

Welcome to the PIA for FY 2011!

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.

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/Privacy_Impact_Assessments.asp

Roles and Responsibilities:

Roles and responsibilities for the specific process are clearly defined for all levels of staff in the VA Directive 6508 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 Directive 6508.
- 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 Directive 6508 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

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Microsoft Office 2003: 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.

Microsoft Office 2007: To enable macros, go to: 1) Office Button > Prepare > Excel Options > Trust Center > Trust Center Settings > Macro Settings > Enable All Macros; 2) Click OK

Final Signatures

Final Signatures are digitally signed or wet signatures on a case by case basis. All signatures should be done when all modifications have been approved by

(FY 2011) PIA: System Identification

Program or System Name: REGION 5 > VBA > St Petersburg Region > VARO Louisville > LAN
 OMB Unique System / Application / Program Identifier (AKA: UPID #): 029-00-02-00-01-1120-00

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, 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: Louisville VA Regional Office

Title:	Name:	Phone:	Email:
Privacy Officer:	Martin Greenwell	502-566-4382	martin.greenwell@va.gov
Information Security Officer:	Jerry Heishman	502-566-4507	jerry.heishman@va.gov
System Owner	Kevin Causley	202-461-9170	kevin.causley@va.gov
Information Owner:	Michael Fairchild	502-566-4500	michael.fairchild@va.gov
Region 5, Director, IT Compliance Service	Mary D. Barley	202-461-9175	mary.barley@va.gov
Person Completing Document:	Jerry Heishman	502-566-4507	jerry.heishman@va.gov
	Thomas N. Bean, Jr.		
Other Titles: Facility Chief Information Office		502-588-2910	thomas.bean@va.gov
Date of Last PIA Approved by VACO Privacy Services: (MM/YYYY)			10/2010
Date Approval To Operate Expires:			08/2011

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: approximately 500,000
 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. 10 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): 03/2011

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 complete TAB 7 & TAB 12. (See Comment for Definition of PII)

(FY 2011) PIA: System of Records

Is the data maintained under one or more approved System(s) of Records? If the answer above no, please skip to row 15.

Yes

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

55VA26, 58VA21/22/28, 38VA21, and 39VA047

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

Loan Guaranty Home, Compensation, Pension, Education, and Vocational Rehabilitation and Employment Records-VA, Veterans and Beneficiaries Identification Records Location Subsystem-VA, and

2. Name of the System of Records:

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

http://www.rms.oit.va.gov/SOR_Records.asp

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?

Yes

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 2011) 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?
Veteran or Primary Subject's Personal Contact Information (name, address, telephone, etc)	Paper	Information used to process their benefits only released as applicable by law to other parties.	Verbal & Written
Family Relation (spouse, children, parents, grandparents, etc)	Paper	Information used to process their benefits only released as applicable by law to other parties.	Verbal & Written
Service Information	Paper	Information used to process their benefits only released as applicable by law to other parties.	Verbal & Written
Medical Information	Paper & Electronic	Information used to process their benefits only released as applicable by law to other parties.	Verbal & Written
Criminal Record Information	ALL	Information used to process their benefits only released as applicable by law to other parties.	Verbal & Written
Guardian Information	Paper	Information used to process their benefits only released as applicable by law to other parties.	Verbal & Written
Education Information	Paper	Information used to process their benefits only released as applicable by law to other parties.	Verbal & Written
Benefit Information	Paper	Information used to process their benefits only released as applicable by law to other parties.	Verbal & Written
Other (Explain)	N/A		

Data Type	Is Data Type Stored on your system?	Source requested, identify the specific file, entity and/or name of agency)	(If	Is data collection Mandatory or Voluntary?
Veteran or Primary Subject's Personal Contact Information (name, address, telephone, etc)	Yes	VA Files / Databases (Identify file)		Mandatory
Family Relation (spouse, children, parents, grandparents, etc)	Yes	VA Files / Databases (Identify file)		Voluntary
Service Information		VA Files / Databases (Identify file)		Voluntary
Medical Information	Yes	VA Files / Databases (Identify file)		Voluntary
Criminal Record Information	Yes	VA Files / Databases (Identify file)		Mandatory
Guardian Information	Yes	VA Files / Databases (Identify file)		Mandatory
Education Information	Yes	VA Files / Databases (Identify file)		Voluntary
Benefit Information	Yes	VA Files / Databases (Identify file)		Voluntary

Service information

Yes

VA Files / Databases (Identify file)

Voluntary

Other (Explain)

Other (Explain)

How is a privacy notice provided?

Verbal & Written

Verbal & Written

**Additional
Comments**

Verbally, on the
Form or automated

Verbally, on the
Form or automated

Verbally, on the
Form or automated

Verbally, on the
Form or automated



(FY 2011) 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	Yes	veteran benefits information	Both PII & PHI	VA Directive 6500, M20-4, Part II, VBA IRM Handbook 5.00.02HB2 and M20-4, Part II, VBA IRM Handbook 5.00.02HB4
Other Veteran Organization	Veterans Service Organizations (VSOs)	Yes	veteran benefits information	Both PII & PHI	VA Directive 6500, M20-4, Part II, VBA IRM Handbook 5.00.02HB2 and M20-4, Part II, VBA IRM Handbook 5.00.02HB4
Other Federal Government Agency	National Cemeteries Services	Yes	veteran benefits information	Both PII & PHI	VA Directive 6500, M20-4, Part II, VBA IRM Handbook 5.00.02HB2 and M20-4, Part II, VBA IRM Handbook 5.00.02HB4
Other Private Agency	Private attorneys	Yes	veteran benefits information	Both PII & PHI	VA Directive 6500, M20-4, Part II, VBA IRM Handbook 5.00.02HB2 and M20-4, Part II, VBA IRM Handbook 5.00.02HB4
Local Government Agency					

(FY 2011) 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 claim or claims 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 verification 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 are 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.

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

Answer: All data are matched against supporting claims documentation submitted by the veteran, widow, or dependent. Certain data such as SSN 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 ensure correct entitlement has been approved.

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

Answer:

(FY 2011) PIA: Retention & Disposal

What is the data retention period?

Answer: All active and terminated veterans records are retained indefinitely; therefore, there are no procedures for eliminating data.

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

Answer: Data on active records are changeable and maintained for historical/archival purposes

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 data is committed to master systems and records. The electronic 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 Handbook 6300.5 and Records Control Schedule (RCS) VBA-1, Part 1, Section 8 available online at <http://www.warms.vba.va.gov/admin23/part1/sec08.doc> and the Systems of Record 58VA21/22 and 38VA23.

How are data retention procedures enforced?

Answer:Management oversight and review enforces 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 2011) 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 2011) PIA: Additional Comments

Add any additional comments or information that may have been left out for any question. Please indicate the question you are responding to and then add your comments.

[Empty box for additional comments]

(FY 2011) PIA: VBA Minor Applications

Which of these are sub-components of your system?

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

- | | | |
|-------------------------|--|---|
| VBA Data Warehouse | Telecare Record Manager | Web Automated Folder Processing System (WAFPS) |
| x VBA Training Academy | VBA Enterprise Messaging System | x Web Automated Reference Material System (WARMS) |
| Veterans Canteen Web | x Veterans On-Line Applications (VONAPP) | x Web Automated Verification of Enrollment |
| VIC | x Veterans Service Network (VETSNET) | Web-Enabled Approval Management System (WEAMS) |
| x VR&E Training Website | Web Electronic Lender Identification | x Web Service Medical Records (WebSMR) |
| Web LGY | | x Work Study Management System (WSMS) |

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?

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(FY 2011) PIA: VISTA Minor Applications

Which of these are sub-components of your system?

ASISTS	Beneficiary Travel	Accounts Receivable	Adverse Reaction Tracking
Bed Control	Care Management	ADP Planning (PlanMan)	Authorization/ Subscription
x CAPRI	Care Tracker	Bad Code Med Admin	Auto Replenishment/ Ward Stock
CMOP	Clinical Reminders	Clinical Case Registries	Automated Info Collection Sys
Dental	CPT/ HCPCS Codes	Clinical Procedures	Automated Lab Instruments
Dietetics	DRG Grouper	Consult/ Request Tracking	Automated Med Info Exchange
Fee Basis	DSS Extracts	Controlled Substances	Capacity Management - RUM
GRECC	Education Tracking	Credentials Tracking	Capacity Management Tools
HINQ	Engineering	Discharge Summary	Clinical Info Resource Network
x IFCAP	Event Capture	Drug Accountability	Clinical Monitoring System
Imaging	Extensible Editor	EEO Complaint Tracking	Enrollment Application System
Kernal	Health Summary	Electronic Signature	Equipment/ Turn-in Request
Kids	Incident Reporting	Event Driven Reporting	Gen. Med.Rec. - Generator
Lab Service	Intake/ Output	External Peer Review	Health Data and Informatics
Letterman	Integrated Billing	Functional Independence	ICR - Immunology Case Registry
Library	Lexicon Utility	Gen. Med. Rec. - I/O	Income Verification Match
x Mailman	List Manager	Gen. Med. Rec. - Vitals	Incomplete Records Tracking
Medicine	Mental Health	Generic Code Sheet	Interim Mangement Support
MICOM	MyHealthEVet	Health Level Seven	Master Patient Index VistA
NDBI	National Drug File	Hospital Based Home Care	Missing Patient Reg (Original) A4EL
NOIS	Nursing Service	Inpatient Medications	Order Entry/ Results Reporting
Oncology	Occurrence Screen	Integrated Patient Funds	PCE Patient Care Encounter
PAID	Patch Module	MCCR National Database	Pharmacy Benefits Mangement
Prosthetics	Patient Feedback	Minimal Patient Dataset	Pharmacy Data Management
QUASER	Police & Security	National Laboratory Test	Pharmacy National Database
RPC Broker	Problem List	Network Health Exchange	Pharmacy Prescription Practice
SAGG	x Progress Notes	Outpatient Pharmacy	Quality Assurance Integration
Scheduling	Record Tracking	Patient Data Exchange	Quality Improvement Checklist
Social Work	x Registration	Patient Representative	Radiology/ Nuclear Medicine
Surgery	Run Time Library	PCE Patient/ HIS Subset	Release of Information - DSSI
Toolkit	Survey Generator	Security Suite Utility Pack	Remote Order/ Entry System
Unwinder	Utilization Review	Shift Change Handoff Tool	Utility Management Rollup
VA Fileman	Visit Tracking	Spinal Cord Dysfunction	CA Verified Components - DSSI
VBECS	VistALink Security	Text Integration Utilities	Vendor - Document Storage Sys
VDEF	Women's Health	VHS & RA Tracking System	Visual Impairment Service Team ANRV
VistALink		Voluntary Timekeeping	Voluntary Timekeeping National

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 minor application?
Does this minor application store PII?
If yes, where?
Who has access to this data?

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Description
Comments
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Does this minor application store PII?
If yes, where?
Who has access to this data?

(FY 2011) PIA: Minor Applications

Which of these are sub-components of your system?

1184 Web

ENDSOFT
Enterprise Terminology Server &
VHA Enterprise Terminology
Services

RAFT
RALS

A4P

(FY 2011) PIA: Final Signatures

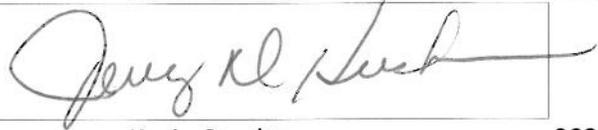
Facility Name: REGION 5 > VBA > St Petersburg Region > VARO Louisville > LAN

Title:	Name:	Phone:	Email:
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Privacy Officer:	Martin Greenwell	502-566-4382	martin.greenwell@va.gov
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Information Security Officer:	Jerry Heishman	502-566-4507	jerry.heishman@va.gov
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System Owner	Kevin Causley	202-461-9170	kevin.causley@va.gov
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Information Owner:	Michael Fairchild	502-566-4500	michael.fairchild@va.gov
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Region 5, Director, IT Compliance Service	Mary D. Barley	202-461-9175	mary.barley@va.gov
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Date of Report: 3/1/11

OMB Unique Project Identifier 029-00-02-00-01-1120-00

Project Name REGION 5 > VBA > St Petersburg

Region > VARO Louisville > LAN