



Utah Baby Watch Early Intervention Program Baby and Toddler Online Tracking System Child Information Security

What is the Baby and Toddler Online Tracking System?

The Baby and Toddler Online Tracking System (BTOTS) is a secure, non-public website for tracking children's eligibility and progress in Utah's 15 early intervention (EI) programs. The system assists EI programs gather important information to help ensure the quality of service children receive. This information is used by EI programs in their daily operations and helps them meet state and federal reporting requirements.

What precautions are followed to ensure that no unauthorized access to the website occurs?

The website has a number of security mechanisms to prevent unauthorized access, including but not limited to the following:

- **Administrator Approval** – New website users must be approved by the website administrator at each EI program before any website access is granted.
- **Enforced Password Requirements** – All users are required to select a password that is a minimum of 8 characters long and a combination of letters and numbers or symbols. In addition, all users must change their password every 3 months and cannot reuse their previous 3 passwords.
- **Automatic Account Deactivation** – User accounts that are not accessed for more than 45 days are shut down. Also, email notices are sent to users after 3 failed account login attempts and accounts are deactivated after 6 failed attempts.

What steps are being taken to protect my child's information?

Best practices in information security are being used to ensure that your child's information is kept safe.

- **Secure Communication** – All information transmitted between users and the website is done using a secure connection (HTTPS).
- **Secure Facility** – The website and all child information resides on computers in a secure facility provided by the Utah Department of Technology Services.
- **Data Encryption** – Child information stored on the website is encrypted at rest, making it unreadable by unauthorized users. Encryption ensures that the information remains safe, even if the information is physically stolen from the secure facility.

How do I know that only authorized users are looking at my child's data?

- **User Access Controls** – The website allows an EI program to limit users' access to information about just those children they are working with. Also, users at your child's EI program cannot access information from another EI program in the state.
- **Application Logging** – The website records each time a user views or changes your child's information.
- **Screen and Session Timeouts** – Individual website screens that are inactive for 5 minutes are darkened so that no information is visible and ensure confidentiality. If website screens are inactive for an additional 15 minutes, the user's access to the website is automatically ended.
- **Limited Access** – Access to the computers in the secure facility that store the child information is limited to authorized individuals.

What prevents a hacker from stealing my child's information?

- **Vulnerability Scans** – The Utah Department of Technology Services performs regular automated security scans of the website to check for security weaknesses.
- **Security Updates** – The website is updated regularly to ensure any newly discovered security flaws are fixed.
- **Security Monitoring** – The computers that run the website are monitored by the Utah Department of Technology Services.

Additional Questions?

Contact the Baby Watch Early Intervention Program at 1-800-961-4226 or 801-584-8226