEC

LAN/WAN Access: Check the following box(es) as appropriate:

- ◆ Share Request
- ◆ Remote Access Request (RAS)

Human Services Network Share Request:

Complete the following fields if applicable:

- ◆ Share Leader (name of person requesting the share)
- ◆ Domain Logon (first initial and up to first six letters of last name)
- ◆ Telephone Number (requester's phone number)
- ◆ Date Needed (allow five working days for processing)
- ◆ Share Name (provide a name for the directory/folder up to eight characters)
- ◆ Share Description (provide a brief description up to 15 characters)
- ◆ Server Name (identify where the directory/folder should reside)
- ◆ Type of Share (Chose one of the following)
 - Individual (Private)
 - Group (Shared Directory)
- ◆ Space Need: Check either 10, 20 30 or 40 mg or "Other" (specify amount)
- ◆ Check the action requested
 - Add (New Share)
 - Delete (Remove Share)
 - Modify (Add/Delete/Change)

Complete the following information for at least one "User/Group Name":

- ◆ User/Group Name
- ◆ Domain Logon

Check the box indicating whether this person's access is added, changed, or deleted.

Check the box indicating whether this person's access is "read only" or "full control."

CSRU RESPONSIBILITY BY COUNTY NUMBER AND NAME

	County Name	Office City Name		County Name	Office City Name
1	Adair	Creston	51	Jefferson	Ottumwa
2	Adams	Creston	52	Johnson	Cedar Rapids
3	Allamakee	Decorah	53	Jones	Cedar Rapids
4	Appanoose	Ottumwa	54	Keokuk	Ottumwa
5	Audubon	Carroll	55	Kossuth	Mason City
6	Benton	Cedar Rapids	56	Lee	Burlington
7	Black Hawk	Waterloo	57	Linn	Linn FOC
8	Boone	Des Moines	58	Louisa	Burlington
9	Bremer	Waterloo	59	Lucas	Ottumwa
10	Buchanan	Waterloo	60	Lyon	Spencer
11	Buena Vista	Sioux City	61	Madison	Des Moines
12	Butler	Waterloo	62	Mahaska	Ottumwa
13	Calhoun	Fort Dodge	63	Marion	Des Moines
14	Carroll	Carroll	64	Marshall	Marshalltown
15	Cass	Creston	65	Mills	Council Bluffs
16	Cedar	Clinton	66	Mitchell	Mason City
17	Cerro Gordo	Mason City	67	Monona	Sioux City
18	Cherokee	Sioux City	68	Monroe	Ottumwa
19	Chickasaw	Decorah	69	Montgomery	Council Bluffs
20	Clarke	Creston	70	Muscatine	Davenport
21	Clay	Spencer	71	O'Brien	Spencer
22	Clayton	Decorah	72	Osceola	Spencer
23	Clinton	Clinton	73	Page	Council Bluffs
24	Crawford	Carroll	74	Palo Alto	Spencer
25	Dallas	Des Moines	75	Plymouth	Sioux City
26	Davis	Ottumwa	76	Pocahontas	Fort Dodge
27	Decatur	Creston	77	Polk	Des Moines
28	Delaware	Waterloo	78	Pottawattamie	Council Bluffs
29	Des Moines	Burlington	79	Poweshiek	Marshalltown
30	Dickinson	Spencer	80	Ringgold	Creston
31	Dubuque	Dubuque	81	Sac	Carroll
32	Emmet	Spencer	82	Scott	Davenport
33	Fayette	Decorah	83	Shelby	Carroll
34	Floyd	Mason City	84	Sioux	Spencer
35	Franklin	Mason City	85	Story	Des Moines
36	Fremont	Council Bluffs	86	Tama	Marshalltown
37	Greene	Carroll	87	Taylor	Council Bluffs
38	Grundy	Marshalltown	88	Union	Creston
39	Guthrie	Carroll	89	Van Buren	Ottumwa
40	Hamilton	Fort Dodge	90	Wapello	Ottumwa
41	Hancock	Mason City	91	Warren	Des Moines
42	Hardin	Marshalltown	92	Washington	Ottumwa
43	Harrison	Council Bluffs	93	Wayne	Ottumwa
44	Henry	Burlington	94	Webster	Fort Dodge
45	Howard	Decorah	95	Winnebago	Mason City
46	Humboldt	Fort Dodge	96	Winneshiek	Decorah
47	Ida	Sioux City	97	Woodbury	Sioux City
48	Iowa	Cedar Rapids	98	Worth	Mason City
49	Jackson	Clinton	99	Wright	Fort Dodge
50	Jasper	Des Moines			



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.