

## **Welcome to the PIA for FY 2010!**

Congress passed the E-Government Act of 2002 to encourage the use of Web-based Internet applications or other information technology by Government agencies, with the intention of enhancing access to government information and services and increasing the effectiveness, efficiency, and quality of government operations.

To combat public concerns regarding the disclosure of private information, the E-Government Act mandated various measures, including the requirement that Federal agencies conduct a Privacy Impact Assessment (PIA) for projects with information technology systems that collect, maintain, and/or disseminate "personally identifiable information" of the public. Personally identifiable information, or "personal information," is information that may be used to identify a specific person.

The Privacy Act and VA policy require that personally identifiable information only be used for the purpose(s) for which it was collected, unless consent (opt-in) is granted. Individuals must be provided an opportunity to provide consent for any secondary use of information, such as use of collected information for marketing.

### **Directions:**

VA 6508 is the directive which outlines the PIA requirement for every System/Application/Program. More information can be found by reading VA 6508.

If you find that you can't click on checkboxes, make sure that you are: 1) Not in "design mode" and 2) you have enabled macros.

PIA Website: <http://vawww.privacy.va.gov/PIA.asp>

### **Roles and Responsibilities:**

Roles and responsibilities for the specific process are clearly defined for all levels of staff in the Privacy Impact Assessment Handbook 6202.2 referenced in the procedure section of this document.

- a. The Privacy Officer is responsible for the overall coordination and review of the PIA to ensure compliance with VA Handbook 6202.2.
- b. Records Officer is responsible for supplying records retention and deletion schedules.
- c. Information Technology (IT) staff responsible for the privacy of the system data will perform a PIA in accordance with VA Handbook 6202.2 and to immediately report all anomalies to the Privacy Service and appropriate management chain.
- d. Information Security Officer (ISO) is responsible for assisting the Privacy Officer and providing information regarding security controls.
- e. The CIO is responsible for ensuring that the systems under his or her jurisdiction undergo a PIA. This responsibility includes identifying the IT systems, coordinating with the Privacy Officer, Information Security Officer, and others who have concerns about privacy and security issues, and

systems; coordinating with the Privacy Officer, Information Security Officer, and others who have concerns about privacy and security issues; and reviewing and approving the PIA before submission to the Privacy Service.

**Definition of PII (Personally Identifiable Information)**

Information in identifiable form that is collected and stored in the system that either directly identifies an individual by name, address, social security number, telephone number, e-mail address, biometric identifiers, photograph, or other unique numbers, codes or characteristics or combined, indirectly identify an individual such as a combination of gender, race, birth date, geographical indicators, license number is also considered PII.

**Macros Must Be Enabled on This Form**

To enable macros, go to: 1) Tools > Macros > Security - Set to Medium; 2) Click OK; 3) Close the file and when reopening click on Enable Macros at the prompt.

## (FY 2010) PIA: System Identification

Program or System Name: FPO > VHA > Health Administration Center > PBX

OMB Unique System / Application / Program

Identifier (AKA: UPID #): 029-00-01-01-01-1040-00

Description of System / Application / Program: VA sites use the PBX as a General Support System, supporting mission-critical and other systems necessary to conduct day-to-day operations within the Veterans Health Administration. This information system is continuously used during business and non-business hours, supporting many businesses processing within the agency's computing environment. The confidentiality, integrity and availability of the VA HAC PBX system is critical, i.e., ensuring that data is only received by the persons and applications that it is intended for, that data is not subject to unauthorized or accidental alterations, and that the resources are available when needed. This facility does not use Personal Identification Numbers (PINs) for controlling long distance access.

The HAC PBX system provides local/long distance, 800 incoming, and FTS long distance telephone services using 7 T-1 (1.544mb/sec) communication lines for the call center; 3 for local; and 2 for FTS long distance.

PBX system – this system provides local, long distance and FTS (VA private telephone network) services, and provides in-bound 800 toll-free number phone lines for beneficiaries and providers of medical benefits. The PBX is an Alcatel OmniPCX 4400 which resides on a dual processor Linux system running version 7.1. The front end of the PBX system is the 4760 management console through which telephones are set up and configured.

Facility Name: VA Health Administration Center (HAC)

Title:	Name:	Phone:	Email:
Privacy Officer:	Vincent Guy	303.331.7823	Vincent.Guy@va.gov
Information Security Officer:	Bobbi Begay	303.331.7837	Bobbi.Begay@va.gov
Chief Information Officer:	Jim Hughes	303.331.7898	Jim.Hughes@va.gov
Person Completing Document:	Bobbi Begay	303.331.7837	Bobbi.Begay@va.gov
Other Titles: PBX System Administrator	Pat Kingsborough	303.331.7863	Patricia.Kingsborough@va.gov

Other Titles: Alternate PBX System

Administrator

Ted Dubaniewicz

303.331.7531

Ted.Dubaniewicz@va.gov

Other Titles:

Date of Last PIA Approved by VACO Privacy

Services: (MM/YYYY)

08/2008

Date Approval To Operate Expires:

08/2011

What specific legal authorities authorize this program or system: SOR 54VA16, 38 USC 1781, 1802, 1724, 1728, 1703, 1725 1728, 1781, 1803, 1813 and Public Law 103-446 section 107

What is the expected number of individuals that will have their PII stored in this system:

None

Identify what stage the System / Application / Program is at:

Operations/Maintenance

The approximate date (MM/YYYY) the system will be operational (if in the Design or Development stage), or the approximate number of years the system/application/program has been in operation.

01/1988, 22 years

Is there an authorized change control process which documents any changes to existing applications or systems?

Yes

If No, please explain:

Has a PIA been completed within the last three years?

Yes

Date of Report (MM/YYYY):

03/2010

**Please check the appropriate boxes and continue to the next TAB and complete the remaining questions on this form.**

- Have any changes been made to the system since the last PIA?
- Is this a PIV system/application/program collecting PII data from Federal employees, contractors, or others performing work for the VA?
- Will this system/application/program retrieve information on the basis of name, unique identifier, symbol, or other PII data?
- Does this system/application/program collect, store or disseminate PII/PHI data?
- Does this system/application/program collect, store or disseminate the SSN?

**If there is no Personally Identifiable Information on your system , please skip to TAB 12. ( See Comment for Definition of PII)**

## (FY 2010) PIA: System of Records

Is the data maintained under one or more approved System(s) of Records?

Yes

if the answer above is no, please skip to row 16.

For each applicable System(s) of Records, list:

1. All System of Record Identifier(s) (number):

SOR 54VA16

2. Name of the System of Records:

Health Administration Center Civilian Health and Medical Program Record-VA  
[Federal Register](#)

3. Location where the specific applicable System of Records Notice may be accessed (include the URL):

[http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=2009\\_register&docid=DOCID:fr15jy09-149.pdf](http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=2009_register&docid=DOCID:fr15jy09-149.pdf)

Have you read, and will the application, system, or program comply with, all data management practices in the System of Records Notice(s)?

Yes

Does the System of Records Notice require modification or updating?

No

***(Please Select Yes/No)***

Is PII collected by paper methods?

No

Is PII collected by verbal methods?

No

Is PII collected by automated methods?

No

Is a Privacy notice provided?

No

Proximity and Timing: Is the privacy notice provided at the time of data collection?

No

Purpose: Does the privacy notice describe the principal purpose(s) for which the information will be used?

No

NA

Authority: Does the privacy notice specify the effects of providing information on a voluntary basis?

No

NA

Disclosures: Does the privacy notice specify routine use(s) that may be made of the information?

No

NA

**(FY 2010) PIA: Notice**

Please fill in each column for the data types selected.

<b>Data Type</b>	<b>Collection Method</b>	<b>What will the subjects be told about the information collection?</b>	<b>How is this message conveyed to them?</b>	<b>How is a privacy notice provided?</b>
Veteran or Primary Subject's Personal Contact Information (name, address, telephone, etc)				
Family Relation (spouse, children, parents, grandparents, etc)				
Service Information				
Medical Information				
Criminal Record Information				
Guardian Information				
Education Information				
Benefit Information				
Other (Explain)				

<b>Data Type</b>	<b>Is Data Type Stored on your system?</b>	<b>Source</b> (If requested, identify the specific file, entity and/or name of agency)	<b>Is data collection Mandatory or Voluntary?</b>	<b>Additional Comments</b>
Veteran or Primary Subject's Personal Contact Information (name, address, telephone, etc)				
Family Relation (spouse, children, parents, grandparents, etc)				

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Service Information

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Medical Information

---

Criminal Record Information

---

Guardian Information

---

Education Information

---

Benefit Information

---

Other (Explain)

Other (Explain)

Other (Explain)

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(FY 2010) PIA: Data Sharing

Organization	Name of Agency/Organization	Do they access this system?	Identify the type of Data Sharing and its purpose.	Is PII or PHI Shared?	What is the procedure you reference for the release of information?
Internal Sharing: VA Organization					
Other Veteran Organization					
Other Federal Government Agency					
State Government Agency					
Local Government Agency					
Research Entity					
Other Project / System					
Other Project / System					
Other Project / System					

(FY 2010) PIA: Access to Records

Does the system gather information from another system?  
Please enter the name of the system:

Per responses in Tab 4, does the system gather information from an individual?

If information is gathered from an individual, is the information provided:

- Through a Written Request
- Submitted in Person
- Online via Electronic Form

Is there a contingency plan in place to process information when the system is down?

(FY 2010) PIA: Secondary Use

Will PII data be included with any secondary use request?

if yes, please check all that apply:

- Drug/Alcohol Counseling
- Research
- Mental Health
- Sickle Cell
- HIV
- Other (Please Explain)

Describe process for authorizing access to this data.

Answer:

## (FY 2010) PIA: Program Level Questions

Does this PIA form contain any sensitive information that could cause harm to the Department of Veterans Affairs or any party if disclosed to the public?

If Yes, Please Specify:

Explain how collected data are limited to required elements:

Answer:

How is data checked for completeness?

Answer:

What steps or procedures are taken to ensure the data remains current and not out of date?

Answer:

How is new data verified for relevance, authenticity and accuracy?

Answer:

*Additional Information: (Provide any necessary clarifying information or additional explanation for this section.)*

Answer:

## (FY 2010) PIA: Retention & Disposal

What is the data retention period?

Answer:

Explain why the information is needed for the indicated retention period?

Answer:

What are the procedures for eliminating data at the end of the retention period?

Answer:

Where are these procedures documented?

Answer:

How are data retention procedures enforced?

Answer:

Has the retention schedule been approved by the National Archives and Records Administration (NARA)?

*Additional Information: (Provide any necessary clarifying information or additional explanation for this section.)*

Answer:

## (FY 2010) PIA: Children's Online Privacy Protection Act (COPPA)

Will information be collected through the internet from children under age 13?

If Yes, How will parental or guardian approval be obtained?

Answer:

## (FY 2010) PIA: Additional Comments

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Add any additional comments on this tab for any question in the form you want to comment on.  
Please indicate the question you are responding to and then add your comments.

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(FY 2010) PIA: VBA Minor Applications

Explain what minor application that are associated with your installation? (Check all that apply)

Records Locator System	Education Training Website	Appraisal System	Baker System	Veterans Assistance Discharge System (VADS)
Veterans Assistance Discharge System (VADS)	VR&E Training Website	Web Electronic Lender Identification	Dental Records Manager	VBA Training Academy
LGY Processing	VA Reserve Educational Assistance Program	CONDO PUD Builder	Sidexis	Veterans Service Network (VETSNET)
Loan Service and Claims	Web Automated Verification of Enrollment	Centralized Property Tracking System	Priv Plus	Waco Indianapolis, Newark, Roanoke, Seattle (WINRS)
LGY Home Loans	Right Now Web	Electronic Appraisal System	Mental Health Assistant	BIRLS
Search Participant Profile (SPP)	VA Online Certification of Enrollment (VA-ONCE)	Web LGY	Telecare Record Manager	Centralized Accounts Receivable System (CARS)
Control of Veterans Records (COVERS)	Automated Folder Processing System (AFPS)	Access Manager	Omnicell	Compensation & Pension (C&P)
SHARE	Personal Computer Generated Letters (PCGL)	SAHSHA	Powerscribe Dictation System	Corporate Database
Modern Awards Process Development (MAP-D)	Personnel Information Exchange System (PIES)	VBA Data Warehouse	EndoSoft	Control of Veterans Records (COVERS)
Rating Board Automation 2000 (RBA2000)	Rating Board Automation 2000 (RBA2000)	Distribution of Operational Resources (DOOR)	Compensation and Pension (C&P)	Data Warehouse
State of Case/Supplemental (SOC/SSOC)	SHARE	Enterprise Wireless Messaging System (Blackberry)	Montgomery GI Bill	INS - BIRLS
Awards	State Benefits Reference System	VBA Enterprise Messaging System	Vocational Rehabilitation & Employment (VR&E) CH 31	Mobilization
Financial and Accounting System (FAS)	Training and Performance Support System (TPSS)	LGY Centralized Fax System	Post Vietnam Era educational Program (VEAP) CH 32	Master Veterans Record (MVR)
Eligibility Verification Report (EVR)	Veterans Appeals Control and Locator System (VACOLS)	Review of Quality (ROQ)	Spinal Bifida Program Ch 18	BDN Payment History
Automated Medical Information System (AMIS)290	Veterans On-Line Applications (VONAPP)	Automated Sales Reporting (ASR)	C&P Payment System	
Web Automated Reference Material System (WARMMS)	Automated Medical Information Exchange II (AIME II)	Electronic Card System (ECS)	Survivors and Dependents Education Assistance CH 35	
Automated Standardized Performance Elements Nationwide (ASPEN)	Committee on Waivers and Compromises (COWC)	Electronic Payroll Deduction (EPD)	Reinstatement Entitlement Program for Survivors (REAPS)	
Inquiry Routing Information System (IRIS)	Common Security User Manager (CSUM)	Financial Management Information System (FMI)	Educational Assistance for Members of the Selected Reserve Program CH 1606	
National Silent Monitoring (NSM)	Compensation and Pension (C&P) Record Interchange (CAPRI)	Purchase Order Management System (POMS)	Reserve Educational Assistance Program CH 1607	
Web Service Medical Records (WebSMR)	Control of Veterans Records (COVERS)	Veterans Canteen Web	Compensation & Pension Training Website	
Systematic Technical Accuracy Review (STAR)	Corporate Waco, Indianapolis, Newark, Roanoke, Seattle (Corporate WINRS)	Inventory Management System (IMS)	Web-Enabled Approval Management System (WEAMS)	
Fiduciary STAR Case Review	Fiduciary Beneficiary System (FBS)	Synquest	FOCAS	
Veterans Exam Request Info System (VERIS)	Hearing Officer Letters and Reports System (HOLAR)	RAJ/MDS	Work Study Management System (WSMS)	
Web Automated Folder Processing System (WAFFS)	Inforce	ASSISTS	Benefits Delivery Network (BDN)	
Courseware Delivery System (CDS)	Awards	MUSE	Personnel and Accounting Integrated Data and Fee Basis (PAID)	
Electronic Performance Support System (EPSS)	Actuarial	Bbraun (CP Hemo)	Personnel Information Exchange System (PIES)	
Veterans Service Representative (VSR) Advisor	Insurance Self Service	VIC	Rating Board Automation 2000 (RBA2000)	
Loan Guaranty Training Website	Insurance Unclaimed Liabilities	BCMA Contingency Machines	SHARE	
C&P Training Website	Insurance Online	Script Pro	Service Member Records Tracking System	

Explain any minor application that are associated with your installation that does not appear in the list above. Please provide name, brief description, and any comments you may wish to include.

Name	Description	Comments
	Is PII collected by this min or application	
Minor app #1	Does this minor application store PII? If yes, where?	
	Who has access to this data?	

Name	Description	Comments
	Is PII collected by this min or application	
Minor app #2	Does this minor application store PII? If yes, where?	
	Who has access to this data?	

Name	Description	Comments
	Is PII collected by this min or application	
Minor app #3	Does this minor application store PII? If yes, where?	
	Who has access to this data?	

(FY 2010) PIA: VISTA Minor Applications

Explain what minor application that are associated with your installation? (Check all that apply)

ACCOUNTS RECEIVABLE	DRUG ACCOUNTABILITY	INPATIENT MEDICATIONS	OUTPATIENT PHARMACY	SOCIAL WORK
ADP PLANNING (PLANMAN)	DSS EXTRACTS	INTAKE/OUTPUT	PAID	SPINAL CORD DYSFUNCTION SURGERY
ADVERSE REACTION TRACKING ASISTS	EDUCATION TRACKING	INTEGRATED BILLING	PATCH MODULE	SURVEY GENERATOR
	EEO COMPLAINT TRACKING	INTEGRATED PATIENT FUNDS	PATIENT DATA EXCHANGE	
AUTHORIZATION/SUBSCRIPTION	ELECTRONIC SIGNATURE	INTERIM MANAGEMENT SUPPORT	PATIENT FEEDBACK	TEXT INTEGRATION UTILITIES
AUTO REPLENISHMENT/WARD STOCK	ENGINEERING	KERNEL	PATIENT REPRESENTATIVE	TOOLKIT
AUTOMATED INFO COLLECTION SYS	ENROLLMENT APPLICATION SYSTEM	KIDS	PCE PATIENT CARE ENCOUNTER	UNWINDER
AUTOMATED LAB INSTRUMENTS	EQUIPMENT/TURN-IN REQUEST	LAB SERVICE	PCE PATIENT/IHS SUBSET	UTILIZATION MANAGEMENT ROLLUP
AUTOMATED MED INFO EXCHANGE	EVENT CAPTURE	LETTERMAN	PHARMACY BENEFITS MANAGEMENT	UTILIZATION REVIEW
BAR CODE MED ADMIN	EVENT DRIVEN REPORTING	LEXICON UTILITY	PHARMACY DATA MANAGEMENT	VA CERTIFIED COMPONENTS - DSSI
BED CONTROL	EXTENSIBLE EDITOR	LIBRARY	PHARMACY NATIONAL DATABASE	VA FILEMAN
BENEFICIARY TRAVEL	EXTERNAL PEER REVIEW	LIST MANAGER	PHARMACY PRESCRIPTION PRACTICE	VBECS
CAPACITY MANAGEMENT - RUM	FEE BASIS	MAILMAN	POLICE & SECURITY	VDEF
CAPRI	FUNCTIONAL INDEPENDENCE	MASTER PATIENT INDEX VISTA	PROBLEM LIST	VENDOR - DOCUMENT STORAGE SYS
CAPACITY MANAGEMENT TOOLS	GEN. MED. REC. - GENERATOR	MCCR NATIONAL DATABASE	PROGRESS NOTES	VHS&RA ADP TRACKING SYSTEM
CARE MANAGEMENT	GEN. MED. REC. - I/O	MEDICINE	PROSTHETICS	VISIT TRACKING
CLINICAL CASE REGISTRIES	GEN. MED. REC. - VITALS	MENTAL HEALTH	QUALITY ASSURANCE INTEGRATION	VISTALINK
CLINICAL INFO RESOURCE NETWORK	GENERIC CODE SHEET	MICOM	QUALITY IMPROVEMENT CHECKLIST	VISTALINK SECURITY
CLINICAL MONITORING SYSTEM	GRECC	MINIMAL PATIENT DATASET	QUASAR	VISUAL IMPAIRMENT SERVICE TEAM ANRV
CLINICAL PROCEDURES	HEALTH DATA & INFORMATICS	MYHEALTHEVET	RADIOLOGY/NUCLEAR MEDICINE	VOLUNTARY TIMEKEEPING
CLINICAL REMINDERS	HEALTH LEVEL SEVEN	Missing Patient Reg (Original) A4EL	RECORD TRACKING	VOLUNTARY TIMEKEEPING NATIONAL
CMOP	HEALTH SUMMARY	NATIONAL DRUG FILE	REGISTRATION	WOMEN'S HEALTH
CONSULT/REQUEST TRACKING	HINQ	NATIONAL LABORATORY TEST	RELEASE OF INFORMATION - DSSI	CARE TRACKER
CONTROLLED SUBSTANCES	HOSPITAL BASED HOME CARE	NDBI	REMOTE ORDER/ENTRY SYSTEM	
CPT/HPCPS CODES	ICR - IMMUNOLOGY CASE REGISTRY	NETWORK HEALTH EXCHANGE	RPC BROKER	
CREDENTIALS TRACKING	IFCAP	NOIS	RUN TIME LIBRARY	
DENTAL	IMAGING	NURSING SERVICE	SAGG	
DIETETICS	INCIDENT REPORTING	OCCURRENCE SCREEN	SCHEDULING	
DISCHARGE SUMMARY	INCOME VERIFICATION MATCH	ONCOLOGY	SECURITY SUITE UTILITY PACK	
DRG GROUPER	INCOMPLETE RECORDS TRACKING	ORDER ENTRY/RESULTS REPORTING	SHIFT CHANGE HANDOFF TOOL	

Explain any minor application that are associated with your installation that does not appear in the list above. Please provide name, brief description, and any comments you may wish to include.

Name	Description	Comments
Is PII collected by this min or application?		
Does this minor application store PII?		
If yes, where?		
Who has access to this data?		

Minor app #1

Name	Description	Comments
Is PII collected by this min or application?		
Does this minor application store PII?		
If yes, where?		
Who has access to this data?		

Minor app #2

Name	Description	Comments
Is PII collected by this min or application?		
Does this minor application store PII?		
If yes, where?		
Who has access to this data?		

Minor app #3

(FY 2010) PIA: Minor Applications

Add any information concerning minor applications that may be associated with your system. Please indicate the name of the minor application, a brief description, and any comments you may wish to include. If you have more than 3 minor applications please copy then below sections as many times as needed.

Name	Description	Comments
Minor app #1		
<input type="checkbox"/> Is PII collected by this min or application?		
<input type="checkbox"/> Does this minor application store PII?		
If yes, where?		
Who has access to this data?		

Name	Description	Comments
Minor app #2		
<input type="checkbox"/> Is PII collected by this min or application?		
<input type="checkbox"/> Does this minor application store PII?		
If yes, where?		
Who has access to this data?		

Name	Description	Comments
Minor app #3		
<input type="checkbox"/> Is PII collected by this min or application?		
<input type="checkbox"/> Does this minor application store PII?		
If yes, where?		
Who has access to this data?		

# (FY 2010) PIA: Final Signatures

Facility Name: VA Health Administration Center (HAC)

Title:	Name:	Phone:	Email:
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Privacy Officer:	Vincent Guy	303.331.7823	Vincent.Guy@va.gov
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Information Security Officer:	Bobbi Begay	303.331.7837	Bobbi.Begay@va.gov
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Chief Information Officer:	Jim Hughes	303.331.7898	Jim.Hughes@va.gov
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Person Completing Document:	Bobbi Begay	303.331.7837	Bobbi.Begay@va.gov
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System / Application / Program Manager:	Pat Kingsborough	303.331.7863	Patricia.Kingsborough@va.gov
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Date of Report: 3/26/2010  
OMB Unique Project Identifier: 029-00-01-01-01-1040-00  
FPO > VHA > Health  
Project Name: Administration Center > PBX