

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



August 26, 2025

CSSI LETTER: 25-06

ALL IV-D DIRECTORS
ALL LCSA POLICY COORDINATORS

SUBJECT: (UPDATE) GENERATIVE ARTIFICIAL INTELLIGENCE RISKS AND
PROCUREMENT UPDATES

REFERENCE: Executive Order N-12-23, State Administration Manual (SAM) 4819.2,
State Information Management Manual (SIMM) 71A, 71B, 180, 5305-F.

PURPOSE: This update supplements the previously communicated Child Support Services Informational Letter 24-08. The Department of Child Support Services (DCSS) is pleased to announce that Microsoft 365 Copilot Chat has been approved for use in the Azure Government Cloud for DCSS and all local child support agencies (LCSAs). This AI-powered tool can assist with summarizing content, refining communications, and generating insights. However, users must not input Federal Tax Information, Personally Identifiable Information, confidential, or sensitive data into Copilot Chat. This launch follows security approval by the California Department of Technology and the DCSS Information Security Office.

ACTION:

- Starting August 26, 2025, users at DCSS headquarters, Option 1 LCSAs, Kern, and Yolo County LCSAs will have access to Microsoft 365 Copilot Chat.
- All staff in these locations, including those in LCSA Option 2 and 3, are encouraged to begin using Copilot Chat for eligible tasks while adhering to established security protocols and acceptable use policies.
- Do not use public or non-Government Cloud versions of Copilot Chat or any other generative AI tools unless reviewed and approved by DCSS Information Security Office (ISO).
- If your County would like to propose the use of a secure generative AI solution, please submit a review request to the DCSS ISO via the ServiceNow Portal.

Reason for this Transmittal

- ☒ [X] State Law, Regulation and/or Change
- ☐ [] Federal Law, Regulation Change
- ☐ [] Court Order or Settlement Change
- ☐ [] Clarification requested by One or More Counties
- ☐ [] Initiated by DCSS

CSSI Letter: 25-06
August 26, 2025
Page 2

INFORMATION/BACKGROUND: Previously, Executive Order N-12-23 prohibited the use of Artificial Intelligence (AI) tools within state agencies. However, Microsoft 365 Copilot Chat has since been thoroughly tested and approved by the California Department of Technology and the DCSS ISO.

Microsoft 365 Copilot Chat service provides secure, AI-powered chat capabilities that meet DCSS security compliance requirements. Microsoft 365 Copilot Chat is an AI-powered chat assistant that provides secure, conversational AI capabilities within DCSS government cloud environment. It is designed to help users work more efficiently – refining emails, summarizing reports, preparing for meetings, and turning data into insights – all within a secure environment that complies with federal and data privacy standards.

While Microsoft 365 Copilot Chat is approved, all other AI tools remain subject to the DCSS security evaluation process, including public (non-Government Cloud) versions of Microsoft Copilot Chat.

CONTACT: If you have any questions or concerns regarding this matter, please contact the Information Security Office by submitting a Service Now ticket or at info.security@dcss.ca.gov.

Sincerely,

o/s

GULZAR JAGGI
Chief Information Security Officer
Technology Services Division