

U.S. Department of Housing and Urban Development

Office of the Chief Financial Officer

Personal Services Cost Subsystem (PSCS)

Privacy Impact Assessment

September 30, 2009

DOCUMENT ENDORSEMENT

I have carefully assessed the Privacy Impact Assessment (PIA) for the Personal Services Cost Reporting Subsystem (PSCRS). This document has been completed in accordance with the requirement set forth by the [E-Government Act of 2002](#) and [OMB Memorandum 03-22](#) which requires that "Privacy Impact Assessments" (PIAs) be conducted for all new and/ or significantly altered IT Systems, and Information Collection Requests.

ENDORSEMENT SECTION

Please check the appropriate statement.

- The document is accepted.**
 The document is accepted pending the changes noted.
 The document is not accepted.

Based on our authority and judgment, the data captured in this document is current and accurate.

/S/ Christopher B. Davies

CHRISTOPHER B. DAVIES, SYSTEM MANAGER

Director, Financial Systems Maintenance Division
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10.30.09

Date

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Date

/S/ Donna Robinson-Staton

DONNA ROBINSON-STATON

Departmental Privacy Act Officer
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11/12/09

Date

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**U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
PRIVACY IMPACT ASSESSMENT (PIA) FOR:
PERSONAL SERVICES COST SUBSYSTEM (PSCS)**

**(for IT Systems: OMB Unique Identifier #025-00-01-01-1020-00-402-124
and PCAS # 202620)**

September 30, 2009

NOTE: See Section 2 for PIA answers, and Section 3 for Privacy Advocate's determination.

SECTION 1: BACKGROUND

Importance of Privacy Protection – Legislative Mandates:

HUD is responsible for ensuring the privacy and confidentiality of the information it collects on members of the public, beneficiaries of HUD programs, business partners, and its own employees. These people have a right to expect that HUD will collect, maintain, use, and disseminate identifiable personal information only as authorized by law and as necessary to carry out agency responsibilities.

The information HUD collects is protected by the following legislation and regulations:

- [Privacy Act of 1974, as amended](#) affords individuals the right to privacy in records that are maintained and used by Federal agencies. (See <http://www.usdoj.gov/foia/privstat.htm>; see also [HUD Handbook 1325.1 at www.hudclips.org](#));
- Computer Matching and Privacy Protection Act of 1988 is an amendment to the Privacy Act that specifies the conditions under which private information may (or may not) be shared among government agencies. (See <http://www.usdoj.gov/foia/privstat.htm>);
- [Freedom of Information Act of 1966, as amended](#) (http://www.usdoj.gov/oip/foia_updates/Vol_XVII_4/page2.htm) provides for the disclosure of information maintained by Federal agencies to the public, while allowing limited protections for privacy. See also [HUD's Freedom of Information Act Handbook \(HUD Handbook 1327.1 at www.hudclips.org\)](#));
- [E-Government Act of 2002](#) requires Federal agencies to conduct Privacy Impact Assessments (PIAs) on its electronic systems. (See http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=107_cong_public_laws&docid=f:publ347.107.pdf; see also the summary of the E-Government Act at http://www.whitehouse.gov/omb/egov/pres_state2.htm);
- [Federal Information Security Management Act of 2002](#) (which superceded the Computer Security Act of 1987) provides a comprehensive framework for ensuring the effectiveness of information security controls over information resources that support Federal operations and assets, etc. See also the codified version of Information Security regulations at [Title 44 U.S. Code chapter 35 subchapter II](#) (<http://uscode.house.gov/search/criteria.php>); and

- [OMB Circular A-130, Management of Federal Information Resources, Appendix I](http://www.whitehouse.gov/omb/circulars/a130/appendix_i.pdf) (http://www.whitehouse.gov/omb/circulars/a130/appendix_i.pdf) defines Federal Agency responsibilities for maintaining records about individuals.

Access to personally identifiable information will be restricted to those staff that has a need to access the data to carry out their duties; and they will be held accountable for ensuring privacy and confidentiality of the data.

What is the Privacy Impact Assessment (PIA) Process?

The Privacy Impact Assessment (PIA) is a process that evaluates issues related to the privacy of personally identifiable information in electronic systems. See background on PIAs and the 7 questions that need to be answered, at: <http://www.hud.gov/offices/cio/privacy/pia/pia.cfm>. Personally identifiable information is defined as information that actually identifies an individual, e.g., name, address, social security number (SSN), or identifying number or code; or other personal/ sensitive information such as race, marital status, financial information, home telephone number, personal e-mail address, etc. Of particular concern is the combination of multiple identifying elements. For example, knowing name + SSN + birth date + financial information would pose more risk to privacy than just name + SSN alone.

The PIA:

- Identifies the type of personally identifiable information in the system (including any ability to combine multiple identifying elements on an individual);
- Identifies who has access to that information (whether full access or limited access rights); and
- Describes the administrative controls that ensure that only information that is necessary and relevant to HUD's mission is included.

Who Completes the PIA?

Both the program area System Owner and IT Project Leader work together to complete the PIA. The System Owner describes what personal data types are collected, how the data is used, and who has access to the personal data. The IT Project Leader describes whether technical implementation of the System Owner's requirements presents any risks to privacy, and what controls are in place to restrict access of personally identifiable information.

When is a Privacy Impact Assessment (PIA) Required?

- 1. New Systems:** Any new system that will contain personal information on members of the public requires a PIA, per OMB requirements (this covers both major and non-major systems).
- 2. Existing Systems:** Where there are significant modifications involving personal information on members of the public, or where significant changes been made to the system that may create a new privacy risk, a PIA is required.

3. Information Collection Requests, per the Paperwork Reduction Act (PRA):

Agencies must obtain OMB approval for new information collections from ten or more members of the public. If the information collection is both a new collection and automated, then a PIA is required.

What are the Privacy Act Requirements?

Privacy Act. The Privacy Act of 1974, as amended (<http://www.usdoj.gov/foia/privstat.htm>) requires that agencies publish a Federal Register Notice for public comment on any intended information collection. Privacy Act Systems of Records are created when information pertaining to an individual is collected and maintained by the Department, and is retrieved by the name of the individual or by some other identifying number, symbol, or other identifying particular assigned to an individual. The E-Government Act of 2002 requires PIAs for electronic systems as well as information collection requests that are automated. So, there is a relationship between the new PIA requirement (when automation is involved) and the long-standing Privacy Act System of Records Notices (for both paper-based and automated records that are of a private nature). For additional information, contact the Departmental Privacy Act Officer in the Office of the Chief Information Officer.

Why is the PIA Summary Made Publicly Available?

The E-Government Act of 2002 requires that the analysis and determinations resulting from the PIA be made publicly available. The Privacy Advocate in HUD's Office of the Chief Information Officer (OCIO) is responsible for publishing the PIA summary on HUD's web site. See: <http://www.hud.gov/offices/cio/privacy/pia/pia.cfm>.

SECTION 2 – COMPLETING A PRIVACY IMPACT ASSESSMENT

Please submit answers to the Departmental Privacy Advocate in the Office of the Chief Information Officer (OCIO). If any question does not apply, state Not Applicable (N/A) for that question, and briefly explain why it is not applicable.

Program Area: Office of the Chief Financial Officer

Subject matter expert in the program area: Rhonda Press, Systems Maintenance Branch, Office of the Chief Financial Officer, (202) 708-1757 x3774

Program Area Manager: Gail B. Dise, Assistant Chief Financial Officer for Systems, Office of the Chief Financial Officer (202) 708-1757 x3749

IT Project Leader: Themitha R. Garner, Office of Systems Integration & Efficiency, Office of the Chief Information Officer, (202) 708-0993 x3165

For IT Systems:

- **Name of system:** Personal Services Cost Subsystem (PSCS)
- **PCAS #:** 202620
- **OMB Unique Project Identifier #:** 025-00-01-01-01-1020-402-124
- **System Code:** A75I

For Information Collection Requests:

- **Name of Information Collection Request:** N/A
- **OMB Control #:** N/A

Question 1: Provide a brief description of what personal information is collected.

The Personal Services Cost Subsystem (PSCS), of HUDCAPS, obtains payroll costs for the Department from the National Finance Center (NFC). Users do not input information directly into PSCS. PSCS processes transaction files received from NFC before generating reports based on this data. The transaction file includes budget object codes – all cost, award cost, etc. The PSCS takes the NFC codes and converts it to organizational codes, such as Housing, CFO, etc. The cost data from NFC has SSN and other identifiable information however; no data is retrieved using the SSN or any other identifiable information from the system. PSCS is composed of the following processes:

- a. Accounting Update processing,
- b. Standard Reporting Cycle (after Accounting Update processing),
- c. Employee Update processing, three report print processes,
- d. CAISHU reports,
- e. 4315 – Death Annuity report,
- f. Fiscal and Calendar year-End Processing.

The NFC provides input files to PSCS. The accounting update cycle uses a personnel data file, one primary accounting data file, and one or two supplementary data files. The employee update cycle uses the HUD personnel file. The PSCS application resides on the Hitachi Data System (HDS) mainframe and utilizes a DB2 database.

If this automated system (or Information Collection Request) involves personally identifiable information on members of the public, then **mark any of the categories that apply below:**

Personal Identifiers:

<input checked="" type="checkbox"/>	Name
<input checked="" type="checkbox"/>	Social Security Number (SSN)
	Other identification number (specify type):
	Birth date
	Home address
	Home telephone
	Personal e-mail address
	Fingerprint/ other "biometric"
	Other (specify):
	None
	Comment:

Personal/ Sensitive Information:

	Race/ ethnicity
	Gender/ sex
	Marital status
	Spouse name
	# of children
<input checked="" type="checkbox"/>	Income/ financial data (specify type of data, such as salary, Federal taxes paid, bank account number, etc.): salary, taxes paid, benefits paid, awards
	Employment history:
	Education level
	Medical history/ information
	Disability
	Criminal record
	Other (specify):
	None
	Comment:

Question 2: Will any of the personally identifiable information be accessed remotely or physically removed?

	Yes	No
If yes, Proceed to answering the following questions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have the security controls been reviewed and approved by the Information Security Officer?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<p>What security controls are in place to protect the information (e.g., encryptions)? In compliance with HUD Handbook 2400.25 REV-2, OCFO implements the following security controls to protect the information contained within this system:</p> <ul style="list-style-type: none"> • HUD employees/contractors with remote access to HUD systems have signed and reviewed the Rules of Behavior for Remote Access. (HUD Policy: 5.2.17) • All information transmitted using HUD’s remote access applications, Virtual Private Network (VPN) and HUDMobile1 is automatically encrypted. (HUD Policy: 5.2.17) • OCFO closely follows the HUD Breach Notification and Response Plan which requires one-hour notice to The U.S. Computer Emergency Response Center (US-CERT) for breach incidents involving Personally Identifiable Information. (HUD Policy: 4.8.6) • Every HUD employee/contractor completes the annual Information Technology Security Awareness training. (HUD Policy: 4.9.2) • Each HUD employee/contractor identified as having significant information privacy responsibilities completes the Privacy Act (PA) training. (HUD Policy: 4.9.3)
<p>What HUD approved application is used to grant remote access (e.g., VPN, Citrix)? The available applications are Virtual Private Network (VPN) and HUDMobile1.</p>
<p>Is there a policy in place restricting remote access from certain locations outside the Department (For example: Policy may permit remote access, but prohibits access from a particular place; such as, Kinko’s/Starbuck) or is remote access permitted from all areas outside the Department? Based on HUD Handbook 2400.25, REV-2 Section 5.2.17 HUD limits remote access to only the following locations:</p> <ul style="list-style-type: none"> • Employee or contractor’s home • Other non-HUD worksites (e.g., maintenance ports and system and device administration).
<p>Is there a policy that identifies “if” or “if not” downloading and remote storage of this information is allowed (For example: Policy may permit remote access, but prohibit downloading and local storage)? HUD Handbook 2400.25, Section 5.2.17 states that users are prohibited from copying HUD-related documents to hard/floppy drives of personally-owned or privately-owned computers.</p>
<p>Comment:</p>

Question 3: Type of electronic system or information collection. Fill out Section A, B, or C as applicable.

A. If a new electronic system (or one in development):	Yes	No
Is this a new electronic system (implemented after April 2003, the effective date of the E-Government Act of 2002)?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does the system require authentication?	<input type="checkbox"/>	<input type="checkbox"/>
Is the system browser-based?	<input type="checkbox"/>	<input type="checkbox"/>

Is the system external-facing (with external users that require authentication)?	<input type="checkbox"/>	<input type="checkbox"/>
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B. If an existing electronic system: Mark any of the following conditions for your existing system that OMB defines as a “trigger” for requiring a PIA (if not applicable, mark N/A):	
N/A	Conversion: When paper-based records that contain personal information are converted to an electronic system
N/A	From Anonymous (Non-Identifiable) to “Non-Anonymous” (Personally Identifiable): When any systems application transforms an existing database or data collection so that previously anonymous data becomes personally identifiable
N/A	Significant System Management Changes: When new uses of an existing electronic system significantly change how personal information is managed in the system. (Example #1: when new “relational” databases could combine multiple identifying data elements to more easily identify an individual. Example #2: when a web portal extracts data elements from separate databases, and thereby creates a more open environment for exposure of personal data)
N/A	Merging Databases: When government databases are merged, centralized, matched, or otherwise significantly manipulated so that personal information becomes more accessible (with special concern for the ability to combine multiple identifying elements)
N/A	New Public Access: When <u>new</u> public access is given to members of the public or to business partners (even if the system is protected by password, digital certificate, or other user-authentication technology)
N/A	Commercial Sources: When agencies systematically incorporate into databases any personal data from commercial or public sources (ad hoc queries of such sources using existing technology does not trigger the need for a PIA)
N/A	New Inter-agency Uses: When agencies work together (such as the federal E-Gov initiatives), the lead agency should prepare the PIA
N/A	Business Process Re-engineering: When altering a business process results in significant new uses, disclosures, or additions of personal data
N/A	Alteration in Character of Data: When adding new personal data raises the risks to personal privacy (for example, adding financial information to an existing database that contains name and address)

C. If an Information Collection Request (ICR): Is this a <u>new</u> Request that will collect data that will be in an <u>automated</u> system? Agencies must obtain OMB approval for information collections from 10 or more members of the public. The E-Government Act of 2002 requires a PIA for ICRs only if the collection of information is a <u>new</u> request and the collected data will be in an <u>automated</u> system.	
	Yes, this is a new ICR and the data will be automated
✓	No, the ICR does not require a PIA because it is not <u>new</u> or <u>automated</u>)
	Comment:

Question 4: Why is the personally identifiable information being collected? How will it be used?

Information is used to identify the correct recipients payment information.

Mark any that apply:

Homeownership:

<input type="checkbox"/>	Credit checks (eligibility for loans)
<input type="checkbox"/>	Loan applications and case-binder files (via lenders) – including borrower SSNs, salary, employment, race, and other information
<input type="checkbox"/>	Loan servicing (MIP collections/refunds and debt servicing for defaulted loans assigned to HUD)
<input type="checkbox"/>	Loan default tracking
<input type="checkbox"/>	Issuing mortgage and loan insurance
<input type="checkbox"/>	Other (specify):
<input type="checkbox"/>	Comment:

Rental Housing Assistance:

<input type="checkbox"/>	Eligibility for rental assistance or other HUD program benefits
<input type="checkbox"/>	Characteristics on those receiving rental assistance (for example, race/ethnicity, # of children, age)
<input type="checkbox"/>	Property inspections
<input type="checkbox"/>	Other (specify):
<input type="checkbox"/>	Comment:

Grants:

<input type="checkbox"/>	Grant application scoring and selection – if any personal information on the grantee is included
<input type="checkbox"/>	Disbursement of funds to grantees – if any personal information is included
<input type="checkbox"/>	Other (specify):
<input type="checkbox"/>	Comment:

Fair Housing:

<input type="checkbox"/>	Housing discrimination complaints and resulting case files
<input type="checkbox"/>	Other (specify):
<input type="checkbox"/>	Comment:

Internal operations:

<input checked="" type="checkbox"/>	Employee payroll costs
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	Other (specify):

	Comment:
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Other lines of business (specify uses):

Question 5: Will you share the information with others? (e.g., another agency for a programmatic purpose or outside the government)?

Mark any that apply:

	Federal agencies?
	State, local, or tribal governments?
	Public Housing Agencies (PHAs) or Section 8 property owners/agents?
	FHA-approved lenders?
	Credit bureaus?
	Local and national organizations?
	Non-profits?
	Faith-based organizations?
	Builders/ developers?
	Others? (specify):
✓	Comment: Information is not shared

Question 6: Can individuals “opt-out” by declining to provide personal information or by consenting only to particular use (e.g., allowing their financial information to be used for basic rent eligibility determination, but for not for sharing with other government agencies)?

	Yes, they can “opt-out” by declining to provide private information or by consenting only to particular use
✓	No, they can’t “opt-out” – all personal information is required
	Comment:

If Yes, please explain the issues and circumstances of being able to opt-out (either for specific data elements or specific uses of the data): _____

Question 7: How will the privacy of the information be protected/ secured? What are the administrative and technological controls? A User ID and password are required for access, security access profiles restrict access to sensitive information to those users with a business need to know, and annual user recertification validates continued need and level of access.

Mark any that apply and give details if requested:

✓	System users must log-in with a password
✓	When an employee leaves: <ul style="list-style-type: none"> • How soon is the user ID terminated? (1 day, 1 week, 1 month, unknown)? HUD terminates the User ID when advised by the user's supervisor of a user's departure or change in duties, or by the annual user recertification process. • How do you know that the former employee no longer has access to your system? (explain your procedures or describe your plan to improve): When the User ID record is removed, the employee no longer has access to PSCS.
✓	Are access rights selectively granted, depending on duties and need-to-know? Yes. If Yes, specify the approximate # of authorized users who have either: <ul style="list-style-type: none"> • Full access rights to all data in the system: 2 • Limited/restricted access rights to only selected data: 0
✓	Are disks, tapes, and printouts that contain personal information locked in cabinets when not in use? Explain your procedures, or describe your plan to improve: Infrastructure contractors managed by OCIO are responsible for system storage media. Individual users agree to comply with the Department's Information Technology Security Policy Handbook when applying for PSCS access.
✓	If data from your system is shared with another system or data warehouse, who is responsible for protecting the privacy of data that came from your system but now resides in another? The security administrator is responsible for implementing controls over sensitive personal information. Explain the existing privacy protections, or your plans to improve: Access to sensitive information is controlled through a User ID and password. Access profiling restricts access to users with a business need to know.
	Other methods of protecting privacy (specify):
	Comment:

Question 8: If privacy information is involved, by what data elements is it retrieved?

Mark any that apply:

	Name:
✓	Social Security Number (SSN)
	Identification number (specify type):
	Birth date
	Race/ ethnicity
	Marital status
	Spouse name
	Home address
	Home telephone
	Personal e-mail address
	Other (specify):
	None
	Comment:

Other Comments (or details on any Question above):

SECTION 3: DETERMINATION BY HUD PRIVACY OFFICER

Due to the personal/sensitive information contained in the PSCS, there is a concern for privacy protection. The appropriate administrative controls are in place for protecting the personal/sensitive information. Access to system is granted by user ID and password and to those with a business need-to-know only. The system does not require a Privacy Act System of Records, because personal/ sensitive information is not being retrieved from the systems