

**U.S. Department of Housing and  
Urban Development**

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**Office of the Chief Financial Officer**

**HUD Central Accounting and Program System  
(HUDCAPS)**

Privacy Impact Assessment

**September 30, 2009**

## DOCUMENT ENDORSEMENT

I have carefully assessed the Privacy Impact Assessment (PIA) for **HUD Central Accounting and Program System (HUDCAPS)**. 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

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**U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
PRIVACY IMPACT ASSESSMENT (PIA) FOR:  
HUD CENTRAL ACCOUNTING AND PROGRAM SYSTEM (HUDCAPS)**

**(for IT Systems: OMB Unique Identifier # 025-00-01-01-01-1020-00-402-124  
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](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](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](http://www.whitehouse.gov/omb/egov/pres_state2.htm));
- [Federal Information Security Management Act of 2002](#) (which superseded 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 \(http://uscode.house.gov/search/criteria.php\)](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](http://www.usdoj.gov/foia/privstat.htm), 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:** Joseph Trapani, Systems Maintenance Branch, Financial Systems Maintenance Division, Office of the Chief Financial Officer, ( 202 ) 708-1757 x3764

**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:** HUD Central Accounting and Program System (HUDCAPS)
- **PCAS #:** 202620 **OMB Unique Project Identifier #:** 025-00-01-01-01-1020-402-124
- **System Code:** A75

### 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.

HUD's Central Accounting and Program System (HUDCAPS) is a mission critical system that is one of the Department's core financial systems and is the Department's general ledger.

In January of 1993, HUD acquired American Management System Inc.'s (AMS) Federal Financial System (FFS®) to be the core financial system for HUD. Over a three-year period, FFS® was implemented to support administrative accounting and Public and Indian Housing's (PIH) Section 8 program accounting. The Department named the system HUD's Central Accounting and Program System (HUDCAPS). HUDCAPS uses customized software in addition to the FFS® core system to meet HUD's financial management and reporting needs. In FY 1999 HUDCAPS became the Department's general ledger system.

HUDCAPS provides the capability of capturing, recording and summarizing the Department's financial results of operations across all business areas. These functions are in accordance with the requirements defined by the Office of Management and Budget (OMB), General Accounting Office (GAO), Department of Treasury, Congress and HUD program offices.

HUDCAPS serves about 1,100 users in all HUD headquarters and field offices. The system processes over 20 million transactions annually. Annually, HUD uses HUDCAPS to disburse and/or account for more than \$30 billion to vendors, employees, housing authorities, and other federal agencies. The system's integrated modules provide control over HUD's general ledger, budget execution, accounts receivable and collections, accounts payable, travel accounting,

project cost accounting, funds management, obligations, disbursements, and internal and external reporting requirements. These functions must also support the reporting requirements of OMB, GAO, and Treasury.

Information collected includes vendor/employee name, address, social security number, bank account, bank routing number, and a User ID for employees/contractors who have access to HUDCAPS. Information is used to identify the correct recipients due payments and to direct payments to the correct bank accounts.

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)
<input checked="" type="checkbox"/>	Other identification number (specify type): User ID (for HUDCAPS users only)
	Birth date
<input checked="" type="checkbox"/>	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.): deposit account number, bank routing number
	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"> <li>• 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)</li> <li>• All information transmitted using HUD’s remote access applications, Virtual Private Network (VPN) and HUDMobile1 is automatically encrypted. (HUD Policy: 5.2.17)</li> <li>• 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)</li> <li>• Every HUD employee/contractor completes the annual Information Technology Security Awareness training. (HUD Policy: 4.9.2)</li> <li>• Each HUD employee/contractor identified as having significant information privacy responsibilities completes the Privacy Act (PA) training. (HUD Policy: 4.9.3)</li> </ul>		
<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"> <li>• Employee or contractor’s home</li> <li>• Other non-HUD worksites (e.g., maintenance ports and system and device administration).</li> </ul>		
<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.

<b>A. If a new electronic system (or one in development):</b>	<b>Yes</b>	<b>No</b>
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"/>

<b>B. If an existing electronic system: Mark any of the following conditions</b> for your existing system that OMB defines as a “trigger” for requiring a PIA (if not applicable, mark N/A):	
N/A	<b>Conversion:</b> When paper-based records that contain personal information are converted to an electronic system
N/A	<b>From Anonymous (Non-Identifiable) to “Non-Anonymous” (Personally Identifiable):</b> When any systems application transforms an existing database or data collection so that previously anonymous data becomes personally identifiable
N/A	<b>Significant System Management Changes:</b> 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	<b>Merging Databases:</b> 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	<b>New Public Access:</b> 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	<b>Commercial Sources:</b> 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	<b>New Inter-agency Uses:</b> When agencies work together (such as the federal E-Gov initiatives), the lead agency should prepare the PIA
N/A	<b>Business Process Re-engineering:</b> When altering a business process results in significant new uses, disclosures, or additions of personal data
N/A	<b>Alteration in Character of Data:</b> 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)

<b>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?</b> 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 due payments and to direct payments to the correct bank accounts.

Mark any that apply:

**Homeownership:**

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

**Rental Housing Assistance:**

	Eligibility for rental assistance or other HUD program benefits
	Characteristics on those receiving rental assistance (for example, race/ethnicity, # of children, age)
	Property inspections
✓	Other (specify): <u>Disbursement of funds to subsidy recipients</u>
	Comment:

**Grants:**

	Grant application scoring and selection – if any personal information on the grantee is included
	Disbursement of funds to grantees – if any personal information is included
	Other (specify):
	Comment:

**Fair Housing:**

	Housing discrimination complaints and resulting case files
	Other (specify):
	Comment:

**Internal operations:**

<input checked="" type="checkbox"/>	Employee payroll or personnel records
<input checked="" type="checkbox"/>	Payment for employee travel expenses
<input checked="" type="checkbox"/>	Payment for services or products (to contractors) – if any personal information on the payee is included
<input checked="" type="checkbox"/>	Computer security files – with personal information in the database, collected in order to grant user IDs
	Other (specify):
	Comment:

**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:

<input checked="" type="checkbox"/>	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:

**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
<input checked="" type="checkbox"/>	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
	<p>When an employee leaves:</p> <ul style="list-style-type: none"> <li>• How soon is the user ID terminated? (1 day, 1 week, 1 month, unknown)? Users are removed from all HUD Systems as soon as the Office Technology Coordinator (OTC) is contacted to prepare “HUD Gone” paperwork which usually takes one day.</li> <li>• 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 HUDCAPS.</li> </ul>
✓	<p>Are access rights selectively granted, depending on duties and need-to-know? Yes. If Yes, specify the approximate # of authorized users who have either:</p> <ul style="list-style-type: none"> <li>• Full access rights to all data in the system: 4</li> <li>• Limited/restricted access rights to only selected data: 949</li> </ul> <p>HUDCAPS access profiles segregate functions and data so that no single user has full access rights to all data in the system. Waivers have been submitted requesting that a select few individuals (Database Administrators) have full access rights to the system.</p>
✓	<p>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 HUDCAPS access.</p>
✓	<p>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.</p> <p>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.</p>
	Other methods of protecting privacy (specify):
	Comment:

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

Mark any that apply:

✓	Name:
✓	Social Security Number (SSN)
✓	Identification number (specify type): User ID (for HUDCAPS users only)
	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 the sensitive nature of the data collected and maintained by HUDCAPS, the system remains a concern for privacy protection. Based on the responses provided for question #7 we have determined that adequate protection and security controls are in place to ensure protection of the personal identifiable information. The Privacy Program will revisit the PIA as system modifications are made to determine if the existing PIA warrants and update.