

A photograph of several children of various ages running and playing outdoors under a blue sky with scattered clouds. They are holding colorful balloons in shades of purple, blue, yellow, and green. The children are dressed in casual summer clothing.

# DEPARTMENT OF HUMAN SERVICES Protects Sensitive Data with TITUS<sup>®</sup>

Highly sensitive and private information handled by government organizations needs to be protected to ensure confidentiality. In Australia, federal government organizations are required to comply with the eProtective Marking Standard to protect sensitive information.

## Company Profile

The Australian Government Department of Human Services (DHS) includes the Child Support Program (CSP) which is responsible for administering Australia's Child Support Scheme and handles sensitive personal and financial information about citizens using its services.

## Business Situation

The information requested by DHS is needed for the core business of child support, but is highly sensitive and private. CSP takes protecting customer information very seriously. It invests considerable resources in ensuring customers personal details are protected when dealing with the CSP. Additionally, all federal government agencies within Australia are required to comply with the Federal Government Standards, which includes email protective markings.

## Challenge

The Department of Human Services, as is the case with all federal government agencies within Australia, is required to comply with the eProtective Marking Standard which formalizes the use of email labeling as part of a data loss prevention program.

## Solution

The company deployed TITUS Message Classification, which ensures that staff protectively mark all emails (internal and external) in Microsoft Outlook. The solution automatically applies visual labels to help raise awareness to the sensitivity of information and uses metadata to prevent inadvertent email slips.

“The very nature of the information handled by our agency is sensitive. With the TITUS solution, we have confidence that information is being properly classified and that it is staying within our organization when it travels via email.”

**Mitch Levy**

*Assistant Secretary, DHS Infrastructure & Telecommunications*

## A New Email Classification Solution for a New Agency

In 2008, the then Child Support Agency separated their ICT infrastructure from the Australian Taxation Office (ATO). The agency has since been incorporated into the Department of Human Services (DHS), reflecting the name change to the Child Support Program. This program is responsible for all child support for the entire country in the central office in Canberra, and has employees spread across the country. In establishing the new infrastructure, the IT team identified that DHS would require a solution which enabled them to address the eProtective Marking Standard.

“While we were under the ATO umbrella, we had been using TITUS for our email classification, and were well-versed in what it could do for our organization,” explained Mitch Levy, Assistant

department of **human services**

Secretary, DHS Infrastructure & Telecommunications. “As a government organization, it was important that we do our homework and research all available options, even if we were confident that the TITUS offering would get the job done.”

Mitch Levy, along with Mike Cristiano, Program Manager for Disengagement from ATO, worked with vendors to identify all possible solutions to handling DHS’s email classification requirements. Following a review of available solutions, the team narrowed it to a field of two finalists, including TITUS, supplied by local reseller Dataflex.

“We carefully examined two solutions on the market for email classification at DHS. Key items for us were the flexibility of the solution and the company, as well as the ease of use and the seamless integration with Outlook. After reviewing the solutions and speaking with both companies, TITUS was the clear winner based on the strength of the offering and the value it delivers.”

Mitch Levy

*Assistant Secretary, DHS Infrastructure & Telecommunications*

## Key Benefits

- Adherence to Government regulatory requirements
- Prevents inadvertent data loss
- Ease of use
- Flexibility of deployment
- Low total cost of ownership
- Ease of management

## Confidence in Internal Communications

Since the rollout, DHS has realized a number of significant benefits from using TITUS Message Classification. DHS has confidence in the security of sensitive information that travels between employees across the country, which is fundamental to meeting federal email marking and privacy requirements. For both DHS and Dataflex, the TITUS solution has been very easy to administer and required very little administration or

training. Andrew Gersbach of Dataflex explains, “TITUS Message Classification is really a ‘set it and forget it’ type of solution. Users understand the principle, so there’s next to no training required. Unless you need to add a new classification or change a rule, administration is extremely minimal.” For DHS, TITUS Message Classification has enabled them to ensure compliance with federal requirements, as well as the security and integrity of information using a Commercial Off the Shelf (COTS) system that places very little burden on users or administrators.

“The value of the TITUS offering is immense. From an IT point of view, I can’t think of another system that we’ve been able to rollout with no burden on users or administrators. This ultimately creates a time and cost savings for everyone.”

Mitch Levy

*Assistant Secretary, DHS Infrastructure & Telecommunications*

## About TITUS

TITUS is the leading provider of security and compliance software that helps organizations share information securely while meeting policy and compliance requirements. Our solutions enable military, government, and large enterprises to raise awareness and meet regulatory compliance by visually alerting end users to the sensitivity of information. Products include TITUS Classification, the leading message, document and file classification and labeling solutions; TITUS Aware, products that enhance Data Loss Prevention by detecting sensitive information at the desktop; and the TITUS family of classification and security solutions for Microsoft SharePoint. TITUS solutions are deployed to over 1.5 million users within our over 300 military, government and enterprise customers worldwide, including Dow Corning, United States Air Force, NATO, G4S, Paternoster, Pratt and Whitney, Australian Department of Defence, and the U.S. Department of Veterans Affairs. For more information, visit [www.titus.com](http://www.titus.com).



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HEADQUARTERS: 343 Preston Street, Suite 800 | Ottawa, Canada K1S 1N4 | Tel: +1 613.820.5111 | [info@titus.com](mailto:info@titus.com)

USA: [usa@titus.com](mailto:usa@titus.com) | EMEA: [emea@titus.com](mailto:emea@titus.com) | Asia-Pacific: [apac@titus.com](mailto:apac@titus.com)