

# US Department of Health and Human Services

## Privacy Impact Assessment

**Date Signed:**

03/30/2016

**OPDIV:**

OS

**Name:**

GovSpace

**PIA Unique Identifier:**

P-8325035-645236

**The subject of this PIA is which of the following?**

Minor Application (child)

**Identify the Enterprise Performance Lifecycle Phase of the system.**

Implementation

**Is this a FISMA-Reportable system?**

Yes

**Does the system include a Website or online application available to and for the use of the general public?**

No

**Identify the operator.**

Agency

**Is this a new or existing system?**

New

**Does the system have Security Authorization (SA)?**

Yes

**Indicate the following reason(s) for updating this PIA.****Describe the purpose of the system.**

The GovSpace application is a room scheduling system which allows access to conference rooms and office space. The application records, tracks scheduled events, equipment use and permits business roles based reservations, as well as billing information and space utilization reports.

**Describe the type of information the system will collect, maintain (store), or share.**

The following information will be collected and maintained: Employee name and email address. The information collected is federal employee contact information (example names and emails) that is used to setup user accounts. User account information is stored as long as an Health and Human Services (HHS) employee has an active email account. User names are used to communicate with users should communication be necessary to obtain reservation request information. Email addresses are used to establish user account login IDs. No additional information is stored for developers or administrators in the system. Reports contain information related to room reservations, e.g. Meeting Name, Number of Attendees, Room Number, Facility Name, Type of Room, Date of Reservation, Start Time of Reservation, End Time of Reservation. Information is shared with

designated Operating Division/Staff Division (OpDiv/StaffDiv) contacts.

**Provide an overview of the system and describe the information it will collect, maintain (store), or share, either permanently or temporarily.**

The GovSpace application is used to make room reservations for the HHS Washington, Rockville and Regional HHS office buildings. Conference room attributes (e.g..., size, location, equipment built in or available for delivery, etc) and open/available office space (e.g..., size, location) information is maintained in order for users to determine appropriate space reservations to meet mission needs. Reservations are made by and for HHS employees using their employee issued email addresses for verification and notifications. The following information is available in space utilization reports: room reservation dates, location, event and room type.

**Does the system collect, maintain, use or share PII?**

Yes

**Indicate the type of PII that the system will collect or maintain.**

Name

E-Mail Address

**Indicate the categories of individuals about whom PII is collected, maintained or shared.**

Employees

Vendor/Suppliers/Contractors

**How many individuals' PII is in the system?**

100-499

**For what primary purpose is the PII used?**

Email address is used for email correspondence regarding conference room and/or office space reservations. Reservations are made by and for HHS employees using their email addresses to confirm reservations and also used in space utilization reports.

**Describe the secondary uses for which the PII will be used.**

There are no planned secondary uses for any Personally Identifiable Information (PII).

**Identify legal authorities governing information use and disclosure specific to the system and program.**

The Program Support Center's (PSC's) Real Estate and Logistics Portfolio (REL) sets building management policy and offers building and logistics operations under several authorities including Federal Management Regulation, Sub-chapter C, Subpart B delegation of authority by General Service Administration (GSA) to Federal Agencies, Section §102-72.25; and 40 U.S.C. § 121 (d) and (e) and 3314 (a)(2) and (b); and Section 2 of Reorganization Plan No. 18 of 1950, 15 F.R. 3177, 64 Stat. 1270 (40 U.S.C. § 301 note), 40 U.S.C. §§581 (c)(6), 3305(b) and (c), 3308 and 3312; and Title 41 CFR Part 102-79; Title 41 CFR Part 102-74. Services include real property policy, facilities management, events management, space planning, construction design and oversight, sustainability programs, Occupational Safety and Health Administration compliance, energy and water savings programs, and facility budget oversight. REL also provides warehouse/logistics operations, which includes storage, shredding, asset disposal, and a pharmacy repackaging line.

**Are records on the system retrieved by one or more PII data elements?**

No

**Identify the sources of PII in the system.**

**Directly from an individual about whom the information pertains**

In-Person

Email

**Government Sources**

Within OpDiv

Other HHS OpDiv

Other Federal Entities

**Non-Governmental Sources**

Private Sector

**Identify the OMB information collection approval number and expiration date**

This requirement is not applicable to GovSpace. The GovSpace system only collects information about HHS employees for HHS employees.

**Is the PII shared with other organizations?**

Yes

**Identify with whom the PII is shared or disclosed and for what purpose.**

**Within HHS**

Employee Name and Email Address is shared amongst GovSpace team members in order to setup and maintain user accounts. The Employee Name and Email Address is used to facilitate reservation, room set up and audio visual/information technology requirements with the user.

**Other Federal Agencies**

GSA hosts the application.

**Describe any agreements in place that authorizes the information sharing or disclosure.**

There is an InterAgency Agreement (IAA) with GSA to host the application at their data center for the period May 1, 2015 through April 30, 2016 with a 12 month renewal period through April 30, 2017.

**Describe the procedures for accounting for disclosures.**

N/A, the GovSpace system does not disclose information to other organizations.

**Describe the process in place to notify individuals that their personal information will be collected. If no prior notice is given, explain the reason.**

HHS Operating OpDiv/StaffDiv users will be notified that user accounts will be established for them based on their email account information in order for them to reserve conference rooms and/or office space. OpDiv/StaffDiv managers determine which individual user accounts require creation. Individual users are notified before their account is created. Users are notified by email their account has been created.

**Is the submission of PII by individuals voluntary or mandatory?**

Voluntary

**Describe the method for individuals to opt-out of the collection or use of their PII. If there is no option to object to the information collection, provide a reason.**

OpDiv/StaffDiv managers may provide alternative contacts to make reservations for their

OPDIV/STAFFDIV and shared space conference rooms. The OpDiv/StaffDiv manager can notify the Room Management team via the GovSpace mailbox, reservation line or in person.

**Process to notify and obtain consent from individuals whose PII is in the system when major changes occur to the system.**

If user account information or requirements for access changes, users will be notified via email. Consent is implicit in the use of the system to reserve conference room and/or office space.

**Describe the process in place to resolve an individual's concerns when they believe their PII has been inappropriately obtained, used, or disclosed, or that the PII is inaccurate.**

If a user believes their PII has been inappropriately used, the user will be requested to notify the appropriate HHS offices (e.g. Office of the Chief Information Officer (OCIO). PII will be reviewed during an annual review process.

**Describe the process in place for periodic reviews of PII contained in the system to ensure the data's integrity, availability, accuracy and relevancy.**

The Information System Security Officer (ISSO) reviews PII for integrity, accuracy, and relevancy on a bi-annual basis.

**Identify who will have access to the PII in the system and the reason why they require access.**

**Administrators:**

To set up user accounts.

**Contractors:**

To maintain the operation of the application.

**Others:**

GSA, to maintain the operation of the application.

**Describe the procedures in place to determine which system users (administrators, developers, contractors, etc.) may access PII.**

HHS/Real Estate and Logistics Portfolio (REL) management determines GovSpace application administrator access based on project and task assignments. Some application administrators may be contract employees under government contract to provide applicable services for GovSpace. Information Technology Hardware and Software Developer access is determined by the GovSpace Information Technology hosting data center, General Services Administration.

**Describe the methods in place to allow those with access to PII to only access the minimum amount of information necessary to perform their job.**

The GovSpace application permits the restriction of data availability based on business rules implemented in the system and previously approved by REL management.

**Identify training and awareness provided to personnel (system owners, managers, operators, contractors and/or program managers) using the system to make them aware of their responsibilities for protecting the information being collected and maintained.**

HHS personnel are required to complete annual Security Awareness and Privacy training.

**Describe training system users receive (above and beyond general security and privacy awareness training).**

GovSpace users will be provided on-the-job training and documentation.

**Do contracts include Federal Acquisition Regulation and other appropriate clauses ensuring adherence to privacy provisions and practices?**

Yes

**Describe the process and guidelines in place with regard to the retention and destruction of PII.**

## Productions Systems

Frequency of Backups: Daily backups performed Sunday through Saturday. Local Retention of backups: 45 Days of Daily Backups kept at local Data Center. Remote Retention of backups: Recent 7 days of Daily Backups sent to remote Data Center. In addition, 1 year of 52 Weekly Backups (Friday Only) sent to remote Data Center. Test/Development Systems

Frequency of Backups: Daily backups performed Monday through Friday. Local Retention of backups: 30 Days of Daily Backups kept at local Data Center Remote Retention of backups: 6 months of 26 Weekly Backups (Friday Only) sent to remote Data Center. GENERAL RECORDS SCHEDULE (GRS) 20

Electronic Records authorizes the destruction of the records generated by the system.

### **Describe, briefly but with specificity, how the PII will be secured in the system using administrative, technical, and physical controls.**

Access to the GovSpace application is available to four team members. The servers reside behind the GSA firewall in a secure data center, and user accounts are maintained in the application with minimal administrator access and no access to passwords once the user resets them. Users will access the GovSpace system generally with their email address and a password established by the user. Administrative controls: OpDivs/StaffDivs designate users for accounts, users are provided training at account creation, and reference materials are provided directly to new users. Technical controls: Users must have an active HHS email account and password that contains a number, special character, upper case and lower case. Physical controls: The GovSpace system is maintained at a federal data center controlled by the General Services Administration.