

PRIVACY IMPACT ASSESSMENT (PIA)

Name of System/Application: Customer Service Center
Telecommunication System (CSCTCS)

Program Office: Office of Disaster Assistance, Buffalo Customer Service
Center

Once the Privacy Impact Assessment is completed and the signature approval page is signed, please submit an electronic copy and hardcopy with original signatures of the PIA to the Small Business Administration (SBA) Senior Advisor and to the Chief Privacy Officer in the Information Privacy Office of the OCIO.

A. CONTACT INFORMATION

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B. SYSTEM APPLICATION/GENERAL INFORMATION

1) Does this system contain any information about individuals? If yes, explain.

Yes, the CSCTCS does contain information about individuals. Information regarding the applicant/borrower is gathered to verify Personally Identifiable Information (PII) on all incoming telephone calls prior to release of any information regarding a disaster application/loan. Customer Service Representatives (CSRs) are required to confirm the identity of a caller and assure the requestor is entitled to the information being sought. The PII is documented within the CSCTCS for Customer Service Center (CSC) production and quality assurance measures.

Information regarding CSC staff is also documented within the CSCTCS, such as name, address, telephone number(s), and Social Security Number (SSN). This documentation is necessary in order capture and monitor staffing levels within the office.

a. Is the information about individual members of the public?

Yes

b. Is the information about employees?

Yes

2) What is the purpose of the system/application?

The SBA's Office of Disaster Assistance (ODA) provides low interest disaster loans to homeowners, renters, businesses of all sizes, and to private and non-profit organizations to repair or replace real estate, personal property, machinery, equipment, inventory, and business assets that a declared disaster has damaged or destroyed. The CSC is the national call center for victims of these disaster declarations and responsible for all inquiries regarding their disaster loan applications and loans that the SBA has approved to assist in rebuilding their lives. The CSCTCS is configured to meet the CSC's vision as a "state-of-the-art national contact center supporting the customer service needs...by providing a single resource for internal and external customers...strive to be readily accessible to our clients, accepting communications through multiple channels and responding with prompt and reliable information."

3) Is the system in the development process?

No

4) How will the technology investment (new or updated) affect existing privacy processes?

Existing privacy issues will not be affected by the CSCTCS since all data is housed within the system. Access controls are in place for staff that has administrative and supervisory rights to the system.

5) What legal authority authorizes the purchase or development of this system/application?

15 U.S.C. § 634(b)(6), 44 U.S.C. § 3101

Section 7(b)(1) of the Small Business Act, as amended, authorizes the Agency's Physical Disaster Loan Program. SBA can make loans to eligible victims of declared disasters as defined by the Small Business Act.

Section 7(b)(2) of the Small Business Act, as amended, authorizes the Agency's Economic Injury Disaster Loan (EIDL) Program. SBA can make loans to eligible non-farm small businesses and eligible small agricultural cooperatives located in a disaster area that suffered substantial economic injury because of the disaster.

Privacy Act of 1974, 5USC 552a and related statutes (Electronic Communications Privacy Act of 1986; Computer Matching and Privacy Production Act of 1988)

Additional program definition is detailed in Title 13 of the Code of Federal Regulations (13 CFR), Part 123

6) Privacy Impact Analysis: What privacy risks were identified and describe how they were mitigated for security and access controls?

PII issues were identified early in the development of the CSCTCS and measures are in place for security and access control. Specifically the use of names and SSNs to verify applicants/borrowers inquiring about disaster applications/loans and personnel documentation regarding CSC employees.

All data collected is house within the CSCTCS. Access controls are in place for staff that has administrative and supervisory rights.

In addition, PII data is localized to production system and is never moved out of the production systems to any other non-production system (i.e. UAT, QA).

The CSC applies encryption to backup tapes using Symantec Backup Exec before it is picked up by Iron Mountain.

C. SYSTEM DATA

1) What categories of individuals are covered in the system?

Information regarding the disaster loan applicant/borrower is gathered to verify PII on all incoming telephone calls prior to release of any information regarding a disaster application/loan. CSRs are required to positively confirm the identity of a caller and assure the requestor is entitled to the information being sought before any specific file/loan information can be released or discussed.

Information regarding CSC staff includes personal information such as address, telephone number(s), and SSN/EIN.

2) What are the sources of the information in the system?

Disaster Credit Management System (DCMS)
Federal Emergency Management Agency (FEMA)
National Emergency Management System (NEMIS)
SBA Electronic Loan Application (ELA)
SBA Personnel and Administrative Support (PASC)

a. Is the source of the information from the individual or is it taken from another source? If not directly from the individual, then what other source?

The source of the applicant/borrower information is the individual on the telephone in compliance with federal PII. This information is then verified against data in the DCMS or FEMA's NEMIS.

If the caller has registered to use the SBA's ELA located on the web at <https://disasterloan.sba.gov/ela/> the CSR will use the CSR ELA Portal (<https://employee.disasterloan.sba.gov/elaemployee>) to verify PII prior to providing assistance.

CSC staff information is gathered from the employee and Personnel Departments in the CSC and PASC office located in Herndon, VA.

b. What Federal agencies are providing data for use in the system?

N/A

c. What Tribal, State and local agencies are providing data for use in the system?

N/A

d. From what other third party sources will data be collected?

N/A

e. What information will be collected from the employee and the public?

Information to be collected from applicant/borrower:

- Name
- SSN (or Employer Identification Number [EIN] for businesses) or
- Date of Birth
- Address or Telephone number(s)

Information to be collected from the employee:

- Name
- Address
- SSN
- Telephone number(s)
- Employment appointment dates

3) Accuracy, Timeliness, and Reliability

a. How is data collected from sources other than SBA records verified for accuracy?

The only source outside of SBA of applicant/borrower data utilized to verify PII is FEMA's NEMIS system, if the disaster in question is a Presidential declaration. However, there is no outside source if the disaster is an agency declaration. Data collected from CSC staff is provided by the employee.

b. How is data checked for completeness?

The CSC relies on the data stored in the DCMS and NEMIS systems to be up-to-date and accurate. Data documented in CSCTCS is for PII purposes to verify the identity of the caller.

CSC employee data on the CSCTCS is verified against information gathered by the CSC Human Resource Department at the time of employee on boarding.

c. Is the data current

Yes, data is current.

d. Are the data elements described in detail and documented?

The DCMS and NEMIS systems are controlled by separate entities (DCMS Operations Center and FEMA) of which the CSC has no access to the data elements or documentation. Data elements for the CSC Staffing Report are described in detail and documented on the CSC network drive (<\\s2k3-dacsc-fp1\da1APPS1\CustAppDev\ApplicationsManual> 2010)

4) Privacy Impact Analysis:

All data collected is housed within the CSCTCS with controls in place that allow staff with administrative rights access.

D. DATA ATTRIBUTES

1) Is the use of the data both relevant and necessary to the purpose for which the system is being designed?

Yes, in order to be compliant with federal PII requirements, the CSR's must confirm and document with whom they are speaking with on the telephone or responding to via email. Employee data is retained from federal employment process and is used to effectively manage production workload of the system.

2) Will the system derive new data or create previously unavailable data about an individual through aggregation from the information collected, and how will this be maintained and filed?

No, the system will not derive new data or create previously unavailable data.

3) Will the new data be placed in the individual's record?

N/A

4) **Can the system make determinations about employees or members of the public that would not be possible without the new data?**

No

5) **How is the new data verified for relevance, timeliness, and accuracy?**

N/A

6) **If the data is being consolidated, what controls are in place to protect the data from unauthorized access or use?**

All data collected is house within the CSCTCS. Access controls are in place to allow staff with administrative rights to access the data.

7) **If processes are being consolidated, are the proper controls remaining in place to protect the data and prevent unauthorized access? If processes are not being consolidated, please state, "N/A."**

N/A

8) **How will the data be retrieved? Does a personal identifier retrieve the data? If yes, explain and list the identifiers that will be used to retrieve information on the individual.**

Yes, a personal identifier will retrieve the data in that it can only be accessed by CSC staff with administrative and/or supervisory rights to the CSCTCS. Rights to the data are given by the IT Department Security Officer.

9) **What kinds of reports can be produced on individuals? What will be the use of these reports? Who will have access to them?**

CSCTCS Application	Report Name	Use	Access
Call Monitoring QA	Team Compliance Detail Report	Internal for quality assurance monitoring purposes	CSC Director, CSC Deputy Director, CSC supervisors, QA staff, and IT personnel
Call Monitoring QA	Compliance Summary Report	Internal for quality assurance monitoring purposes	CSC Director, CSC Deputy Director, CSC supervisors, QA staff, and IT personnel
Call Monitoring QA	Call Rating Trends Report (Monthly)	Internal for quality assurance monitoring purposes	CSC Director, CSC Deputy Director, CSC supervisors, QA staff, and IT personnel

Call Monitoring QA	Agent Compliance Detail Report	Internal for quality assurance monitoring purposes	CSC Director, CSC Deputy Director, CSC supervisors, QA staff, and IT personnel
Call Monitoring QA	Agent Monitoring Report	Internal for quality assurance monitoring purposes	CSC Supervisors, program assistants, and IT personnel
Call Monitoring QA	Agent Scorecard Report	Internal for quality assurance monitoring purposes	CSC Supervisors, program assistants, and IT personnel
Call Monitoring QA	Call Rating Trends	Internal for quality assurance monitoring purposes	CSC Supervisors, program assistants, and IT personnel
Call Monitoring QA	Exception Report	Internal for quality assurance monitoring purposes	CSC Supervisors, program assistants, and IT personnel
Call Monitoring Team Leader	Team Monitoring Report	Internal for quality assurance, training, and monthly ratings purposes	CSC supervisors, team leads, program assistants, and IT personnel, QA staff
Call Monitoring Team Leader	Agent Compliance Report	Internal for quality assurance, training, and monthly ratings purposes	CSC supervisors, team leads, program assistants, and IT personnel, QA staff
Call Monitoring Team Leader	Team Compliance Report	Internal for quality assurance, training, and monthly ratings purposes	CSC supervisors, team leads, program assistants, and IT personnel, QA staff
Call Monitoring Team Leader	Exception Report	Internal for quality assurance, training, and monthly ratings purposes	CSC supervisors, team leads, program assistants, and IT personnel, QA staff
Staffing Report	Staffing Report	Administration of CSC staffing levels and operations	CSC Human Resource personnel and IT personnel

10) What opportunities do individuals have to decline to provide information (i.e., where providing information is voluntary) or to consent to particular uses of the information (other than required or authorized uses), and how individuals can grant consent.

In order to comply with federal PII, all incoming telephone inquiries from applicants/borrowers must provide this information in order to receive any details regarding SBA applications/loans. The caller is advised by the CSR

that by refusing to give this information, they will not receive any specific details regarding the application/loan.

Employees must provide the requested information in order to be employed with the federal government.

11) Privacy Impact Analysis: Describe any types of controls that may be in place to ensure that information is used as intended.

Before a CSC user is granted access to the CSCTCS, they must complete and sign the Computer Access Clearance/Security Form (SBA Form 1228) and Disaster Assistance System Access Security Request Form (SBA Form 2161). Fresno staff must complete and sign the Computer Access Clearance/Security Form (SBA Form 1228) to access the CSCTCS. CSC employees receive a copy of SBA Procedural Notice 9000-1400 (Computer Security Rules of Behavior). Failure to comply with these policies (SOP 90-47.2) will result in penalties outlined in SOP 37-52.2 (Discipline and Adverse Actions).

E. MAINTENANCE AND ADMINISTRATIVE CONTROLS

1) If the system is operated in more than one site, how are consistent use of the system and data maintained in all sites?

The CSCTCS operates from a single site and utilizes a fireproof safe within a magnetic locked storage room that only authorized IT personnel and Executive Management have access. The safe key is locked in a storage box within the LAN room which is also magnetic lock protected. All backup tapes with PII are encrypted. When daily tapes are not in use, the remaining backup tapes are stored within the safe. The CSC only houses one week's worth of backup storage on-site. Three weeks worth of backup storage is located at an off-site location provided by the Iron Mountain, Buffalo, NY location. Only authorized members of the IT staff are designated to interact with Iron Mountain to exchange tape containers.

2) What are the retention periods of data in this system?

Data from the CSCTCS is maintained for a period of 4-weeks. At such time, the tape media is overwritten with the most current backup. As stated above, CSC rotates tape media on a 4-week schedule.

3) What are the procedures for disposition of the data at the end of the retention period? How long will the reports produced be kept? Where are the procedures documented?

The CSC is currently not keeping media past the 4-week period and Backup Exec reports are deleted from the server after that 4-week period. There would be no PII contained within the backup logs. These procedures are documented within the IT department handbook.

4) Is the system using technologies in ways that the SBA has not previously employed (e.g., monitoring software, Smart Cards, Caller-ID)?

All incoming calls into the CSC and Fresno offices display the complete telephone number on the telephone console. Incoming calls to CSR's at the CSC are recorded using Witness Voice Recording System (eQuality) for future monitoring by the Quality Assurance and Training (QA) department and CSC Team Leads. CSR's are also monitored in real time by both QA and CSC Team Leads for accuracy and quality purposes.

A recorded announcement at the beginning of incoming calls advises that the telephone conversation may be monitored and or recorded for quality assurance.

5) How does the use of this technology affect public/employee privacy?

N/A

6) Will this system provide the capability to identify, locate, and monitor individuals? If yes, explain.

Yes, the CSCTCS has a workstation recording software package, eQuality that can record both voice and screen video capture. The voice portion of the application is currently in production and recordings are being held on the network for 60 days for monitoring and quality assurance purposes. All recordings are deleted after this time.

7) What kinds of information are collected as a function of the monitoring of individuals?

Currently, CSC management, supervisors, team leads, and members of QA document the PII supplied by the applicant/borrower in the Quality Assurance and Team Lead Monitoring applications.

The CSCTCS is currently in the process of updating its Certification and Accreditation (C&A) to reflect the CSCTCS environment extension to the SBA Fresno CLSC and District offices.

8) What controls will be used to prevent unauthorized monitoring?

Only designated management, supervisors, team leads, members of QA, and designated IT staff have access to monitor CSC telephone calls. Access is granted by the CSC Information Security Officer.

9) Under which Privacy Act systems of records notice (SORN) does the system operate? Provide number and name.

SBA Privacy Act System of Record Number 20

10) If the system is being modified, will the Privacy Act system of records notice require amendment or revision?

No system modification is anticipated.

F. DATA ACCESS

1) Who will have access to the data in the system? (e.g., contractors, users, managers, system administrators, developers, tribes, other)

The system will be accessed by authorized CSC and Fresno personnel acting in their official capacity and certified contractors under confidentiality agreements while engaged in system development and maintenance. The following is a list of potential users who may have access

- Center Director
- Center Deputy Director
- CSC Human Resource Department staff
- CSC Administration Department staff
- CSC Information Technology Staff
- Customer Service Supervisors
- CSC Team Leads
- Customer Service Representatives
- CSC Information Technology Department staff
- Director, Commercial Loan Service Center (Fresno)
- District Director (Fresno)
- Fresno Information Technology Department staff
- Office of Disaster Assistance Headquarter staff
- SBA Office of Chief Information Officer

2) How is access to the data by a user determined? Are criteria, procedures, controls, and responsibilities regarding access documented?

Access to the data is determined by staff member's official duties and responsibilities. Depending on disaster activity (increase or decrease), any CSC personnel may change job responsibilities; i.e., CSR job duty to team lead responsibilities. When changing responsibilities an updated SBA Form 2161 must be completed and submitted to the IT department.

3) Will users have access to all data on the system or will the user's access be restricted? Explain.

Access to pertinent information on the CCSTCS is strictly controlled by the CSC Information Security Officer on a need-to-know basis. Information access is layered by no access, read only, read/write, and system configuration determined by the status of CSC staff. For example, employees with CSR responsibilities can only input data into the Call Tracking application, whereas employees with lead responsibilities can not only input but also run reports from the same application.

4) What controls are in place to prevent the misuse (e.g., unauthorized browsing) of data by those having access? (Please list processes and training materials)

Upon employment at the CSC, all system users and contractors must complete the required SBA Computer Access Clearance and Security Form (SBA Form 1228) and Disaster Assistance System Access Security Request Form (SBA Form 2161). Fresno staff must complete and sign the SBA Computer Access Clearance/Security Form (SBA Form 1228) to access the CSCTCS. Access is then granted according to defined job duties and assignments. The system is closely monitored by CSC IT Department staff to ensure that unauthorized access to applications within the CSCTCS is not breached.

SBA Computer Security Awareness Training (CSAT) and Personally Identifiable Information (PII) yearly training are conducted by IT personnel.

5) Are contractors involved with the design and development of the system and will they be involved with the maintenance of the system? If yes, were Privacy Act contract clauses inserted in their contracts and other regulatory measures addressed?

N/A

- 6) Do other systems share data or have access to the data in the system? If yes, explain.**

No other systems have access to the CSCTCS.

- 7) Who will be responsible for protecting the privacy rights of the public and employees affected by the interface?**

The CSC Information Security Officer

- 8) Will other agencies share data or have access to the data in this system via transferred or transmitted (Federal, State, and Local, Other (e.g., Tribal))?**

Data in the CSCTCS will not be shared with any other agency nor will any agency have access to it.

- 9) How will the shared data be used by the other agency?**

N/A

- 10) What procedures are in place for assuring proper use of the shared data?**

N/A

- 11) Privacy Impact Analysis: Discuss what privacy risks were identified and how they were mitigated for information shared internal and external.**

Privacy risks have been identified on the CSCTCS' eQuality recording and Auto Dialer Express applications. eQuality is a "listen-only" incoming telephone-recording package used for quality assurance purposes. It is strictly controlled by the CSCTCS' CMS Administrator and the general user cannot edit or remove any portion of the recording.

The Auto Dialer Express application contains preprogrammed telephone numbers and names utilized for outbound dialing campaigns. CSC IT Department staff with CMS Administrator rights are the only staff with access to this application.

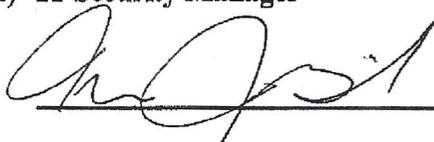
Privacy Impact Assessment PIA Approval Page
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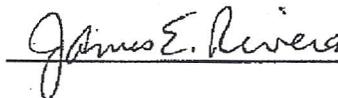
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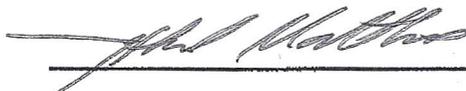
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