

US Department of Health and Human Services

Third Party Websites and Applications Privacy Impact Assessment

Date Signed:

August 26, 2020

OPDIV:

IHS

Name:

Enterprise Mobile Services Program Customer Satisfaction Survey

TPWA Unique Identifier:

T-6527445-216254

Is this a new TPWA?

Yes

Will the use of a third-party Website or application create a new or modify an existing HHS/OPDIV System of Records Notice (SORN) under the Privacy Act?

No

If SORN is not yet published, identify plans to put one in place.

null

Will the use of a third-party Website or application create an information collection subject to OMB clearance under the Paperwork Reduction Act (PRA)?

No

Indicate the OMB approval number expiration date (or describe the plans to obtain OMB clearance).

Expiration Date: 1/1/01 12:00 AM

Describe the plans to obtain OMB clearance.

Explanation: Survey is administered to federal employees only .

Does the third-party Website or application contain Federal Records?

No

Describe the specific purpose for the OPDIV use of the third-party Website or application:

The Enterprise Mobile Service Program (EMSP) Customer Satisfaction Survey will be administered at the end of the transition activities for each of the locations transitioning to the EMSP contract. The one-time survey will be conducted by the EMSP Team. The data will be used to improve the Enterprise-wide consolidate process and to provide lessons learn for future Enterprise-wide contract transition projects. No Personal Health Information (PHI) or Personal Identifiable Information (PII) will be collected in the survey process. The survey results will be provided to the OIT Director of Program Management and Budget (DPMB) for successful evaluation of the EMSP Team's transition activates and to the IHS Chief Information Officer (CIO) for reference of the EMSP transition activities. No Uniform Resource Locator (URL) is yet available.

Have the third-party privacy policies been reviewed to evaluate any risks and to determine whether the Website or application is appropriate for OPDIV use?

Yes

Describe alternative means by which the public can obtain comparable information or services if they choose not to use the third-party Website or application:

The survey may be downloaded/printed from the EMSP SharePoint site and administered with pen/pencil, then scanned and submitted through email. This is more labor intensive, does not support electronic collection and aggregation of the data for analysis, and requires more time than electronic data collection.

Does the third-party Website or application have appropriate branding to distinguish the OPDIV activities from those of nongovernmental actors?

Yes

How does the public navigate to the third-party Website or application from the OPIDIV?

An external hyperlink from an HHS Website or Website operated on behalf of HHS

Please describe how the public navigate to the third-party website or application:

A dedicated link to surveymonkey.com for the Enterprise Mobile Service Program (EMSP) Customer Satisfaction Survey will be distributed by the EMSP Team. The link will only be active for a specified period of time and will only be distributed to IHS employees who participated in the EMSP contract transition project.

If the public navigate to the third-party website or application via an external hyperlink, is there an alert to notify the public that they are being directed to a nongovernmental Website?

No

Has the OPDIV Privacy Policy been updated to describe the use of a third-party Website or application?

Yes

Provide a hyperlink to the OPDIV Privacy Policy:

<https://www.ihs.gov/privacypolicy/>

Is an OPDIV Privacy Notice posted on the third-party website or application?

No

Is PII collected by the OPDIV from the third-party Website or application?

No

Will the third-party Website or application make PII available to the OPDIV?

No

Describe the PII that will be collected by the OPDIV from the third-party Website or application and/or the PII which the public could make available to the OPDIV through the use of the third-party Website or application and the intended or expected use of the PII:

No PII will be collected.

Describe the type of PII from the third-party Website or application that will be shared, with whom the PII will be shared, and the purpose of the information sharing:

No PII will be collected.

If PII is shared, how are the risks of sharing PII mitigated?

No PII will be collected.

Will the PII from the third-party website or application be maintained by the OPDIV?

No

Describe how PII that is used or maintained will be secured:

No PII will be collected.

What other privacy risks exist and how will they be mitigated?

No privacy risks identified.