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:

Remedy Action Request System

2. DOD COMPONENT NAME:	3. PIA APPROVAL DATE:
Defense Finance and Accounting Service	01/09/19

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
- [x] 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
- [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.

Remedy is used to create requests to manage issues in support of multiple Department of Defense (DoD) financial systems including offices within Defense Finance Accounting Service (DFAS). These offices support DFAS, DoD and Federal employees, both current and retired. Remedy supported systems, which may contain Personally Identifiable Information (PII), include DFAS Cleveland Payroll, DFAS Indianapolis Payroll, Defense Civilian Payroll System, DFAS Congressional Liaison Office and DFAS Travel Debt. PII data that may be collected via the Remedy request screen includes name, Social Security Numbers (SSN), phone number and financial information. Other PII data collected may be included via screens in text fields used to describe the specific issue or in attached documents.

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 data is used for verification and identification to track pay issues, answer congressional inquires and track and collect Travel Debt. Intended use of PII is to facilitate existing business processes for payroll and congressional liaison office.

e. Do individuals have the opportunity to object to the collection of their PII? [ ] Yes [x] 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.

Remedy does not collect PII data directly from individuals, PII data is collected via authorized payroll components and DFAS Remedy correspondents and Travel Debts.

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.

Remedy does not collect PII data directly from individuals, PII data is collected via authorized payroll components and DFAS Remedy correspondents and Travel Debts.

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.)*

- [x] Privacy Act Statement
- [ ] Privacy Advisory
- [ ] Not Applicable

THIS SYSTEM CONTAINS PRIVACY ACT DATA
AUTHORITY: EXECUTIVE ORDER 10450, 9397 AS AMENDED, 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)*

[X]	Within the DoD Component	Specify.	Shared with internal DFAS organizations on a 'need to know' basis.
[ ]	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.	

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

[ ]	Individuals	[ ]	Databases
[X]	Existing DoD Information Systems	[ ]	Commercial Systems
[ ]	Other Federal Information Systems		

Existing DoD information systems such as DFAS Payroll offices, Congressional Liaison office, Travel Debt, and
Human Health Services Federal System.

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
[X]	Information Sharing - System to System	[X]	Website/E-Form
[X]	Other *(If Other, enter the information in the box below)*		

Client Interface

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 <u>retrieved</u> by name or other unique identifier. PIA and Privacy Act SORN information must be consistent.

[ ] Yes   [X] 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://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.

Remedy is not the source for record retrieval, C1.1.2.1.2. In determining whether an automated system is a system of records that is subject to this Regulation, retrieval policies and practices shall be evaluated. If DoD Component policy is to retrieve personal information by name or other unique personal identifier, it is a system of records.

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?

DFAS 5015.2-M, Volume

   (1) NARA Job Number or General Records Schedule Authority.

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

   (3) Retention Instructions.

Cutoff at the completion of inquiry, Destroy 10 years after cutoff, unless subject matter is policy related. Policy matters are permanent.

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.

U.S.C. 301, Departmental Regulations; 5 U.S.C. Chapter 53, 55, and 81; "and E.O. 9397 (SSN) as amended."

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.

DoDM 8910.01-V2, June 30, 2014 "(11) Collections of information from DoD civilian employees within the scope of their employment (includes all the tasks performed to accomplish the job they perform for the OSD or DoD Component), unless the results are to be used for general statistical purposes".