

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:

AskDFAS

2. DOD COMPONENT NAME:

Defense Finance and Accounting Service

3. PIA APPROVAL DATE:

02/05/18

SECTION 1: PII DESCRIPTION SUMMARY (FOR PUBLIC RELEASE)

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

- | | |
|--|---|
| <input type="checkbox"/> From members of the general public | <input type="checkbox"/> From Federal employees and/or Federal contractors |
| <input checked="" type="checkbox"/> From both members of the general public and Federal employees and/or Federal contractors | <input type="checkbox"/> Not Collected <i>(if checked proceed to Section 4)</i> |

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

- | | |
|--|---|
| <input type="checkbox"/> New DoD Information System | <input type="checkbox"/> New Electronic Collection |
| <input checked="" type="checkbox"/> Existing DoD Information System | <input type="checkbox"/> Existing Electronic Collection |
| <input type="checkbox"/> 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.

The AskDFAS system is completely dependent upon submissions from external sources (customers). The AskDFAS application is a suite of tools which allow customers to submit questions electronically to DFAS personnel. It provides a centralized ticketing system to DFAS personnel to coordinate a response to each customer, as well as maintaining an audit history and customer service statistics. Modules of the application are used by various DFAS support teams.

The modules are as follows:

Ask Army Travel Pay
Ask Cleveland Accounting
Ask ePortal
Ask Human Resources
Ask Military Pay (Indy call center)
Ask MyPay
Ask Retired Pay
Ask Social Media
AskDFAS
Defense Civilian Pay System Password Resets
Deputy Director of Strategy and Support Help
Customer Service/Vendor Pay- DFAS INDY
General Fund Business Enterprise System Single Use Manual Payment Request
Tax Statement Reissue Requests
Travel Pay Direct
Debt & Claims
Hiring Heroes
IT - AAA
Garnishment Operations
Catch 62
Customer Service Satisfaction Survey
Estimated Earnings for Mil Service
Succession Program
Career Fair
Financial Management Certification
Leave and Earnings Statement Requests (3rd party)

Leave and Earnings Statement Requests
Ask_Audit Readiness Support Office
Ask CivPay
Columbus Contract/Vendor Pay
Ask Audit Readiness

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)

PII is used to verify the identity of and/or lookup the customer and provide a response to their inquiry.

e. Do individuals have the opportunity to object to the collection of their PII? 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.

PII is not a condition to use of the system. Specific modules require the PII to process the request from the customer. Being a required field, they must enter the information or an error message appears. The customer has the option to not submit a question via AskDFAS and may contact the call center instead.

f. Do individuals have the opportunity to consent to the specific uses of their PII? Yes 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.

The PII information is only to identify the customer to fulfill requests or inquiries. The data is not collected for any other purpose.

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

Authority: Executive Order 10450, 9397, and Public Law 99-474, The Computer Fraud and Abuse Act.

• Purpose of Use: To record names and social security numbers for the purpose of validating the trustworthiness of individuals requesting access to Department of Defense (DOD) systems and information.

• Routine Uses: Those generally permitted under the 5 U.S.C. 522a(b) of the privacy act as required.

• Disclosure: Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.

• Note: Records may be maintained in both electronic and/or paper form.

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.

Specified agency employees such as accountants, technicians, customer service representatives, or operations personnel with a need-to-know, may respond to inquiries submitted via the AskDFAS system.

Other DoD Components

Specify.

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.

PII content, relative to the customer, may be provided back in response to their inquiry

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

- | | |
|--|---|
| <input checked="" type="checkbox"/> Individuals | <input type="checkbox"/> Databases |
| <input type="checkbox"/> Existing DoD Information Systems | <input type="checkbox"/> Commercial Systems |
| <input type="checkbox"/> Other Federal Information Systems | |

The source of the PII will be the individual that accesses the AskDFAS system, to make personal inquiry regarding specified business needs.

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

- | | |
|---|--|
| <input type="checkbox"/> E-mail | <input type="checkbox"/> Official Form (Enter Form Number(s) in the box below) |
| <input type="checkbox"/> Face-to-Face Contact | <input type="checkbox"/> Paper |
| <input type="checkbox"/> Fax | <input type="checkbox"/> Telephone Interview |
| <input type="checkbox"/> Information Sharing - System to System | <input checked="" type="checkbox"/> Website/E-Form |
| <input type="checkbox"/> Other (If Other, enter the information in the box below) | |

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

SORN Identifier, not the Federal Register (FR) Citation. Consult the DoD Component Privacy Office for additional information or <http://dpcl.d.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.

The DFAS privacy office indicated AskDFAS is not considered a system of record based on the fact that a search can not be completed on a person based on PIA.

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.

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

(3) Retention Instructions.

Cutoff at the end of the fiscal year. Destroy 10 years after cutoff.