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/Privacy_Impact_Assessments.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 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 indentify 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:	**REGION 4 > VHA > VISN 01 > VA Boston Healthcare System > PBX**
OMB Unique System / Application / Program Identifier (AKA: UPID #):	029-00-02-00-01-1120-00
Description of System / Application / Program:	PBX system for the local hospital. Contains names and telephones. Also has voice mail

Facility Name: VA Boston Healthcare System

Title:	Name:	Phone:	Email:
Privacy Officer:	Kimberly Murphy, Jeffrey Parrillo	774-826-2013	kimberly.murphy@va.gov; jeffrey.parrillo@va.gov
Information Security Officer:	Frank Penacho, Eileen Robillard	774-826-3639	frank.penacho@va.gov; eileen.robillard@va.gov
Chief Information Officer:	Richard Wheeler, Jr	774-826-2524	Richard.WheelerJr@va.gov
Person Completing Document:	Frank Penacho, Eileen Robillard, Kimberly Murphy, Jeffrey Parrillo	774-826-2013	frank.penacho@va.gov; eileen.robillard@va.gov; k
Other Titles:	Deb Spence	857-203-6636	Deborah.Spence@va.gov
Other Titles:			
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:	Under Infrastructure Program
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:	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.	03/2005
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):	05/2010

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 skp 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.

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)				
Family Relation (spouse, children, parents, grandparents, etc)				
Service Information				
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?
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
- ☐ Mental Health
- ☐ HIV
- ☐ Research
- ☐ Sickle 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:

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: 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
- ☐ Contingency 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?

FALSE

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.

(FY 2010) PIA: VBA Minor Applications

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

Records Locator System
Veterans Assistance Discharge System (VADS)

LGY Processing

Loan Service and Claims
LGY Home Loans

Search Participant Profile (SPP)

Control of Veterans Records (COVERS)

SHARE
Modern Awards Process Development (MAP-D)
Rating Board Automation 2000 (RBA2000)

State of Case/Supplemental (SOC/SSOC)

Awards

Financial and Accounting System (FAS)

Eligibility Verification Report (EVR)
Automated Medical Information System (AMIS)290

Web Automated Reference Material System (WARMS)

Automated Standardized Performace Elements Nationwide (ASPEN)

Inquiry Routing Information System (IRIS)

National Silent Monitoring (NSM)
Web Service Medical Records (WebSMR)

Systematic Technical Accuracy Review (STAR)

Fiduciary STAR Case Review
Veterans Exam Request Info System (VERIS)
Web Automated Folder Processing System (WAFPS)

Education Training Website

VR&E Training Website
VA Reserve Educational Assistance Program
Web Automated Verification of Enrollment
Right Now Web
VA Online Certification of Enrollment (VA-ONCE
Automated Folder Processing System (AFPS)
Personal Computer Generated Letters (PCGL)
Personnel Information Exchange System (PIES)
Rating Board Automation 2000 (RBA2000)

SHARE

State Benefits Reference System
Training and Performance Support System (TPSS)
Veterans Appeals Control and Locator System (VACOLS)
Veterans On-Line Applications (VONAPP)

Automated Medical Information Exchange II (AIME II)

Committee on Waivers and Compromises (COWC)

Common Security User Manager (CSUM)

Compensation and Pension (C&P) Record Interchange (CAPRI)
Control of Veterans Records (COVERS)
Corporate Waco, Indianapolis, Newark, Roanoke, Seattle (Corporate WINRS)
Fiduciary Beneficiary System (FBS)
Hearing Officer Letters and Reports System (HOLAR)

Inforce

Appraisal System
Web Electronic Lender Identification

CONDO PUD Builder
Centralized Property Tracking System
Electronic Appraisal System

Web LGY

Access Manager

SAHSHA

VBA Data Warehouse
Distribution of Operational Resources (DOOR)

Enterprise Wireless Messaging System (Blackberry)
VBA Enterprise Messaging System

LGY Centralized Fax System

Review of Quality (ROQ)
Automated Sales Reporting (ASR)

Electronic Card System (ECS)

Electronic Payroll Deduction (EPD)

Financial Management Information System (FMI)

Purchase Order Management System (POMS)

Veterans Canteen Web

Inventory Management System (IMS)

Synquest

RAI/MDS

ASSISTS

Courseware Delivery System (CDS)
Electronic Performance Support System (EPSS)
Veterans Service Representative (VSR) Advisor

Loan Guaranty Training Website

C&P Training Website

Awards

Actuarial

Insurance Self Service

Insurance Unclaimed Liabilities

Insurance Online

MUSE

Bbraun (CP Hemo)

VIC

BCMA Contingency Machines

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
Minor app #1			

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

	Name	Description	Comments
Minor app #2			

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

	Name	Description	Comments
Minor app #3			

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

Baker System

Dental Records Manager

Sidexis

Priv Plus
Mental Health Asisstant

Telecare Record Manager

Omnicell

Powerscribe Dictation System

EndoSoft

Compensation and Pension (C&P)

Montgomery GI Bill
Vocational Rehabilitation & Employment (VR&E) CH 31
Post Vietnam Era educational Program (VEAP) CH 32

Spinal Bifida Program Ch 18

C&P Payment System

Survivors and Dependents Education Assistance CH 35

Reinstatement Entitelment Program for Survivors (REAPS)
Educational Assistance for Members of the Selected Reserve Program CH 1606

Reserve Educational Assistance Program CH 1607
Compensation & Pension Training Website

Web-Enabled Approval Management System (WEAMS)

FOCAS
Work Study Management System (WSMS)

Benefits Delivery Network (BDN)
Personnel and Accounting Integrated Data and Fee Basis (PAID)
Personnel Information Exchange System (PIES)
Rating Board Automation 2000 (RBA2000)

SHARE
Service Member Records Tracking System

Veterans Assistance Discharge System (VADS)

VBA Training Academy

Veterans Service Network (VETSNET)
Waco Indianapolis, Newark, Roanoke, Seattle (WINRS)
BIRLS
Centralized Accounts Receivable System (CARS)

Compensation & Pension (C&P)

Corporate Database

Control of Veterans Records (COVERS)

Data Warehouse

INS - BIRLS

Mobilization

Master Veterans Record (MVR

BDN Payment History

(FY 2010) PIA: VISTA Minor Applications

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

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

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?		

OUTPATIENT PHARMACY

PAID
PATCH MODULE
PATIENT DATA EXCHANGE

PATIENT FEEDBACK

PATIENT REPRESENTATIVE

PCE PATIENT CARE ENCOUNTER
PCE PATIENT/IHS SUBSET

PHARMACY BENEFITS MANAGEMENT
PHARMACY DATA MANAGEMENT
PHARMACY NATIONAL DATABASE
PHARMACY PRESCRIPTION PRACTICE
POLICE & SECURITY

PROBLEM LIST

PROGRESS NOTES

PROSTHETICS
QUALITY ASSURANCE INTEGRATION
QUALITY IMPROVEMENT 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

SOCIAL WORK

SPINAL CORD DYSFUNCTION
SURGERY
SURVEY GENERATOR

TEXT INTEGRATION UTILITIES

TOOLKIT

UNWINDER

UTILIZATION MANAGEMENT ROLLUP

UTILIZATION REVIEW

VA CERTIFIED COMPONENTS - DSSI

VA FILEMAN

VBECS

VDEF

VENDOR - DOCUMENT STORAGE SYS

VHS&RA ADP TRACKING SYSTEM

VISIT TRACKING
VISTALINK

VISTALINK SECURITY

VISUAL IMPAIRMENT SERVICE TEAM ANRV
VOLUNTARY TIMEKEEPING

VOLUNTARY TIMEKEEPING NATIONAL

WOMEN'S HEALTH

CARE TRACKER

(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

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

	Name		Description		Comments

Minor app #2

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

	Name		Description		Comments

Minor app #3

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