



## **Privacy Impact Assessment**

For  
**eService Center**

Date:  
March 15, 2014

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**1. System Information. Describe the system - include system name, system acronym, and a description of the system, to include scope, purpose and major functions.**

The eService Center is a web-based customer relationship management application that provides online access to searchable, frequently asked questions and enables the Department of Education's (the Department's) customers to receive information and resources more efficiently and at a greater speed. In addition, much of the labor-intensive process for managing written inquiries including reporting on customer knowledge and monitoring staff activities is automated through the eService Center to improve the efficiency of the Center.

**2. Legal Authority. Cite the legal authority to collect and use this data. What specific legal authorities, arrangements, and/or agreements regulate the collection of information?**

ED has authority through 20 U.S.C. Section 3412(e) (2) to perform public information functions, including the provision, through the use of the latest technologies, of useful information about education issues and related opportunities to students, parents, and communities.

**3. Characterization of the Information. What elements of personally identifiable information (PII) are collected and maintained by the system (e.g., name, social security number, date of birth, address, phone number)? What are the sources of information (e.g., student, teacher, employee, university)? How the information is collected (website, paper form, on-line form)? Is the information used to link or cross-reference multiple databases?**

We will only be collecting email addresses and names for the purpose of answering inquiries from constituents.

**4. Why is the information collected? How is this information necessary to the mission of the program, or contributes to a necessary agency activity? Given the amount and any type of data collected, discuss the privacy risks (internally and/or externally) identified and how they were mitigated.**

The Department is responsible for providing the public with information about its mission. The information collected will be used to provide information to the public by answering inquiries from constituents about education related issues. In addition, much of this labor-intensive process for managing written inquiries including reporting on customer knowledge and monitoring staff activities can be automated through the eService Center to improve the efficiency of the Center. This reduces the amount of time and effort spent manually handling the mail and allows the staff to devote more effort to their other contacts.

**5. Social Security Number (SSN). If an SSN is collected and used, describe the purpose of the collection, the type of use, and any disclosures. Also specify any alternatives that you considered, and why the alternative was not selected. If system collects SSN, the PIA will require a signature by the Assistant Secretary or designee. If no SSN is collected, no signature is required.**

No Social Security Numbers are collected.

**6. Uses of the Information. What is the intended use of the information? How will the information be used? Describe all internal and/or external uses of the information. What types of methods are used to analyze the data? Explain how the information is used, if the system uses commercial information, publicly available information, or information from other Federal agency databases.**

The intended use of the information is communication between constituents and the Department. The information will only be used to answer inquiries from constituents.

- 7. Internal Sharing and Disclosure. With which internal ED organizations will the information be shared? What information is shared? For what purpose is the information shared?**

The information may be shared internally in order to answer a question from a constituent.

- 8. External Sharing and Disclosure. With what external entity will the information be shared (e.g., another agency for a specified programmatic purpose)? What information is shared? For what purpose is the information shared? How is the information shared outside of the Department? Is the sharing pursuant to a Computer Matching Agreement (CMA), Memorandum of Understanding or other type of approved sharing agreement with another agency?**

This information is not shared externally with individuals or organizations.

- 9. Notice. Is notice provided to the individual prior to collection of their information (e.g., a posted Privacy Notice)? What opportunities do individuals have to decline to provide information (where providing the information is voluntary) or to consent to particular uses of the information (other than required or authorized uses), and how individuals can grant consent?**

Providing personal information is completely voluntary, and constituents will do so to communicate with the Department in this manner. Constituents are provided notice and are not required to provide personal information.

- 10. Web Addresses. List the web addresses (known or planned) that have a Privacy Notice.**

<http://answers.ed.gov> and <https://respuestas.ed.gov/>

- 11. Security. What administrative, technical, and physical security safeguards are in place to protect the PII? Examples include: monitoring, auditing, authentication, firewalls, etc. Has a C&A been completed? Is the system compliant with any federal security requirements?**

eService Center is not a system but a cloud based service currently in line for FedRAMP approval. The service only collects low level PU, email addresses and names, for communication purposes between the Department and the constituents. Access is limited to agents in the IRC and the system is password protected.

- 12. Privacy Act System of Records. Is a system of records being created or altered under the Privacy Act, 5 U.S.C. 552a? Is this a Department-wide or Federal Government-wide SORN? If a SORN already exists, what is the SORN Number?**

The eService Center is not a System under the Privacy Act, therefore a System of Records Notice is not required.

- 13. Records Retention and Disposition. Is there a records retention and disposition schedule approved by the National Archives and Records Administration (NARA) for the records created by the system development lifecycle AND for the data collected? If yes, provide records schedule number:**

Records are covered under General Records Schedule 23 item 7 Transitory Records. These records are “destroy immediately”, or when no longer needed for reference, or according to a predetermined time period or business rule (e.g., implementing the auto-delete feature of electronic mail systems). (NI-GRS-04-5, item 1)