

DEPARTMENT OF DEFENSE
National Guard Bureau
Narrative Statement on a New System of Records
Under the Privacy Act of 1974

1. System Identifier and Name: INGB 004, entitled "Joint Services Support System (JSS)".
2. Responsible official: Mr. Randy Johnson, National Guard Bureau (NGB), Manpower and Personnel Directorate, 111 South George Mason Drive, Arlington Hall 2, Arlington, VA 22204-1373; telephone: (703) 607-5832.
3. Purpose of establishing the system: The National Guard Bureau is proposing to add a new system of records that will be a centralized, web-based portal that manages, for the Yellow Ribbon Reintegration Program (YRRP), the entire event life cycle held nationwide, for Service members and their families. In addition to YRRP, JSS also aims to support program management activities/events for other participating programs, such as the Family Program, Employer Support Program, Financial Management Awareness Program, Sexual Assault Response and Prevention Program, Psychological Health Program and Warrior Support program.
4. Authority for the maintenance of the system: 10 U.S.C. 10502, Chief, National Guard Bureau; 38 U.S.C. 4301-4335, Employment and Reemployment Rights of Members of the Uniformed Services; 10 U.S.C. 10145, Ready Reserve: placement in; 10 U.S.C. 12302, Ready Reserve; Public Law 110-181, Section 582, Yellow Ribbon Integration; 20 CFR Part 1002, Regulations Under the Uniformed Services Employment and Reemployment Rights Act of 1994; [DoDI 1342.28](#), [DoD Yellow Ribbon Reintegration Program \(YRRP\)](#); DoD Manual 7730.54, Reserve Components Common Personnel Data System (RCCPDS): Domain Values for Reserve Component (RC) Personnel Reports; and E.O. 9397 (SSN), as amended.
5. Provide the agencies evaluation on the probable or potential effects on the privacy of individuals: None.
6. Is the system, in whole or in part, being maintained, collected, used or disseminated by a contractor? Yes.
7. Steps taken to minimize risk of unauthorized access: Data center access is limited to only data center technicians and the center uses biometric scanning for controlled data center access. The data center also has security camera monitoring and 24-hour onsite staff providing additional protection

against unauthorized entry. All employees are trained on documented information security and privacy procedures. Access to confidential information restricted to authorized personnel only according to documented processes. Systems access is logged and tracked for auditing purposes. Secure document-destruction policies are in place for all sensitive information and change-management procedures are fully documented. In addition, there is an independently audited disaster recovery and business continuity operation plan in place.

8. Routine use compatibility: Any release of information contained in this system of records outside of DoD will be compatible with the purpose for which the information is being collected and maintained. The DoD Blanket Routine Uses may apply to this system.

9. OMB information collection requirements:

OMB collection required: Yes

OMB Control Number: Pending

Title of collection if other than #10:

Date Approved or Submitted: 6/2/14 (Submitted 60 notice to IMD)

Expiration Date: Pending

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

10. Name of IT system (state NONE if paper records only): Joint Services Support System (JSS)

INGB 004

System name:
Joint Services Support System (JSS)

System location:
Datacenter located at 801 Industrial Boulevard, Suite #200,
Grapevine, Texas 76051-8635.

Categories of individuals covered by the system:
Service members and their family members, volunteers, Department of Defense employees and contractors, and veterans and retirees of the Air Force, Air Force Reserve and Air National Guard, Army, Army Reserve and Army National Guard, Marine Corps and Marine Corps Reserve, Navy and Navy Reserve, Coast Guard and Coast Guard Reserve.

Categories of records in the system:
Personnel information, including service affiliation, name, Social Security Number (SSN) (full or last four digits), DoD ID Number, date of birth, personal and business phone number, business email address, entitlement and eligibility information, activation and mobilization dates, unit name and address, employment information (type of employment, dates of employment), employer information (past and current employer name address and phone number).

Authority for maintenance of the system:
10 U.S.C. 10502, Chief, National Guard Bureau; 38 U.S.C. 4301-4335, Employment and Reemployment Rights of Members of the Uniformed Services; 10 U.S.C. 10145, Ready Reserve: placement in; 10 U.S.C. 12302, Ready Reserve; Public Law 110-181, Section 582, Yellow Ribbon Integration; 20 CFR Part 1002, Regulations Under the Uniformed Services Employment and Reemployment Rights Act of 1994; [DoDI 1342.28, DoD Yellow Ribbon Reintegration Program \(YRRP\)](#); DoD Manual 7730.54, Reserve Components Common Personnel Data System (RCCPDS): Domain Values for Reserve Component (RC) Personnel Reports; E.O. 9397 (SSN), as amended.

Purpose(s):
To determine eligibility for program services, provide program benefits and resources, create accountability and provide reporting to leadership of the Yellow Ribbon Reintegration Program and the Employer Support Program of the Guard and Reserve, and to provide general participants with relevant information, resources, events and points of contacts across various DoD support programs.

Routine uses of records maintained in the system including categories of users and the purpose 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, these records contained therein may specifically be disclosed outside the(DoD) as a routine use pursuant to 5 U.S.C. 552a(b)(3) as follows:

The DoD Blanket Routine Uses may apply to this system.

Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:

Storage:

Electronic storage media.

Retrievability:

By DoD ID Number, SSN combined with date of birth and last name, or by name only, depending on the category of individual.

Safeguards:

Data center access is limited to only data center technicians and the center uses biometric scanning for controlled data center access. The data center also has security camera monitoring and 24-hour onsite staff providing additional protection against unauthorized entry. All employees are trained on documented information security and privacy procedures. Access to confidential information restricted to authorized personnel only according to documented processes. Systems access is logged and tracked for auditing purposes. Secure document-destruction policies are in place for all sensitive information and change-management procedures are fully documented. In addition, there is an independently audited disaster recovery and business continuity of operations plan in place.

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:

National Guard Bureau (NGB), Manpower and Personnel Directorate (J1), 111 South George Mason Drive, Arlington Hall 2, Arlington, VA 22204-1373.

Notification procedure:

Individuals who wish to inquire whether this system of records

contains information about themselves should address written inquiries to National Guard Bureau (NGB), Manpower and Personnel Directorate (J1), Joint Support Personnel System; 111 South George Mason Drive, Arlington Hall 2, Arlington, VA 22204-1373.

Written requests must include a signed declaration as well as the individual's DoD ID number or their name, SSN, and date of birth, and full mailing address to receive a response.

Record access procedures:

Individuals seeking to access information about themselves in this system should address written inquiries to National Guard Bureau (NGB), Manpower and Personnel Directorate (J1), 111 South George Mason Drive, Arlington Hall 2, Arlington, VA 22204-1373

Written requests must include a signed declaration and the individual's DoD ID number or their name, SSN, and date of birth, as well as full mailing address to receive a response.

Contesting records procedures:

The National Guard Bureau rules for accessing records, and for contesting contents and appealing initial agency determinations are published at 32 CFR Part 329 or may be obtained from the system manager.

Record source categories:

Information is collected directly from the individual when registering as a user or registering to attend an event or reporting their civilian employer information. Defense Manpower Data Center (DMDC) also provides additional information about Service members (only), to validate the information collected directly from the system and provide eligibility information to the programs providing the services.

Exemptions claimed for the system:

None.