

(FY 2010) PIA: System Identification

Program or System Name: Region 5>VBA>San Diego
Region>VARO Oakland>LAN

OMB Unique System / Application / Program Identifier (AKA: UPID #): 029-00-02-000-01-1120-00

Description of System / Application / Program: The Regional Office (RO) Local Area Network (LAN) serves as the default repository for incidental data used and processed by various VBA Major Applications. This data is used in granting compensation, pension, education, vocational rehabilitation and employment, insurance, and loan guaranty benefits to veterans. Information stored also includes data used for various administrative functions. The system provides RO employees local access to file and print sharing services on the LAN. It also provides client access to various applications, including email.

Facility Name: VA Regional Office Oakland,
California Station 343

Title:		Phone:	Email:
Privacy Officer:	Bruce Fouche'	510 637-6205	bruce.fouche@va.gov
Information Security Officer:	Kenneth Lopes	510 637-6004	kenneth.lopes@va.gov
Chief Information Officer:	Jon Torres	510 637-6130	Jon.Torres@va.gov
Person Completing Document:	Bruce Fouche'	510 637-6205	bruce.fouche@va.gov
Other Titles: System Owner:	Kevin Causley	202 461-9170	Kevin.Causley@va.gov

Other Titles: Region 5 Compliance Officer Mary Barley 202 461-9175 mary.barley@va.gov

Other Titles:

Date of Last PIA Approved by VACO Privacy Services: (MM/YYYY) 02/2008

Date Approval To Operate Expires:

What specific legal authorities authorize this program or system: Title 38 of the United States Code

What is the expected number of individuals that will have their PII stored in this system: 1,000,000 -9,999,999

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. 11 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): 06/2010

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

55VA26, 58VA21/22/28, 38VA21, 36VA00, 46VA00, 53VA00
 Loan Guaranty Home, Condominium and Manufactured
 Home Loan Applicant Records, Specially Adapted Housing
 Applicant Records, and Vendee Loan Applicant Records--VA,
 Compensation, Pension, Education and Rehabilitation
 Records-VA, Veterans and Beneficiaries Identification
 Records Location Subsystem--VA.36VA00 Vetrans and
 Armed Forces Personnel United States Government Life
 Insurance Records-VA.46VA00 Veterans, Beneficiaries and
 Attorneys United States Government Insurance Award
 Records-VA, 53VA00 Veterans Mortgage Life Insurance-VA,
 Veterans and Beneficiaries Identification and Records
 Locations (BIRLS) and Compensation, Pension, Education,
 and Rehabilitation (covers BDN and Corporate databases)

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):

Local Area Network
<http://www.va.gov/oit/cio/foia/Privacy/SystemsOfRecords>

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?	Yes
Is PII collected by verbal methods?	Yes
Is PII collected by automated methods?	No
Is a Privacy notice provided?	Yes

Proximity and Timing: Is the privacy notice provided at the time of data collection?	Yes
Purpose: Does the privacy notice describe the principal purpose(s) for which the information will be used?	Yes
Authority: Does the privacy notice specify the effects of providing information on a voluntary basis?	Yes
Disclosures: Does the privacy notice specify routine use(s) that may be made of the information?	Yes

(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)	Paper	Necessary to process claims	Written	Written
Family Relation (spouse, children, parents, grandparents, etc)	Paper	Necessary to process claims	Written	Written
Service Information	Paper	Necessary to process claims	Written	Written
Medical Information	Paper	Necessary to process claims	Written	Written
Criminal Record Information	Paper	Necessary to process claims	Written	Written
Guardian Information	Paper	Necessary to process claims	Written	Written
Education Information	Paper	Necessary to process claims	Written	Written
Benefit Information	Paper	Necessary to process claims	Written	Written
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)	Yes	Veteran	Voluntary	
Family Relation (spouse, children, parents, grandparents, etc)	Yes	Veteran	Voluntary	
Service Information	Yes	Veteran	Voluntary	
Medical Information	Yes	Veteran	Voluntary	
Criminal Record Information	Yes	Veteran	Voluntary	
Guardian Information	Yes	Veteran	Voluntary	
Education Information	Yes	Veteran	Voluntary	
Benefit Information	Yes	Veteran	Voluntary	
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	VHA/VBA	Yes	Benefits information to provide services	Both PII & PHI	VA Directive 6500, M20-4, Part II, M20-4, Part I, 38 CFR 1.550 through 1.559, VA Handbook 6300, VA HB 6300.1, VA HB 6300.3
Other Veteran Organization	Veterans Service Organizations	Yes	Read-only access BDN , Covers, Share, Virtual VA	Both PII & PHI	VA Directive 6500, M20-4, Part II, M20-4, Part I, 38 CFR 1.550 through 1.559, VA Handbook 6300, VA HB 6300.1, VA HB 6300.3
Other Federal Government Agency	The Social Security Administration verifies if a veteran is deceased and provides income verification, SSAN matching. The Department of Defense provides: (1) Service Data; Guard and Reserve participation, retired pay or severance pay, hazardous agent exposure, branch of service, active duty dates, type of discharge, separation reason, and (2) Service Treatment Records, military clinical records, government health records, line of duty investigations. Other Federal agencies that provide information to determine eligibility are the Department of Treasury, Department of Labor, Department of Health and Human Services, Defense Manpower Data Center, Federal Bureau of Prisons, Federal Parent Locator.	No	N/A	Both PII & PHI	VA Directive 6500, M20-4, Part II, M20-4, Part I, 38 CFR 1.550 through 1.559, VA Handbook 6300, VA HB 6300.1, VA HB 6300.3

State Government Agency	California Department of Veterans Affairs	Read-only access BDN , Covers, Share, Virtual VA	VA Directive 6500, M20-4, Part II, M20-4, Part I, 38 CFR 1.550 through 1.559, VA Handbook 6300, VA HB 6300.1, VA HB 6300.3
	Yes	Both PII & PHI	

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? No

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? Yes

(FY 2010) PIA: Secondary Use

Will PII data be included with any secondary use request? No

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?

No

If Yes, Please Specify:

Explain how collected data are limited to required elements:

Answer: Information is collected primarily on defined forms and entered to specific fields of database records. The required veteran's data is stored within the databases, which support the individual benefits the veteran has been granted. The LAN accesses these databases to retrieve the data.

How is data checked for completeness?

Answer: Data is checked for completeness by system audits, manual verifications and annual questionnaires through automated veteran letters. These letters ask specific questions for verifications based on the existing entitlement or benefit the veteran is receiving. Also, data are updated with each veteran correspondence.

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

Answer: Data is updated as a result of returned mail, or returned direct deposits, or through contact with the veteran, beneficiary, or power of attorney. Additionally, verifications and system audits are performed yearly.

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

Answer: All data is matched against supporting claims documentation submitted by the veteran, widow, or dependent. Certain data such as SSAN is verified with the Social Security Administration. Prior to any award or entitlement authorization(s) by the VBA, the veteran record is manually reviewed and data validated to insure correct entitlement has been approved.

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: Retention is in accordance with the Records Control Schedule, Part I.

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

Answer: Information is necessary for benefit determination.

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

Answer: In general, support systems retain information until that work in progress is completed and the data is committed to master systems and records. The master systems retain data on a permanent basis (beyond the actual death of the veteran). If incidental data is maintained in a user's personal folder on the network, that data is deleted when the employment is terminated.

Where are these procedures documented?

Answer: VA HB 6300.5 and the RCS.

How are data retention procedures enforced?

Answer: Management oversight and review of data retention policies.

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

Yes

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: 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)

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

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.

Minor app #1	Name	Description	Comments
	<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?			

Minor app #2	Name	Description	Comments
	<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?			

Minor app #3	Name	Description	Comments
	<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?			

Baker System	X	Veterans Assistance Discharge System (VADS)
Dental Records Manager		VBA Training Academy
Sidexis	X	Veterans Service Network (VETSNET) Waco Indianapolis, Newark, Roanoke, Seattle (WINRS)
Priv Plus		BIRLS
Mental Health Assistant	X	Centralized Accounts Receivable System (CARS)
Telecare Record Manager	X	
Omnicell	X	Compensation & Pension (C&P)
Powerscribe Dictation System		Corporate Database
EndoSoft	X	Control of Veterans Records (COVERS)
Compensation and Pension (C&P)		Data Warehouse
Montgomery GI Bill		INS - BIRLS
Vocational Rehabilitation & Employment (VR&E) CH 31		Mobilization
Post Vietnam Era educational Program (VEAP) CH 32		Master Veterans Record (MVR)
Spinal Bifida Program Ch 18	X	BDN Payment History
C&P Payment System		
Survivors and Dependents Education Assistance CH 35		
Reinstatement Entitlement 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		

(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	X
	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	
		REQUEST	LETTERMAN	
	BAR CODE MED ADMIN	EVENT CAPTURE	LEXICON UTILITY	
	BED CONTROL	EVENT DRIVEN REPORTING	LIBRARY	
	BENEFICIARY TRAVEL	EXTENSIBLE EDITOR	LIST MANAGER	
	CAPACITY MANAGEMENT - RUM	EXTERNAL PEER REVIEW	MAILMAN	
X	CAPRI	FEE BASIS	MASTER PATIENT INDEX	
	CAPACITY MANAGEMENT TOOLS	FUNCTIONAL INDEPENDENCE	VISTA	
	CARE MANAGEMENT	GEN. MED. REC. - GENERATOR	MCCR NATIONAL DATABASE	
	CLINICAL CASE REGISTRIES	GEN. MED. REC. - I/O	MEDICINE	X
		GEN. MED. REC. - VITALS	MENTAL HEALTH	
	CLINICAL INFO RESOURCE NETWORK	GENERIC CODE SHEET	MICOM	
	CLINICAL MONITORING SYSTEM	GRECC	MINIMAL PATIENT DATASET	
	CLINICAL PROCEDURES	HEALTH DATA & INFORMATICS	MYHEALTHEVET	
	CLINICAL REMINDERS	HEALTH LEVEL SEVEN	Missing Patient Reg (Original)	
	CMOP	HEALTH SUMMARY	A4EL	
	CONSULT/REQUEST TRACKING	HINQ	NATIONAL DRUG FILE	
	CONTROLLED SUBSTANCES	HOSPITAL BASED HOME CARE	NATIONAL LABORATORY TEST	
	CPT/HCPCS CODES	ICR - IMMUNOLOGY CASE REGISTRY	NDBI	
	CREDENTIALS TRACKING	IFCAP	NETWORK HEALTH EXCHANGE	
	DENTAL	IMAGING	NOIS	
	DIETETICS	INCIDENT REPORTING	NURSING SERVICE OCCURRENCE SCREEN	
	DISCHARGE SUMMARY	INCOME VERIFICATION MATCH	ONCOLOGY	
	DRG GROUPER	INCOMPLETE RECORDS TRACKING	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
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Is PII collected by this min or application?		
<input type="checkbox"/> Does this minor application store PII?		
<input type="text"/> If yes, where?		
<input type="text"/> Who has access to this data?		

Minor app #1

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

Minor app #2

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

Minor app #3

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 ENCOUNTER		UNWINDER
PCE PATIENT/IHS SUBSET		UTILIZATION MANAGEMENT ROLLUP
PHARMACY BENEFITS MANAGEMENT		UTILIZATION REVIEW
PHARMACY DATA MANAGEMENT		VA CERTIFIED COMPONENTS - DSSI
PHARMACY NATIONAL DATABASE		VA FILEMAN
PHARMACY PRESCRIPTION PRACTICE		VBECs
POLICE & SECURITY		VDEF
PROBLEM LIST		VENDOR - DOCUMENT STORAGE SYS
PROGRESS NOTES		VHS&RA ADP TRACKING SYSTEM
PROSTHETICS		VISIT TRACKING
QUALITY ASSURANCE INTEGRATION		VISTALINK
QUALITY IMPROVEMENT CHECKLIST		VISTALINK SECURITY
QUASAR		VISUAL IMPAIRMENT SERVICE TEAM ANRV
RADIOLOGY/NUCLEAR MEDICINE	X	VOLUNTARY TIMEKEEPING
RECORD TRACKING		VOLUNTARY TIMEKEEPING NATIONAL
REGISTRATION		WOMEN'S HEALTH
RELEASE OF INFORMATION - DSSI		CARE TRACKER
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
	OakTREE		Local helpdesk tool	Stores tickets for multiple items, sometimes PII
		<input type="checkbox"/>	Is PII collected by this min or application? YES	
		<input type="checkbox"/>	Does this minor application store PII?	
			If yes, where? YES, VBAOAKAPP1	
			Who has access to this data? Only authenticated users of the VA information system with need to know	

Minor app #2	Name		Description	Comments
		<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?		

Minor app #3	Name		Description	Comments
		<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 Regional Office Oakland, California Station 343

Title:	Name:	Phone:	Email:
Privacy Officer:	Bruce Fouche'	510 637-6205	bruce.fouche@va.gov
Digital Signature Block			
Information Security Officer:	Kenneth Lopes	510 637-6004	kenneth.lopes@va.gov
Digital Signature Block			
Chief Information Officer:	Jon Torres	510 637-6130	Jon.Torres@va.gov
Digital Signature Block			
Person Completing Document:	Bruce Fouche'	510 637-6205	bruce.fouche@va.gov
Digital Signature Block			
System / Application / Program Manager:	Kevin Causley	202 461-9170	Kevin Causley@va.gov
Digital Signature Block			

Date of Report: 06/01/2010
OMB Unique Project Identifier 029-00-02-000-01-1120-00
Region 5>VBA>San Diego
Project Name Region>VARO Oakland>LAN