

(FY 2012) PIA: System Information		*Green Highlight = Must Answer Question		*Yellow Highlight = Required to Sign PIA	
Program or System Name (as shown in SMART):		Development>OED>Region 5>VBA>Customer Relationship Management_ Unified Desktop (CRM_UD)			
OMB Unique System / Application / Program Identifier (UPID #):		029-00-01-24-01-8105-00			
Description of System/ Application/ Program : "must match what is stated in System Security Plan (SSP)"		Customer Relationship Management(CRM)/Unified Desktop(UD) will be designed to improve customer service effectiveness and efficiency by providing Public Contact Representatives (PCRs) with a single Graphic User Interface (GUI) that enables them to more easily retrieve and explain information to Veterans who contact Department of Veterans Affairs (VA) call centers. CRM/UD will collect, preserve, and track the context of all interactions with Veterans and Beneficiaries and will unify business processes by (1) integrating desktop applications to provide VA staff with a single consolidated view of Veteran information and (2) improving access to authoritative business systems to resolve Veterans issues. The system maintains a contact log of the PCR interaction with Veterans that will describe the context and outcome of each transaction without retaining any Personally Identifiable Information (PII), such as Social Security numbers, in the contact log. Contact log information will be used for analytical and quality assurance (QA) purposes to improve service delivery to Veterans and Beneficiaries.			
Facility or Program Office Name:		Terremark Worldwide Inc., Culpepper, VA			
Title:		Name:		Phone:	
Privacy Officer:		Lisa Matuszczak		202-461-9039	
Information Security Officer:		Patrice Volante		504-619-4597	
System Owner/Delegate:		Kevin C. Causley		202-461-9170	
Certification and Accreditation Coordinator:		Mary D. Barley		202-461-9175	
Information Owner:		Leo Phelan		202-461-9435	
Other Titles: CRM/UD Project Manager		Fred Graham		202-631-1987	
Person Completing Document:		Stephen Barnes		202-461-1414	
Other Titles:					
Date of Last Full Approved PIA by VACO Privacy Services: (MM/YYYY)		10/2011			
What specific legal authorities authorize this program or system:		sections 501(a), 1705, 1710, 1722,			
What is the expected number of individuals that will have their PII stored in this system:		Beneficiaries serviced by National Call Centers (NCC)			
Identify what stage the System / Application / Program is at:		Development/Acquisition			
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.		12/17/11			
Is there an authorized change control process which documents any changes to existing applications or systems?		<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A : First PIA			
If No, (Explain on Tab 8)					
Is there a contingency plan in place to process information when the system is down?		<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A : First PIA			
Has a PIA been completed within the last three years?		<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A : First PIA			
FISMA QUESTIONS					
1. Is this a new system?		<input type="radio"/> Yes <input checked="" type="radio"/> No			
2. Does this system contain Federal information in identifiable form?		<input checked="" type="radio"/> Yes <input type="radio"/> No			
3. Does the system include information on the public?		<input checked="" type="radio"/> Yes <input type="radio"/> No			
4. Is there a Privacy Impact Assessment (PIA) that covers this system?		<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> National Security System under 40 U.S.C. 11103, a PIA is not required for this system			
5. What is the System of Records Notice (SORN) identifier?		<input checked="" type="radio"/> Yes <input type="radio"/> No			
6. What is the System of Records Notice (SORN) for this system?		58VA21/22/28			
7. Has this SORN been reviewed or updated within the last three years?		Yes two years ago			
Date of Report (MM/YYYY):		13-Dec-11			
Any check mark in the boxes below will require a full PIA. Please continue to the next TAB and complete the remaining questions.					
If there is no Personally Identifiable Information on your system, please complete TAB 2 & TAB 12. (See Comment for Definition of PII)					

Have any changes been made to the system since the last PIA?

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

(FY 2012) PIA: System of Records

*Green Highlight = Must Answer Question

- 1. Is a SORN (System of Records Notice) Required?
- 2. Is there a SORN already in place?

Yes No Not Sure
 Yes No

***If Yes, select all of the appropriate SORN number(s):
***If Not Sure, continue to question 3

***Click to add. Delete SORN by highlighting SORN and comma if included and press the Delete key or place focus on area to delete all SORNs.

LIST OF SORN NUMBER(S) :

58VA21, 58VA21/22/28

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

- 3. If records are retrieved using any of the following entities, A SORN will be required (Please check all that apply)

<input checked="" type="checkbox"/> Full Name
<input checked="" type="checkbox"/> Maiden Name
<input checked="" type="checkbox"/> Mother's Maiden Name
<input checked="" type="checkbox"/> Alias
<input checked="" type="checkbox"/> Social Security Number
<input checked="" type="checkbox"/> Passport Number
<input checked="" type="checkbox"/> Driver's License Number
<input checked="" type="checkbox"/> Taxpayer Identification Number
<input checked="" type="checkbox"/> Financial Account Number
<input type="checkbox"/> Credit Card Number
<input checked="" type="checkbox"/> Street Address
<input checked="" type="checkbox"/> Email Address
<input type="checkbox"/> Photographic Image
<input type="checkbox"/> Fingerprints
<input type="checkbox"/> Handwriting
<input type="checkbox"/> Other Biometric Data
<input type="checkbox"/> Other (Explain on Tab 8)

- 4. Based on Question 3, is a SORN required?

Yes No
 Yes No

***If Yes, has the process begun to obtain/acquire a SORN

Location where the specific applicable System of Records Notice may be accessed:

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

(FY 2012) PIA: Data Collection And Storage *Green Highlight = Must Answer Question

Please fill in each column for the data types selected.

Data Type	Collection Method	What are the subjects told about the intended use of their information?	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	Benefits	Verbal/Automatic	Verbal/Automatic
Family Relation (spouse, children, parents, grandparents, etc)	Verbal	Benefits	Verbal/Automatic	Verbal/Automatic
Service Information	VA File Database	Benefits	Written	Written
Medical Information	VA File Database	Benefits	Written	Written
Criminal Record Information	VA File Database	Benefits	Written	Written
Guardian Information	VA File Database	Benefits	Written	Written
Education Information	VA File Database	Benefits	Written	Written
Benefit Information	VA File Database	Benefits	Written	Written
Other (Explain on Tab 8)				

Data Type	Storage Method	Source (If requested, identify the specific file, entity and/or name of agency)	Is data collection Mandatory or Voluntary?	
Veteran or Primary Subject's Personal Contact Information (name, address, telephone, etc)	<input checked="" type="radio"/> Yes <input type="radio"/> No	VA Files/Databases (Identify File)	<input type="radio"/> Mandatory <input checked="" type="radio"/> Voluntary	Automated
Family Relation (spouse, children, parents, grandparents, etc)	<input checked="" type="radio"/> Yes <input type="radio"/> No	VA Files/Databases (Identify File)	<input type="radio"/> Mandatory <input checked="" type="radio"/> Voluntary	Automated
Service Information	<input checked="" type="radio"/> Yes <input type="radio"/> No	VA Files/Databases (Identify File)	<input type="radio"/> Mandatory <input checked="" type="radio"/> Voluntary	Automated
Medical Information	<input type="radio"/> Yes <input checked="" type="radio"/> No	VA Files/Databases (Identify File)	<input type="radio"/> Mandatory <input checked="" type="radio"/> Voluntary	Automated
Criminal Record Information	<input type="radio"/> Yes <input checked="" type="radio"/> No	VA Files/Databases (Identify File)	<input type="radio"/> Mandatory <input checked="" type="radio"/> Voluntary	Automated
Guardian Information	<input checked="" type="radio"/> Yes <input type="radio"/> No	VA Files/Databases (Identify File)	<input type="radio"/> Mandatory <input checked="" type="radio"/> Voluntary	Automated
Education Information	<input checked="" type="radio"/> Yes <input type="radio"/> No	VA Files/Databases (Identify File)	<input type="radio"/> Mandatory <input checked="" type="radio"/> Voluntary	Automated
Benefit Information	<input checked="" type="radio"/> Yes <input type="radio"/> No	VA Files/Databases (Identify File)	<input type="radio"/> Mandatory <input checked="" type="radio"/> Voluntary	Automated
Other (Explain on Tab 8)	<input type="radio"/> Yes <input checked="" type="radio"/> No	VA Files/Databases (Identify File)	<input type="radio"/> Mandatory <input checked="" type="radio"/> Voluntary	Automated

	<i>(Please Select Yes/No)</i>			
Proximity and Timing: Is the privacy notice provided at the time of data collection?	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Purpose: Does the privacy notice describe the principal purpose(s) for which the information will be used?	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Authority: Does the privacy notice specify the effects of providing information on a voluntary basis?	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Disclosures: Does the privacy notice specify routine use(s) that may be made of the information?	<input checked="" type="radio"/> Yes <input type="radio"/> No			
routine use(s)				

(FY 2012) PIA: Data Sharing *Green Highlight = Must Answer Question		** Any connection external to VA requires an ISA/MOU per VA 6500. This section below must be consistent with your System Security Plan Interconnection Security Agreement section.				
Organization	Name of Agency/Organization	Do they access this system?	Identify the type of Data Sharing	Is PII or PHI Shared?	What is the procedure you reference for the release of information?	
Internal Sharing: VA Organization	VA Wide	<input checked="" type="radio"/> Yes <input type="radio"/> No	Other (Explain in Tab 8)	<input checked="" type="radio"/> Yes <input type="radio"/> No	MOU	
Other Veteran Organization		<input type="radio"/> Yes <input checked="" type="radio"/> No		<input type="radio"/> Yes <input checked="" type="radio"/> No		
Other Federal Government Agency		<input type="radio"/> Yes <input checked="" type="radio"/> No		<input type="radio"/> Yes <input checked="" type="radio"/> No		
State Government Agency		<input type="radio"/> Yes <input checked="" type="radio"/> No		<input type="radio"/> Yes <input checked="" type="radio"/> No		
Local Government Agency		<input type="radio"/> Yes <input checked="" type="radio"/> No		<input type="radio"/> Yes <input checked="" type="radio"/> No		
Research Entity		<input type="radio"/> Yes <input checked="" type="radio"/> No		<input type="radio"/> Yes <input checked="" type="radio"/> No		
<input type="checkbox"/> Other Project/ System (Explain on Tab 8)						
(FY 2012) PIA: Access to Records						
Does the system gather information from another system?	<input checked="" type="radio"/> Yes <input type="radio"/> No					
Please enter the name of the system:	CRM/UD retrieves Veteran information from BIRLS, MAP-D, SHARE, VETSNET DB, VBA, BDN, CAPRI,					
(FY 2012) PIA: Secondary Use						
Will PII data be included with any secondary use request?	<input type="radio"/> Yes <input checked="" type="radio"/> No		<input type="checkbox"/> Mental Health	<input type="checkbox"/> HIV	<input type="checkbox"/> Drug/Alcohol Counseling	
Check all that apply			<input type="checkbox"/> Sickle Cell	<input type="checkbox"/> Other (Explain on Tab 8)	<input type="checkbox"/> Research	

(FY 2012) PIA: Records Management		*Green Highlight = Must Answer Question	
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?			
<input type="radio"/> Yes (Explain on Tab 8) <input checked="" type="radio"/> No			
Is the data collected to only what is necessary to provide requested service?			
<input checked="" type="radio"/> Yes <input type="radio"/> No (Explain on Tab 8)			
Has the data provided been verified as complete?			
<input checked="" type="checkbox"/> Veteran Verified <input checked="" type="checkbox"/> Received From Database <input type="checkbox"/> Verification Unknown			
(FY 2012) PIA: Retention & Disposal			
What is the data retention period?		RCS 10-1 link for VHA:	www.va.gov/vhapublications/rcs10/rcs10-1.pdf
Answer: CRM/UD will retain data at a minimum of three years in accordance with Record Control Schedule (RCS) VB-1 per Section 9, 09-1		RCS VB-1, Part II Revised for VBA:	www.benefits.va.gov/WARMS/docs/admin20/rcs/part2/part2.pdf
		National Archives and Records Administration:	www.nara.gov
Explain why the information is needed for the indicated retention period?			
Answer: The NCCs need the contact history maintained by CRM/UD to track and retrieve information collected during previous			
What are the procedures for eliminating data at the end of the retention period?			
Answer: The NCC will dispose of records in accordance with VA Handbook 6300.1, Records Management Procedures, and Records			
Where are these procedures documented?			
Answer: These processes are documented in VA Handbook 6300.1, Records Management Procedures and Records Control Schedule			
How are data retention procedures enforced?			
Answer: During system operational planning, records retention is approved as part of the system non-functional requirements			
Has the retention schedule been approved by the National Archives and Records Administration (NARA)			
<input checked="" type="radio"/> Yes <input type="radio"/> No (Explain on Tab 8)			
(FY 2012) PIA: Children's Online Privacy Protection Act (COPPA)			
Will information be collected through the internet from children under age 13?			
<input type="radio"/> Yes (Explain on Tab 8) <input checked="" type="radio"/> No			

(FY 2012) PIA: Security *Green Highlight = Must Answer Question

Is the system/application/program following IT security Requirements and procedures required by federal law and policy to ensure that information is appropriately secured.	<input checked="" type="radio"/> Yes	<input type="radio"/> No (Explain on Tab 8)
Has the system/application/program conducted a risk assessment, identified appropriate security controls to protect against that risk, and implemented those controls..	<input checked="" type="radio"/> Yes	<input type="radio"/> No (Explain on Tab 8)
Is security monitoring conducted annually or as needed to ensure that controls continue to work properly, safeguarding the information?	<input checked="" type="radio"/> Yes	<input type="radio"/> No (Explain on Tab 8)
Is security assessment conducted annually or as needed to ensure that controls continue to work properly, safeguarding the information?	<input checked="" type="radio"/> Yes	<input type="radio"/> No (Explain on Tab 8)
Is adequate physical security in place to protect against unauthorized access?	<input checked="" type="radio"/> Yes	<input type="radio"/> No (Explain on Tab 8)
*Ensure PE 2, PE-3, PE-6, PE-7, PE-8 have been addressed appropriately for your categorization		

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

<input checked="" type="checkbox"/> Biological Release	<input checked="" type="checkbox"/> Fire	<input checked="" type="checkbox"/> Lightning Strike	<input checked="" type="checkbox"/> Terrorist
<input checked="" type="checkbox"/> Blizzard	<input checked="" type="checkbox"/> Flood	<input checked="" type="checkbox"/> Malicious Code	<input checked="" type="checkbox"/> Thunderstorm
<input checked="" type="checkbox"/> Burglary/Break In	<input checked="" type="checkbox"/> Hacker, Cracker	<input checked="" type="checkbox"/> Password Privacy Negligence	<input checked="" type="checkbox"/> Tornado
<input checked="" type="checkbox"/> Civil Unrest	<input checked="" type="checkbox"/> Hall	<input checked="" type="checkbox"/> Personnel Unavailable	<input type="checkbox"/> Tsunami
<input checked="" type="checkbox"/> Component Failure	<input checked="" type="checkbox"/> HAZMAT Release/Spill	<input checked="" type="checkbox"/> Power Failure	<input checked="" type="checkbox"/> User Negligence
<input checked="" type="checkbox"/> Dam Failure	<input checked="" type="checkbox"/> Human Health Emergency	<input checked="" type="checkbox"/> Sabotage	<input checked="" type="checkbox"/> User Sabotage
<input checked="" type="checkbox"/> Dust/Debris	<input checked="" type="checkbox"/> Hurricane	<input checked="" type="checkbox"/> System Intrusion, Break-Ins	<input checked="" type="checkbox"/> Vibration
<input type="checkbox"/> Earthquake	<input checked="" type="checkbox"/> HVAC Failure	<input checked="" type="checkbox"/> System Misconfiguration	<input type="checkbox"/> Volcano
<input checked="" type="checkbox"/> Extreme Cold	<input checked="" type="checkbox"/> Indoor Humidity	<input checked="" type="checkbox"/> System Penetration	<input checked="" type="checkbox"/> Water Damage
<input checked="" type="checkbox"/> Extreme Heat	<input checked="" type="checkbox"/> Landslide	<input checked="" type="checkbox"/> System Tampering	<input checked="" type="checkbox"/> Winter Weather Hazards

***If any other risks identified, explain in Tab 8**

Based upon the risks identified above, Explain what security controls are being used to mitigate these risks. (Check all that apply)

<input checked="" type="checkbox"/> Access Control	<input checked="" type="checkbox"/> Configuration Management	<input checked="" type="checkbox"/> Media Protection	<input checked="" type="checkbox"/> System and Services Acquisition
<input checked="" type="checkbox"/> Audit and Accountability	<input checked="" type="checkbox"/> Contingency Planning	<input checked="" type="checkbox"/> Personnel Security	<input checked="" type="checkbox"/> System and Communication Protection
<input checked="" type="checkbox"/> Awareness and Training	<input checked="" type="checkbox"/> Identification and Authentication	<input checked="" type="checkbox"/> Physical and Environmental Protection	<input checked="" type="checkbox"/> System and Information Integrity
<input checked="" type="checkbox"/> Security Assessment and Authorization	<input checked="" type="checkbox"/> Incident Response	<input checked="" type="checkbox"/> Risk Assessment	<input checked="" type="checkbox"/> Planning <input checked="" type="checkbox"/> Maintenance

Answer: (Other Controls) Explain on Tab 8

PIA: PIA Assessment

Based upon NIST 800-60, volume II; List the Information data types chosen as a basis for your FIPS 199 System Categorization.

Answer: C.2.5, C.2.6, C.2.8, C.3.1, C.3.2, C.3.5, D.10, D.12, D.13, D.15, D.16, D.18, D.20, D.23, D.24

<p>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)</p>	<input type="checkbox"/> 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. <input checked="" type="checkbox"/> The potential impact is moderate if the loss of availability could be expected to have a serious adverse effect on operations, assets or individuals. <input type="checkbox"/> The potential impact is low if the loss of availability could be expected to have a limited adverse effect on operations, assets or individuals.
<p>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)</p>	<input type="checkbox"/> The potential impact is high if the loss of integrity could be expected to have a severe or catastrophic adverse effect on operations, assets or individuals. <input checked="" type="checkbox"/> The potential impact is moderate if the loss of integrity could be expected to have a serious adverse effect on operations, assets or individuals. <input type="checkbox"/> The potential impact is low if the loss of integrity could be expected to have a limited adverse effect on operations, assets or individuals.
<p>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)</p>	<input type="checkbox"/> The potential impact is high if the loss of confidentiality could be expected to have a severe or catastrophic adverse effect on operations, assets or individuals. <input checked="" type="checkbox"/> The potential impact is moderate if the loss of confidentiality could be expected to have a serious adverse effect on operations, assets or individuals. <input type="checkbox"/> The potential impact is low if the loss of confidentiality 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 VA's risk assessment validates the security control set and determines if any additional controls are needed to protect agency operations. 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 moderate impact defined set of controls. The system owner is responsible for any system-specific issues associated with the implementation of this facility' common security controls. These issues are identified and described in the system security plans for the individual information systems.

(FY 2012) 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.

CRM_UD interfaces and pulls data from :

Vista: CAPRI

VBA:

BDN Payment History

BIRLS

SHARE

Benefits Delivery Network (BDN)

Compensation and Pension (C&P)

Control of Veterans Records (COVERS)

Financial and Accounting System (FAS)

Veterans On-Line Applications (VONAPP)

Veterans Service Network (VETSNET)

Compensation and Pension (C&P) Record Interchange (CAPRI)

Inquiry Routing Information System (IRIS)

Modern Awards Process Development (MAP-D)

Veterans Appeals Control and Locator System (VACOLS)

MES

RightFax

Broome Closet

Minor Applications:

Financial and Accounting System (FAS)

Genesys

(FY 2012) 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	Automated Medical Information Exchange II (AIME II)
Agent Orange		Automated Medical Information System (AMIS)290
Appraisal System	Centralized Property Tracking System	Automated Standardized Performance Elements Nationwide (ASPEN)
ASSISTS	Common Security User Manager (CSUM)	Broome Closet
Awards	Compensation and Pension (C&P)	Centralized Accounts Receivable System (CARS)
Baker System	Control of Veterans Records (COVERS)	Committee on Waivers and Compromises (COWC)
Bbraun (CP Hemo)	Courseware Delivery System (CDS)	Compensation and Pension (C&P) Record Interchange (CAPRI)
	Dental Records Manager	Compensation & Pension Training Website
	Education Training Website	
C&P Payment System	Electronic Appraisal System	Distribution of Operational Resources (DOOR)
C&P Training Website	Electronic Card System (ECS)	Educational Assistance for Members of the Selected Reserve Program CH 1606
CONDO PUD Builder	Electronic Payroll Deduction (EPD)	Electronic Performance Support System (EPSS)
	Eligibility Verification Report (EVR)	Enterprise Wireless Messaging System (Blackberry)
	Fiduciary Beneficiary System (FBS)	Financial Management Information System (FMI)
	Fiduciary STAR Case Review	Hearing Officer Letters and Reports System (HOLAR)
EndoSoft	Financial and Accounting System (FAS)	Inquiry Routing Information System (IRIS)
FOCAS	Insurance Unclaimed Liabilities	Modern Awards Process Development (MAP-D)
Inforce	Inventory Management System (IMS)	
INS - BIRLS	Interactive Voce Response (IVR)	Personal Computer Generated Letters (PCGL)
Insurance Online	LGY Centralized Fax System	Personnel Information Exchange System (PIES)
Insurance Self Service	Loan Service and Claims	Post Vietnam Era educational Program (VEAP) CH 32
LGY Home Loans	Loan Guaranty Training Website	Purchase Order Management System (POMS)
LGY Processing		Reinstatement Entitlement Program for Survivors (REAPS)
MES	Mental Health Assistant	Reserve Educational Assistance Program CH 1607
Mobilization	National Silent Monitoring (NSM)	RightFax
Montgomery GI Bill	Powerscribe Dictation System	Service Member Records Tracking System
MUSE	Rating Board Automation 2000 (RBA2000)	Survivors and Dependents Education Assistance CH 35
Omicell	Records Locator System	Systematic Technical Accuracy Review (STAR)
Priv Plus	Remittance Processing System	Training and Performance Support System (TPSS)
RAI/MDS	Review of Quality (ROQ)	VA Online Certification of Enrollment (VA-ONCE)
Right Now Web	Search Participant Profile (SPP)	VA Reserve Educational Assistance Program
SAHSHA	Spinal Bifida Program Ch 18	
Script Pro	State Benefits Reference System	Veterans Assistance Discharge System (VADS)
SHARE	State of Case/Supplemental (SOC/SSOC)	Veterans Exam Request Info System (VERIS)
SHARE	Telecare Record Manager	Veterans Insurance Claims Trancking and Response System (VICTARS)
Sidexis	VBA Enterprise Messaging System	Veterans Service Representative (VSR) Advisor
Synquest		Vocational Rehabilitation & Employment (VR&E) CH 31
VBA Training Academy	Web Electronic Lender Identification	Web Automated Folder Processing System (WAFPS)
Veterans Canteen Web		Web Automated Reference Material System (WARMS)
VETSNET Housekeeping		Web Automated Verification of Enrollment
VR&E Training Website		Web-Enabled Approval Management System (WEAMS)
Web LGY		Web Service Medical Records (WebSMR)
		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?		
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?		
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 2012) PIA: Minor Applications A-M

Which of these are sub-components of your system?				
1184 Web	Citrix	Electronic Signature	Imaging	
A4P	Clinical Case Registries	Embedded Fragment Registry	Incentive Awards	
ACCu Care	Clinical Data Repository/Health Data Repository	ENCORE 2	Incident Reporting	
ACCU Check	Clinical Info Resource Network	ENDSOFT	Income Verification Match	
ACCU Med	Clinical Monitoring System	Engineering	Incomplete Records Tracking	
Adobe Acrobat	Clinical Notes Templates	Enrollment Application System	Inpatient Medications	
ADP Planning (PlanMan)	Clinical Procedures	Enterprise Terminology Server & VHA Enterprise Terminology Services	Intake/ Output	
ADT	Clinical Reminders	ePROMISE	Integrated Billing	
Adverse Reaction Tracking	Clippership	Equipment/ Turn-in Request	Integrated Patient Funds	
Agent Cashier	Combat Veteran Outreach	Event Capture	Interim Mangement Support	
Air Fortress	Committee on Waiver and Compromises	Event Driven Reporting	Inventory Management System	
ASISTS	Consult/ Request Tracking	Extensible Editor	Kernal	
Authorization/ Subscription	Controlled Correspondence	External Peer Review	Kids	
Auto Instrument	Controlled Substances	EYECAP	KOWA	
Auto Replenishment/ Ward Stock	CP&E	Fee Based Claims System	Lab Service	
AUTOCAD	CPRS	Fee Basis	Laboratory Electronic Data Interchange	
Automated Access Request	CPT/ HCPCS Codes	Financial and Accounting System (FAS)	Letterman	
Automated Info Collection Sys	Credentials Tracking	Financial Management System (FMS)	Lexicon Utility	
Automated Lab Instruments	Credit Card Authentication	Functional Independence	Library	
Automated Med Info Exchange	Data Innovations	Gen. Med. Rec. - I/O	List Manager	
Automated Sales Reporting	DELIVEREX	Gen. Med. Rec. - Vitals	Lynx Duress Alarm	
AutoMed	Dental	Gen. Med.Rec. - Generator	Mailman	
Bad Code Med Admin	DICTATION-Power Scribe	GENDEX	MCCR National Database	
Barcode Medication Administration Contingency Plan (BCU)	Dietetics	Generic Code Sheet	Meadows (MDWS)	
BCMA Contingency Workstations	Discharge Summary	Genesys	Medicine	
BDN 301	DRG Grouper	Get Well Networks	Mental Health	
Beneficiary Travel	DRM Plus	GMED	MHTP	
Big Fix	Drug Accountability	GRECC	MICOM	
CA Verified Components - DSSI	DSIT	Health Data and Informatics	Microsoft Exchange E-mail System	
Capacity Management - RUM	DSS Extracts	Health Level Seven	Military/Vet Eye Injury Registry	
Capacity Management Tools	DSS Quadramed	Health Summary	Minimal Patient Dataset	
CAPRI	EDS Whiteboard (AVJED)	Health Summary Contingency	Missing Patient Reg (Original) A4EL	
Cardiff Teleform	Education Tracking	HINQ	Mumps AudioFAX	
Cardiology Systems (stand alone servers from the network)	EEO Complaint Tracking	Hospital Based Home Care	MyHealthEVet	
Care Management	EKG System	ICB		
CareTracker	Electronic Card System (ECD)	ICR - Immunology Case Registry		
CHECKPOINT	Electronic Payroll Deduction (EPD)	IFCAP		
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?				
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?				
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?				

(FY 2012) PIA: VISTA Minor Applications N-Z

Which of these are sub-components of your system?			
National Cemetery Association	Pharmacy Data Management	Scanning Exam and Evaluation System	VBECS
National Drug File	Pharmacy National Database	Scheduling	VDEF
National Laboratory Test	Pharmacy Prescription Practice	Security Suite Utility Pack	Vendor - Document Storage Sys
NDBI	PICIS OR	Sentillion	Veterans Canteen Web
Network Health Exchange	Police & Security	Shift Change Handoff Tool	Veterans Information Solution
NOAHLINK	Problem List	ShoreTel	VHAHUNAPP1
NOIS	Progress Notes	Social Work	VHAHUNFPC1
Nursing Service	Prosthetics	Stellant	VHS & RA Tracking System
Occurrence Screen	Purchase Order Management System	Stentor	Visit Tracking
Omniceil	Pyxis	Surgery	VISTA RAD
Oncology	Q-Matic	Survey Generator	VISTA RO
Onvicord (VLOG)	QMSI Prescription Processing	Telecare Record Manager	VistALink
Optifill	Quality Assurance Integration	Temp Trak	VistALink Security
Order Entry/ Results Reporting	Quality Improvement Checklist	Text Integration Utilities	Visual Impairment Service Team ANRV
Outpatient Pharmacy	QUASER	Tickler Database	Vitria BusinessWare
P2000 ROBOT	Radiology/ Nuclear Medicine	Toolkit	VIXS
PACS database	RAFT	TopCon	Voluntary Timekeeping
Patch Module	RALS	TraceMaster	Voluntary Timekeeping National
Patient Data Exchange	Record Tracking	Tracking Continuing Education	WEB HINQ
Patient Feedback	Registration	Traumatic Brain Injury	Whiteboard
Patient Representative	Release of Information - DSSI	Unwinder	Women's Health
PCE Patient Care Encounter	Remote Order/ Entry System	Utility Management Rollup	Workload and Overtime
Personal Computer Generated Letters	RPC Broker	Utilization Review	
Pharmacy Benefits Mangement	Run Time Library	VA Conference Room Registration	
	SAGG	VA Fileman	
	SAN	VAMedSafe	

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

(FY 2012) PIA: Final Signatures		*Green Highlight = Must Answer Question	
Facility Name:	Terremark Worldwide Inc., Culpepper, VA		
Title:	Name	Phone	Email
Privacy Officer:	Lisa Matuszczak	202-461-9039	lisa.matuszczak@va.gov
Signature not verified:		Lisa Matuszczak	Digitally signed by Lisa M. Matuszczak DN: cn=Lisa M. Matuszczak, o=US O = U.S. Government, ou=Department of Veterans Affairs Date: 2011.12.27.07:55:18 -0500 Reason: I am approving this document
Information Security Officer:	Patrice Volante	504-619-4597	patrice.volante@va.gov
Patrice V. Volante		Digitally signed by Patrice V. Volante DN: cn=Patrice V. Volante, o=U.S. Government, ou=Department of Veterans Affairs, email=Patrice.V.Volante@va.gov, c=US Date: 2012.01.01.08:41:47 -0500	
System Owner/Delegate:	Kevin C. Causley	202-461-9170	kevin.causley@va.gov
Kevin Causley		Digitally signed by Kevin Causley DN: cn=Kevin Causley, o=U.S. Government, ou=Department of Veterans Affairs, email=Kevin.Causley@va.gov, c=US Date: 2011.12.23.12:20:46 -0500	
Certification and Accreditation Coordinator:	Mary D. Barley	202-461-9175	mary.barley@va.gov
Mary Barley		Digitally signed by Mary Barley DN: cn=Mary D. Barley, o=U.S. Government, ou=Department of Veterans Affairs, email=Mary.Barley@va.gov, c=US Date: 2011.12.23.12:21:32 -0500	
Other Titles: CRM/UD Project Manager	Fred Graham	202-631-1987	Fred.Graham@va.gov
Fred Graham		202-631-1987	
Date of Report:	13-Dec-11		
OMB Unique Project Identifier	029-00-01-24-01-8105-00		
Project Name	Development>OED>Region 5>VBA>Customer Relationship Management - Unified Desktop (CRM_UD)		
<p>The Signature Process:</p> <ul style="list-style-type: none"> • Complete the PIA form. • Name the PIA Excel FORM ["FY12-Region # - Facility Name - Facility # - Date(mmddyyyy).xls"] <ul style="list-style-type: none"> • Example: "FY12-Region3-Lexington VAMC-596-10302008.xls" • Submit the completed PIA Excel form to SMART Database. • Fix errors the reviewers sent back, rename the file and submit to SMART Database <ul style="list-style-type: none"> • If no errors, convert form into PDF with Nuance PDF Professional. • Name the PIA PDF form ["FY12-Region #-Facility Name- Facility # -Date(mmddyyyy).xls"] <ul style="list-style-type: none"> • Obtain digital signatures on the "Final Signatures tab" • Submit signed PIA PDF form to the SMART Database. 			