

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://vaww.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 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 and individual by name, address, social security number, telephone number, e-mail address, biometric identifiers, photograph, or other unique numbers, codes or characteristics or combined, indirect 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:

Private Exchange System (PBX)

OMB Unique System / Application / Program Identifier (AKA: UPID #):

029-00-02-00-01-1120-00

Description of System / Application / Program:

The South Texas Veterans HCS Private PBX System is a General Support System, supporting mission-critical and other systems necessary to conduct day-to-day operations within the Department of Veterans Affairs. The South Texas Veterans HCS PBX system incorporates telephone units providing local, long distance, and toll bypass services to all other PBX systems in VISN 17. The South Texas Veterans HCS PBX system also provides telephone answering system with capability of leaving voice mail messages.

Facility Name:

South Texas Veterans Health Care System

Title:

Name:

Phone:

Email:

Privacy Officer:

210 617 5300

Information Security Officer:

Mary.Wohl@va.gov

Chief Information Officer:

ex 15602

Gerald.Steward@va.gov

Person Completing Document:

210 616 8165

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Other Titles:

210 617 5126

Mary.Wohl@va.gov

Other Titles:

PBX System Manager

210-949-9345

Date of Last PIA Approved by VACO Privacy Services: (MM/YYYY)

Date Approval To Operate Expires:

03/2009

01/2011

What specific legal authorities authorize this

program or system:

IT Infrastructure

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

0

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

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.

Operations/Maintenance

20+

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?

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

No

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

1. All System of Record Identifier(s) (number):
2. Name of the System of Records:
3. Location where the specific applicable System of Records Notice may be accessed (include the URL):

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

Does the System of Records Notice require modification or updating?

(Please Select Yes/No)

Is PII collected by paper methods?

Is PII collected by verbal methods?

Is PII collected by automated methods?

Is a Privacy notice provided?

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

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

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

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

(FY 2010) PIA: Notice

Please fill in each column for the data types selected.

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

Data Type	Is Data Type Stored on your system?	Source (If requested, identify the specific file, entity and/or name of agency)	Is data collection Mandatory or Voluntary?	Additional Comments
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)				
Other (Explain)				
Other (Explain)				

(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?
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- 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?
 Drug/Alcohol Counseling
 Research
 Sickie Cell
 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:

No

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?

No

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

Answer:

(FY 2010) PIA: Security

Is the system/application/program following IT security requirements and procedures required by federal law and policy to ensure that information is appropriately secured.

Has the system/application/program conducted a risk assessment, identified appropriate security controls to protect against that risk, and implemented those controls.

Is security monitoring conducted on at least a quarterly basis to ensure that controls continue to work properly, safeguarding the information?

Is security testing conducted on at least a quarterly basis to ensure that controls continue to work properly, safeguarding the information?

Are performance evaluations conducted on at least a quarterly basis to ensure that controls continue to work properly, safeguarding the information?

If No to any of the 3 questions above, please describe why:

Answer: Is adequate physical security in place to protect against unauthorized access?

If No please describe why:

Answer:

Explain how the project meets IT security requirements and procedures required by federal law.

Answer:

Explain what security risks were identified in the security assessment? (Check all that apply)

- Air Conditioning Failure
- Chemical/Biological Contamination
- Blackmail
- Bomb Threats
- Cold/Frost/Snow
- Communications Loss
- Computer Intrusion
- Data Destruction
- Data Disclosure
- Data Integrity Loss
- Denial of Service Attacks
- Earthquakes
- Eavesdropping/Interception
- Fire (False Alarm, Major, and Minor)
- Flooding/Water Damage
- Hardware Failure
- Malicious Code
- Computer Misuse
- Power Loss
- Sabotage/Terrorism
- Storms/Hurricanes
- Substance Abuse
- Theft of Assets
- Theft of Data
- Vandalism/Rioting
- Errors (Configuration and Data Entry)
- Burglary/Break In/Robbery
- Identity Theft
- Fraud/Embezzlement

Answer: (Other Risks)

Explain what security controls are being used to mitigate these risks. (Check all that apply)

- Risk Management
- Access Control
- Awareness and Training
- Continuity Planning
- Physical and Environmental Protection
- Personnel Security
- Certification and Accreditation Security Assessments
- Audit and Accountability
- Configuration Management
- Identification and Authentication
- Incident Response
- Media Protection

Answer: (Other Controls)

PIA: PIA Assessment

Identify what choices were made regarding the project/system or collection of information as a result of performing the PIA.

Answer:

Availability Assessment: If the data being collected is not available to process for any reason what will the potential impact be upon the system or organization?
(Choose One)

The potential impact is **high** if the loss of availability could be expected to have a severe or catastrophic adverse effect on operations, assets or individuals.

The potential impact is **moderate** if the loss of availability could be expected to have a serious adverse effect on operations, assets or individuals.

The potential impact is **low** if the loss of availability could be expected to have a limited adverse effect on operations, assets or individuals.

Integrity Assessment: If the data being collected has been corrupted for any reason what will the potential impact be upon the system or organization?
(Choose One)

The potential impact is **high** if the loss of availability could be expected to have a severe or catastrophic adverse effect on operations, assets or individuals.

The potential impact is **moderate** if the loss of availability could be expected to have a serious adverse effect on operations, assets or individuals.

The potential impact is **low** if the loss of availability could be expected to have a limited adverse effect on operations, assets or individuals.

Confidentiality Assessment: If the data being collected has been shared with unauthorized individuals what will the potential impact be upon the system or organization?
(Choose One)

The potential impact is **high** if the loss of availability could be expected to have a severe or catastrophic adverse effect on operations, assets or individuals.

The potential impact is **moderate** if the loss of availability could be expected to have a serious adverse effect on operations, assets or individuals.

The potential impact is **low** if the loss of availability could be expected to have a limited adverse effect on operations, assets or individuals.

The controls are being considered for the project based on the selections from the previous assessments?

The ultimate objective is to conduct the day-to-day operations of the VA and to accomplish our stated mission with what the Office of Management and Budget (OMB) Circular A-130 defines as adequate security including the magnitude of harm to individuals, the VA, or its assets resulting from the unauthorized access, use, disclosure, disruption, modification, or destruction of information. Many of the security controls, such as contingency planning controls, incident response controls, security training and awareness controls, personnel security controls, physical and environmental protection controls, and intrusion detection controls are common security controls used throughout the VA. Our overall security controls follow NIST SP800-53 low impact defined set of controls.

Please add additional controls:

(FY 2010) PIA: Additional Comments

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.

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

Records Locator System	Education Training Website	Appraisal System
Veterans Assistance Discharge System (VADS)	VR&E Training Website	Web Electronic Lender Identification
LGY Processing	VA Reserve Educational Assistance Program	CONDO PUD Builder
Loan Service and Claims	Web Automated Verification of Enrollment	Centralized Property Tracking System
LGY Home Loans	Right Now Web	Electronic Appraisal System
Search Participant Profile (SPP)	VA Online Certification of Enrollment (VA-ONCE)	Web LGY
Control of Veterans Records (COVERS)	Automated Folder Processing System (AFPS)	Access Manager
SHARE	Personal Computer Generated Letters (PCGL)	SAHSHA
Modern Awards Process Development (MAP-D)	Personnel Information Exchange System (PIES)	VBA Data Warehouse
Rating Board Automation 2000 (RBA2000)	Rating Board Automation 2000 (RBA2000)	Distribution of Operational Resources (DOOR)
State of Case/Supplemental (SOC/SSOC)	SHARE	Enterprise Wireless Messaging System (Blackberry)
Awards	State Benefits Reference System Training and Performance Support System (TPSS)	VBA Enterprise Messaging System
Financial and Accounting System (FAS)	Veterans Appeals Control and Locator System (VACOLS)	LGY Centralized Fax System
Eligibility Verification Report (EVR)	Veterans On-Line Applications (VONAPP)	Review of Quality (ROQ)
Automated Medical Information System (AMIS)290	Automated Medical Information Exchange II (AIME II)	Automated Sales Reporting (ASR)
Web Automated Reference Material System (WARMS)	Committee on Waivers and Compromises (COWC)	Electronic Card System (ECS)
Automated Standardized Performance Elements Nationwide (ASPEN)	Common Security User Manager (CSUM)	Electronic Payroll Deduction (EPD)
Inquiry Routing Information System (IRIS)	Compensation and Pension (C&P) Record Interchange (CAPRI)	Financial Management Information System (FMI)
National Silent Monitoring (NSM)	Control of Veterans Records (COVERS)	Purchase Order Management System (POMS)
Web Service Medical Records (WebSMR)	Corporate Waco, Indianapolis, Newark, Roanoke, Seattle (Corporate WINRS)	Veterans Canteen Web
Systematic Technical Accuracy Review (STAR)	Fiduciary Beneficiary System (FBS)	Inventory Management System (IMS)
Fiduciary STAR Case Review	Hearing Officer Letters and Reports System (HOLAR)	Synquest
Veterans Exam Request Info System (VERIS)	Inforce	RAI/MDS
Web Automated Folder Processing System (WAFPS)	Awards	ASSISTS
Courseware Delivery System (CDS)	Actuarial	MUSE
Electronic Performance Support System (EPSS)	Insurance Self Service	Bbraun (CP Hemo)
Veterans Service Representative (VSR) Advisor	Insurance Unclaimed Liabilities	VIC
Loan Guaranty Training Website	Insurance Online	BCMA Contingency Machines
C&P Training Website		Script Pro

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

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

Name	Description	Comments
<input type="checkbox"/> Is PII collected by this min or application?		
Minor app #3	<input type="checkbox"/> 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
ADP PLANNING (PLANMAN)	DSS EXTRACTS	INTAKE/OUTPUT
ADVERSE REACTION TRACKING	EDUCATION TRACKING	INTEGRATED BILLING
ASISTS	EEO COMPLAINT TRACKING	INTEGRATED PATIENT FUNDS
AUTHORIZATION/SUBSCRIPTION	ELECTRONIC SIGNATURE	INTERIM MANAGEMENT
AUTO REPLENISHMENT/WARD STOCK	ENGINEERING	SUPPORT
AUTOMATED INFO COLLECTION SYS	ENROLLMENT APPLICATION	KERNEL
AUTOMATED LAB INSTRUMENTS	SYSTEM	KIDS
AUTOMATED MED INFO EXCHANGE	EQUIPMENT/TURN-IN	LAB SERVICE
BAR CODE MED ADMIN	REQUEST	LETTERMAN
BED CONTROL	EVENT CAPTURE	LEXICON UTILITY
BENEFICIARY TRAVEL	EVENT DRIVEN REPORTING	LIBRARY
CAPACITY MANAGEMENT - RUM	EXTENSIBLE EDITOR	LIST MANAGER
CAPRI	EXTERNAL PEER REVIEW	MAILMAN
CAPACITY MANAGEMENT TOOLS	FEE BASIS	MASTER PATIENT INDEX
CARE MANAGEMENT	FUNCTIONAL	VISTA
CLINICAL CASE REGISTRIES	INDEPENDENCE	MCCR NATIONAL
CLINICAL INFO RESOURCE NETWORK	GEN. MED. REC. - GENERATOR	DATABASE
CLINICAL MONITORING SYSTEM	GEN. MED. REC. - I/O	MEDICINE
CLINICAL PROCEDURES	GEN. MED. REC. - VITALS	MENTAL HEALTH
CLINICAL REMINDERS	GENERIC CODE SHEET	MICOM
CMOP	GRECC	MINIMAL PATIENT
CONSULT/REQUEST TRACKING	HEALTH DATA &	DATASET
CONTROLLED SUBSTANCES	INFORMATICS	MYHEALTHEVET
CPT/HCPCS CODES	HEALTH LEVEL SEVEN	Missing Patient Reg (Original)
CREDENTIALS TRACKING	HEALTH SUMMARY	A4EL
DENTAL	HINQ	NATIONAL DRUG FILE
DIETETICS	HOSPITAL BASED HOME	NATIONAL LABORATORY
DISCHARGE SUMMARY	CARE	TEST
DRG GROUPER	ICR - IMMUNOLOGY CASE	NDBI
	REGISTRY	NETWORK HEALTH
	IFCAP	EXCHANGE
	IMAGING	NOIS
	INCIDENT REPORTING	NURSING SERVICE
	INCOME VERIFICATION	OCCURRENCE SCREEN
	MATCH	ONCOLOGY
	INCOMPLETE RECORDS	ORDER ENTRY/RESULTS
	TRACKING	REPORTING

OUTPATIENT PHARMACY	SOCIAL WORK
PAID	SPINAL CORD DYSFUNCTION
PATCH MODULE	SURGERY
PATIENT DATA EXCHANGE	SURVEY GENERATOR
PATIENT FEEDBACK	TEXT INTEGRATION UTILITIES
PATIENT REPRESENTATIVE	TOOLKIT
PCE PATIENT CARE	UNWINDER
ENCOUNTER	UTILIZATION MANAGEMENT ROLLUP
PCE PATIENT/IHS SUBSET	UTILIZATION REVIEW
PHARMACY BENEFITS	VA CERTIFIED COMPONENTS - DSSI
MANAGEMENT	VA FILEMAN
PHARMACY DATA	VBECS
MANAGEMENT	VDEF
PHARMACY NATIONAL	VENDOR - DOCUMENT STORAGE SYS
DATABASE	VHS&RA ADP TRACKING SYSTEM
PHARMACY PRESCRIPTION	VISIT TRACKING
PRACTICE	VISTALINK
POLICE & SECURITY	VISTALINK SECURITY
PROBLEM LIST	VISUAL IMPAIRMENT SERVICE TEAM
PROGRESS NOTES	ANRV
PROSTHETICS	VOLUNTARY TIMEKEEPING
QUALITY ASSURANCE	VOLUNTARY TIMEKEEPING NATIONAL
INTEGRATION	WOMEN'S HEALTH
QUALITY IMPROVEMENT	CARE TRACKER
CHECKLIST	
QUASAR	
RADIOLOGY/NUCLEAR	
MEDICINE	
RECORD TRACKING	
REGISTRATION	
RELEASE OF INFORMATION - DSSI	
REMOTE ORDER/ENTRY	
SYSTEM	
RPC BROKER	
RUN TIME LIBRARY	
SAGG	
SCHEDULING	
SECURITY SUITE UTILITY PACK	
SHIFT CHANGE HANDOFF	
TOOL	

(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.

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	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?			

(FY 2010) PIA: Final Signatures

Facility Name:

Title	Name	Phone	Email
Privacy Officer:	Mary L Wohl	210 617 5300 ex 15602	Mary.Wohl@va.gov
	Digital Signature Block		
Information Security Officer:	Gerald Steward	210 616 8165	Gerald.Steward@va.gov
	Digital Signature Block		
Chief Information Officer:	Simon Willett	210 617 5126	simon.willett@va.gov
	Digital Signature Block		
Person Completing Document:	Mary L Wohl	210 617 5300 ex 15602	Mary.Wohl@va.gov
	Digital Signature Block		
System / Application / Program Manager:			
	Digital Signature Block		

Date of Report: 3/1/2010
OMB Unique Project Identifier: 029-00-02-00-01-1120-00
Project Name: Private Exchange System (PBX)