

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:

Case Management System (CMS)

2. DOD COMPONENT NAME:

Defense Finance and Accounting Service

3. PIA APPROVAL DATE:

October 5, 2018

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
 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
 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.

CMS is a management tool system used for tracking, resolving and reporting on military (active/reserve/retired) and vendor pay related cases or inquiries. This information system is used by Army and Defense Finance and Accounting Service (DFAS) Customer Care Centers (CCC) which is comprised of Military Pay (MilPay) and Commercial Pay (ComPay). Army CMS users are located at various locations in the United States and Outside Continental United States. DFAS CCCs are primarily located at Cleveland, OH, Indianapolis, IN, Columbus, OH, and Rome, NY.

CMS case management provides a single source of information for monitoring military pay problems in a timely and efficient manner, to include providing visibility to appropriate levels of management, permitting feedback to service members, and facilitating the identification of problem trends.

Name and Social Security Number (SSN) are common to cases in the CMS system. Other PII data may be included by uploading support documentation for a case. The Personally identifiable information (PII) collected in uploaded documents would be dependent upon the case type but may include information related to death gratuity, bankruptcy, payroll, entitlements, garnishments, spouse, children, and financial information.

CCCs use CMS for tracking active/retired military and vendor customer inquiries through to their resolution. SSNs, first name and last name, branch of service, email address, and phone number are routinely collected. Occasionally, the inquiries will require research within the DoD Component and other DoD Components, as noted in section h. below, that also use SSNs as unique identifiers.

The Army utilizes CMS as an all services fully integrated single source system for monitoring pay problems; uploading and tracking cases at all levels; provide immediate feedback to service members, timeliness, efficiency, and identification of problem trends.

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)

Identification, verification, and data matching.

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.

Overall the Case Management System (CMS) does NOT collect Personally identifiable information (PII) directly from the individual. The Army receive PII concerning their work through an automated process. The Customer Care Center (CCC) is the only user within CMS that requests PII from their callers to start a request. If a caller objects to giving their Social Security Number (SSN) then the Customer Service Representative (CSR) either logs the call under a miscellaneous tracking number or ends the call. In most cases the SSN must be given for the CSR to accurately retrieve data from various other systems.

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.

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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

A Privacy Act Statement and/or Privacy Advisory can be provided to an individual being asked to provide PII upon request.

THIS SYSTEM CONTAINS PRIVACY ACT DATA

- 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."

THIS SYSTEM CONTAINS INFORMATION SUBJECT TO THE PRIVACY ACT OF 1974 AS AMENDED
"FOR OFFICIAL USE ONLY"

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

<input checked="" type="checkbox"/> Within the DoD Component	Specify.	Personally identifiable information (PII) will be shared with internal DFAS organizations that demonstrate a 'need to know,' who are authorized to work on case management in the CMS system, and have access to PII data contained within the CMS system. (e.g., Military Pay Operations).
<input checked="" type="checkbox"/> Other DoD Components	Specify.	Personally identifiable information (PII) is shared among various military departments (e.g. Army, Air Force personnel offices) that demonstrate a 'need to know.'
<input type="checkbox"/> Other Federal Agencies	Specify.	N/A
<input type="checkbox"/> State and Local Agencies	Specify.	N/A
<input type="checkbox"/> 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.	N/A
<input type="checkbox"/> Other (e.g., commercial providers, colleges).	Specify.	N/A

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

Personally identifiable information (PII) is provided electronically to CMS through interfaces with the following DFAS systems: Defense Joint Military Pay System (DJMS)-AC (Active Component), DJMS-RC (Reserve Component), Master-Pin, and Wounded in Action (WIA) System module of DJMS-Active Component.

The Customer Care Center source of PII data is directly from the individuals themselves – either through telephone conversations, or via emails or faxes from the customer.

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

- | | |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| <input checked="" 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 checked="" type="checkbox"/> Fax | <input checked="" type="checkbox"/> Telephone Interview |
| <input checked="" 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.dod.mil/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.

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

(3) Retention Instructions.

CMS retention: Cutoff the year the case closure and destroy 10 years after cutoff.