

DEPARTMENT OF DEFENSE
Office of the Secretary of Defense
Narrative Statement on a New System of Records
Under the Privacy Act of 1974

1. System identifier and name: DPR 44 DoD entitled "DoD Postsecondary Education Complaint System (PECS)."
2. Responsible official: Kerrie Tucker, Military Community & Family Policy, State Liaison & Educational Opportunities Directorate, 4800 Mark Center Drive, Suite 14E08, Alexandria, VA 22350-2300, 571-372-5353.
3. Purpose of establishing the system: The Office of the Secretary of Defense proposes to establish a new system of records to comply with Executive Order 13607, Establishing Principles of Excellence for Educational Institutions Serving Service Members, Veterans, Spouses, and Other Family Members. The DoD Postsecondary Education Complaint System (PECS) provides Uniformed Service Members, spouses, and other family members the opportunity to file formal complaints when educational institutions fail to follow the Principles of Excellence outlined in Executive Order 13607. PECS serves as a collaborative environment that permits DoD personnel the ability to track, manage and process submitted complaints in order to meet the requirements of the executive order.
4. Authority for the *maintenance (maintained, collected, used, or disseminated) of the system: E.O. 13607, Establishing Principles of Excellence for Educational Institutions Serving Service Members, Veterans, Spouses, and Other Family Members.
5. Provide the agency's evaluation on the probable or potential affect on the privacy of individuals: In reviewing the documentation associated with this program, Military Community and Family Policy officials carefully reviewed the safeguards established for the system to ensure they are compliant with DoD requirements and are appropriate to the sensitivity of the information stored within the system. The special routine uses were carefully considered to ensure the minimal amount of information necessary will be shared with the carefully identified entities. Use of any of the DoD Blanket Routine Uses will be reviewed for consistency with this SORN before implementation.

6. Is the system, in whole or in part, being maintained, (maintained, collected, used, or disseminated) by a contractor?
Yes.

7. Steps taken to minimize risk of unauthorized access: Records are maintained on a guarded military installation, in a secure building in a controlled area accessible only to authorized personnel. Physical entry is restricted by the use of cipher locks and passwords and administrative procedures which are changed periodically. The system is designed with access controls, comprehensive intrusion detection, and virus protection. Authentication to Access to data is role-based, accessed only through CAC authentication, and restricted to those who require the data in the performance of the official duties and have completed information assurance and privacy training annually. Data is transmitted via TLS/SSL encryption to protect session information. Encrypted random tokens are implemented to protect against session hijacking attempts.

8. Routine use compatibility: In addition to those disclosures generally permitted under 5 U.S.C. 552A(b) of the Privacy Act of 1974, as amended, the records herein may be specifically disclosed outside the Department of Defense as a routine use pursuant to 5 U.S.C. 552a(b)(3) as follows:

To the Consumer Sentinel Network (managed by the Federal Trade Commission) for the purpose of allowing access across law enforcement and regulatory compliance personnel, across federal agencies and across the country and as a long-term repository as required in E.O. 13607.

The Department of Defense Blanket Routine Uses published at the beginning of the Office of the Secretary of Defense (OSD) compilation of systems of records notices may apply to this system.

9. OMB public information collection requirements:
OMB collection required: Yes
OMB Control Number (if approved):
Expiration Date (if approved) or Date Submitted to OMB:

Provide titles of any information collection requests (e.g. forms and number, surveys, etc.) contained in the system of records.

If no OMB collection required, then state reason:

10. Name of IT system (state NONE if paper records only):

DPR 44 DOD

System name:

DoD Postsecondary Education Complaint System (PECS).

System location:

Integrated Network Operations and Security Center-East (INOSC-E),
37 Elm Street, Langley AFB, VA 23665-2800.

Categories of individuals covered by the system:

Uniformed Service Members, spouses, and other family members
filing formal complaints pursuant to Executive Order 13607.

Categories of records in the system:

Name, complaint case ID, pay grade, street address, city, state,
zip code, country, phone number, age range, email address,
service affiliation (service member, spouse or family member,
veteran), service branch, service status, sponsor information
(service status, service branch, and pay grade), type of
education benefits used, school name, school mailing address,
level of study, amount of out-of-pocket tuition or government
tuition credit paid (academic year), education center name,
education center mailing address, complaint description and
resolution, name and contact information of person submitting
complaint on behalf of a covered individual.

Authority for maintenance of the system:

E.O. 13607, Establishing Principles of Excellence for Educational
Institutions Serving Service Members, Veterans, Spouses, and
Other Family Members.

Purpose(s):

The DoD Postsecondary Education Complaint System (PECS) provides
Uniformed Service Members, spouses, and other family members the
opportunity to file formal complaints when educational
institutions fail to follow the Principles of Excellence outlined
in Executive Order 13607. PECS serves as a collaborative
environment that permits DoD personnel the ability to track,
manage and process submitted complaints in order to meet the
requirements of the executive order.

Routine uses of records maintained in the system, including
categories of users and the purposes of such uses:

In addition to those disclosures generally permitted under 5
U.S.C. 552A(b) of the Privacy Act of 1974, as amended, the
records herein may be specifically disclosed outside the

Department of Defense as a routine use pursuant to 5 U.S.C. 552a(b)(3) as follows:

To the Consumer Sentinel Network (managed by the Federal Trade Commission) for the purpose of allowing access across law enforcement and regulatory compliance personnel, across federal agencies and across the country and as a long-term repository as required in E.O. 13607.

The Department of Defense Blanket Routine Uses published at the beginning of the Office of the Secretary of Defense (OSD) compilation of systems of records notices may apply to this system.

Storage:
Electronic storage media.

Retrievability:
Name or complaint case ID.

Safeguards:
Records are maintained on a guarded military installation, in a secure building in a controlled area accessible only to authorized personnel. Physical entry is restricted by the use of cipher locks and passwords and administrative procedures which are changed periodically. The system is designed with access controls, comprehensive intrusion detection, and virus protection. Authentication to Access to data is role-based, accessed only through CAC authentication, and restricted to those who require the data in the performance of the official duties and have completed information assurance and privacy training annually. Data is transmitted via TLS/SSL encryption to protect session information. Encrypted random tokens are implemented to protect against session hijacking attempts.

Retention and disposal:
Disposition pending (until the National Archives and Records Administration approves retention and disposal schedule, records will be treated as permanent).

System manager(s) and address:
Military Community & Family Policy, State Liaison & Educational Opportunities Directorate, 4800 Mark Center Drive, Suite 14E08, Alexandria, VA 22350-2300.

Notification procedure:

Individuals seeking to determine whether information about themselves is contained in this system should address written inquiries to OUSD(P&R), Military Community & Family Policy, State Liaison & Educational Opportunities Directorate, 4800 Mark Center Drive, Suite 14E08, Alexandria, VA 22350-2300.

Request must contain full name and/or Complaint Case ID.

Record access procedures:

Individuals seeking access to information about themselves contained in this system of records should address written inquiries to the Office of the Secretary of Defense/Joint Staff Freedom of Information Act Requester Service Center, Washington Headquarters Services/Executive Services Directorate, 4800 Mark Center Drive, Alexandria, VA 22350-3100.

Request must contain full name and/or Complaint Case ID.

Contesting record procedures:

The OSD rules for accessing records, and for contesting contents and appealing initial agency determinations are published in OSD Administrative Instruction 81; 32 CFR part 311; or may be obtained from the system manager.

Record source categories:

Data gathered from the individual or person submitting a complaint on behalf of a covered individual.

Exemptions claimed for the system:

None.