PRIVACY IMPACT ASSESSMENT (PIA)

PRESCRIBING AUTHORITY: DoD Instruction 5400.16, "DoD Privacy Impact Assessment (PIA) Guidance". Complete this form for Department of Defense (DoD) information systems or electronic collections of information (referred to as an "electronic collection" for the purpose of this form) that collect, maintain, use, and/or disseminate personally identifiable information (PII) about members of the public, Federal employees, contractors, or foreign nationals employed at U.S. military facilities internationally. In the case where no PII is collected, the PIA will serve as a conclusive determination that privacy requirements do not apply to system.

1. DOD INFORMATION SYSTEM/ELECTRONIC COLLECTION NAME:

DHRA ServiceNow

2. DOD COMPONENT NAME:

Defense Human Resources Activity

3. PIA APPROVAL DATE:

03/19/21

SECTION 1: PII DESCRIPTION SUMMARY (FOR PUBLIC RELEASE)

a. The PII is: *(Check one. Note: foreign nationals are included in general public.)*

- [ ] From members of the general public
- [ ] From Federal employees and/or Federal contractors
- [x] From both members of the general public and Federal employees and/or Federal contractors
- [ ] Not Collected *(if checked proceed to Section 4)*

b. The PII is in a: *(Check one)*

- [ ] New DoD Information System
- [ ] New Electronic Collection
- [x] Existing DoD Information System
- [ ] Existing Electronic Collection
- [ ] Significantly Modified DoD Information System

c. Describe the purpose of this DoD information system or electronic collection and describe the types of personal information about individuals collected in the system.

ServiceNow is an IT Service Management tool that provides the enterprise with case management capabilities. These capabilities will apply to both internal enterprise requirements, such as in- and out- processing, system access, and processing common access cards, as well as beneficiary support requirements.

For enterprise requirements, business related personnel information will be maintained in the system for authentication and authorization purposes for those requiring access to the system. Additionally, the system will collect, as required, information such as: Driver's License/ Passport Image, Employment Information, Home/Cell Phone, Personal Email Address, Mailing/Home Address, Birth Date, Place of Birth, Official Duty Station, Work Email Address, Official Duty Telephone Number, Position/Title, Rank/Grade, Security Information, Financial Information, and DoD ID Number.

For beneficiary support, the collection of personal information from individuals will be limited to those beneficiaries that contact the DEERS Support Office and who may have no prior record in DEERS. This information will be limited to a callers contact information in the event the call is disconnected or the support agenda needs to establish contact with a beneficiary.

Additionally, the system will provide various reporting and dashboard capabilities to provide the enterprise with an overall view on specific mission requirements. These capabilities are conducted at an aggregate level and do not involve the use if personal information.

d. Why is the PII collected and/or what is the intended use of the PII? *(e.g., verification, identification, authentication, data matching, mission-related use, administrative use)*

Information is collected or maintained in the system for authentication purposes for those accessing ServiceNow, as well as mission-related uses for DHRA critical mission.

e. Do individuals have the opportunity to object to the collection of their PII? [x] Yes [ ] No

(1) If "Yes," describe the method by which individuals can object to the collection of PII.

(2) If "No," state the reason why individuals cannot object to the collection of PII.

Yes, however, failure to provide information may prevent DHRA from providing the requested services or support.

f. Do individuals have the opportunity to consent to the specific uses of their PII? [ ] Yes [x] No

(1) If "Yes," describe the method by which individuals can give or withhold their consent.

(2) If "No," state the reason why individuals cannot give or withhold their consent.

No, once collected, however, the information will only be used for the purposes stated above.

g. When an individual is asked to provide PII, a Privacy Act Statement (PAS) and/or a Privacy Advisory must be provided. *(Check as appropriate and provide the actual wording.)*

☐ Privacy Act Statement ☒ Privacy Advisory ☐ Not Applicable

Disclosure of this information is voluntary and will be used to authenticate one's identity and reestablish contact, as well as provide the requested services. When completed this form contains personally identifiable information and is protected by the Privacy Act of 1974, as amended.

h. With whom will the PII be shared through data exchange, both within your DoD Component and outside your Component? *(Check all that apply)*

☐ Within the DoD Component	Specify.	
☒ Other DoD Components	Specify.	Defense Logistics Agency, Defense Finance and Accounting Services
☐ Other Federal Agencies	Specify.	
☐ State and Local Agencies	Specify.	
☐ Contractor *(Name of contractor and describe the language in the contract that safeguards PII. Include whether FAR privacy clauses, i.e., 52.224-1, Privacy Act Notification, 52.224-2, Privacy Act, and FAR 39.105 are included in the contract.)*	Specify.	
☐ Other *(e.g., commercial providers, colleges).*	Specify.	

i. Source of the PII collected is: *(Check all that apply and list all information systems if applicable)*

☒ Individuals ☐ Databases

☒ Existing DoD Information Systems ☐ Commercial Systems

☐ Other Federal Information Systems

DMDC 02, DEERS

j. How will the information be collected? *(Check all that apply and list all Official Form Numbers if applicable)*

☒ E-mail ☒ Official Form (*Enter Form Number(s) in the box below)*

☒ Face-to-Face Contact ☐ Paper

☐ Fax ☒ Telephone Interview

☒ Information Sharing - System to System ☒ Website/E-Form

☐ Other *(If Other, enter the information in the box below)*

DLA Form 1820, DLA 1728, DD2249, SF1199a, OF 306, I-9, W4 Federal Withholding, State Tax Forms

k. Does this DoD Information system or electronic collection require a Privacy Act System of Records Notice (SORN)?

A Privacy Act SORN is required if the information system or electronic collection contains information about U.S. citizens or lawful permanent U.S. residents that is retrieved by name or other unique identifier. PIA and Privacy Act SORN information must be consistent.

☒ Yes ☐ No

If "Yes," enter SORN System Identifier DMDC 02; DPR 45

SORN Identifier, not the Federal Register (FR) Citation. Consult the DoD Component Privacy Office for additional information or http://dpcld.defense.gov/Privacy/SORNs/

or

If a SORN has not yet been published in the Federal Register, enter date of submission for approval to Defense Privacy, Civil Liberties, and Transparency Division (DPCLTD). Consult the DoD Component Privacy Office for this date

If "No," explain why the SORN is not required in accordance with DoD Regulation 5400.11-R: Department of Defense Privacy Program.

l. What is the National Archives and Records Administration (NARA) approved, pending or general records schedule (GRS) disposition authority for the system or for the records maintained in the system?

(1) NARA Job Number or General Records Schedule Authority. 102-21 Public Customer Service Operations Records; GRS 6.5, item 010

(2) If pending, provide the date the SF-115 was submitted to NARA.

(3) Retention Instructions.

Temporary. Cutoff after resolved or when no longer needed for business use, whichever is appropriate. Destroy 1 year after cutoff

m. What is the authority to collect information? A Federal law or Executive Order must authorize the collection and maintenance of a system of records. For PII not collected or maintained in a system of records, the collection or maintenance of the PII must be necessary to discharge the requirements of a statue or Executive Order.

(1) If this system has a Privacy Act SORN, the authorities in this PIA and the existing Privacy Act SORN should be similar.
(2) If a SORN does not apply, cite the authority for this DoD information system or electronic collection to collect, use, maintain and/or disseminate PII. (If multiple authorities are cited, provide all that apply).

(a) Cite the specific provisions of the statute and/or EO that authorizes the operation of the system and the collection of PII.

(b) If direct statutory authority or an Executive Order does not exist, indirect statutory authority may be cited if the authority requires the operation or administration of a program, the execution of which will require the collection and maintenance of a system of records.

(c) If direct or indirect authority does not exist, DoD Components can use their general statutory grants of authority ("internal housekeeping") as the primary authority. The requirement, directive, or instruction implementing the statute within the DoD Component must be identified.

10 U.S.C. 136, Under Secretary of Defense for Personnel and Readiness, DoD Directive 5100.87, "Department of Defense Human Resources Activity (DoDHRA), DoD Directive 5205.16, " The DoD Insider Threat Program," DoD Instruction 1341.2, "Defense Enrollment Eligibility System (DEERS) Procedures," DoD Instruction, 1438.06, "DoD Workplace Violence Prevention and Response Policy," DoD Instruction 5154.31, Volume 3, "Commercial Travel Management, Defense Travel System (DTS)," DoD Instruction 5154.31, Volume 4, "Commercial Travel Management: DoD Government Travel Charge Card (GTCC) Program,"" DoD Manual 1341.02, "DoD Identity Management DoD Self-Service (DS) Logon Program and Credential," DoD 7000.14-R, "Department of Defense Financial Management Regulation (DoD FMR)," Joint Travel Regulations, Defense Travel System Regulations, and Government Travel Charge Card Regulations, Public Law 114, Section 951 (NDAA 2017) Enhanced security programs for Department of Defense personnel and innovation initiatives

n. Does this DoD information system or electronic collection have an active and approved Office of Management and Budget (OMB) Control Number?

Contact the Component Information Management Control Officer or DoD Clearance Officer for this information. This number indicates OMB approval to collect data from 10 or more members of the public in a 12-month period regardless of form or format.

☐ Yes ☒ No ☐ Pending

(1) If "Yes," list all applicable OMB Control Numbers, collection titles, and expiration dates.
(2) If "No," explain why OMB approval is not required in accordance with DoD Manual 8910.01, Volume 2, " DoD Information Collections Manual: Procedures for DoD Public Information Collections."
(3) If "Pending," provide the date for the 60 and/or 30 day notice and the Federal Register citation.

All collections are governed by existing OMB numbers.