



PRIVACY IMPACT ASSESSMENT (PIA)

For the

REASONABLE ACCOMMODATION (WHS FORM 9) Electronic Collection

WHS

SECTION 1: IS A PIA REQUIRED?

a. Will this Department of Defense (DoD) information system or electronic collection of information (referred to as an "electronic collection" for the purpose of this form) collect, maintain, use, and/or disseminate PII about members of the public, Federal personnel, contractors or foreign nationals employed at U.S. military facilities internationally? Choose one option from the choices below. (Choose (3) for foreign nationals).

- ☐ (1) Yes, from members of the general public.
- ☐ (2) Yes, from Federal personnel* and/or Federal contractors.
- ☒ (3) Yes, from both members of the general public and Federal personnel and/or Federal contractors.
- ☐ (4) No

* "Federal personnel" are referred to in the DoD IT Portfolio Repository (DITPR) as "Federal employees."

b. If "No," ensure that DITPR or the authoritative database that updates DITPR is annotated for the reason(s) why a PIA is not required. If the DoD information system or electronic collection is not in DITPR, ensure that the reason(s) are recorded in appropriate documentation.

c. If "Yes," then a PIA is required. Proceed to Section 2.

SECTION 2: PIA SUMMARY INFORMATION

a. Why is this PIA being created or updated? Choose one:

- ☐ New DoD Information System ☒ New Electronic Collection
- ☐ Existing DoD Information System ☐ Existing Electronic Collection
- ☐ Significantly Modified DoD Information System

b. Is this DoD information system registered in the DITPR or the DoD Secret Internet Protocol Router Network (SIPRNET) IT Registry?

- ☐ Yes, DITPR Enter DITPR System Identification Number
- ☐ Yes, SIPRNET Enter SIPRNET Identification Number
- ☒ No

c. Does this DoD information system have an IT investment Unique Project Identifier (UPI), required by section 53 of Office of Management and Budget (OMB) Circular A-11?

- ☐ Yes ☒ No

If "Yes," enter UPI

If unsure, consult the Component IT Budget Point of Contact to obtain the UPI.

d. Does this DoD information system or electronic collection require a Privacy Act System of Records Notice (SORN)?

A Privacy Act SORN is required if the information system or electronic collection contains information about U.S. citizens or lawful permanent U.S. residents that is retrieved by name or other unique identifier. PIA and Privacy Act SORN information should be consistent.

- ☒ Yes ☐ No

If "Yes," enter Privacy Act SORN Identifier

DWHSP49

DoD Component-assigned designator, not the Federal Register number.
Consult the Component Privacy Office for additional information or
access DoD Privacy Act SORNs at: <http://www.defenselink.mil/privacy/notices/>

or

Date of submission for approval to Defense Privacy Office

Consult the Component Privacy Office for this date.

e. Does this DoD information system or electronic collection have an OMB Control Number?

Contact the Component Information Management Control Officer or DoD Clearance Officer for this information.

This number indicates OMB approval to collect data from 10 or more members of the public in a 12-month period regardless of form or format.



Yes

Enter OMB Control Number

in process

Enter Expiration Date



No

f. Authority to collect information. A Federal law, Executive Order of the President (EO), or DoD requirement must authorize the collection and maintenance of a system of records.

(1) If this system has a Privacy Act SORN, the authorities in this PIA and the existing Privacy Act SORN should be the same.

(2) Cite the authority for this DoD information system or electronic collection to collect, use, maintain and/or disseminate PII. (If multiple authorities are cited, provide all that apply.)

(a) Whenever possible, cite the specific provisions of the statute and/or EO that authorizes the operation of the system and the collection of PII.

(b) If a specific statute or EO does not exist, determine if an indirect statutory authority can be cited. An indirect authority may be cited if the authority requires the operation or administration of a program, the execution of which will require the collection and maintenance of a system of records.

(c) DoD Components can use their general statutory grants of authority ("internal housekeeping") as the primary authority. The requirement, directive, or instruction implementing the statute within the DoD Component should be identified.

29 U.S.C. § 791, Employment of Individuals with Disabilities; E.O. 13164, Requiring Federal Agencies to Establish Procedures to Facilitate the Provision of Reasonable Accommodation; EEO MD-715, EEO Reporting Requirements for Federal Agencies and DoD Directive 1020.1.

g. Summary of DoD information system or electronic collection. Answers to these questions should be consistent with security guidelines for release of information to the public.

(1) Describe the purpose of this DoD information system or electronic collection and briefly describe the types of personal information about individuals collected in the system.

To document requests for reasonable accommodation(s), reasons for the request, and the time frame in which a response is issued to job applicants and employees serviced by the Washington Headquarters Services/Human Resources Directorate.

Job applicants and employees will be asked to provide their name, contact information, organization name, reasonable accommodation requested, and reason for the request.

(2) Briefly describe the privacy risks associated with the PII collected and how these risks are addressed to safeguard privacy.

Access is limited to staff members working within the reasonable accommodation program, equal employment opportunity program, and office of general counsel.

Automated records are controlled by limiting physical access to terminals and by the use of computer access cards. Work areas are controlled access requiring key cards. Security guards protect buildings. Staff members complete annual Information Assurance and Privacy Act training.

h. With whom will the PII be shared through data exchange, both within your DoD Component and outside your Component (e.g., other DoD Components, Federal Agencies)? Indicate all that apply.

☒ **Within the DoD Component.**

Specify.

OGC, EEOP and supervisors within the employee's chain of command that need to know about restrictions on the work environment or duties of the employee.

☒ **Other DoD Components.**

Specify.

Government officials investigating compliance with the ADA; and OSD

☒ **Other Federal Agencies.**

Specify.

EEO

☒ **State and Local Agencies.**

Specify.

First aid and safety personnel in the event that the employee requires emergency treatment; state workers' compensation offices, and state second injury funds.

☐ **Contractor** (Enter name and describe the language in the contract that safeguards PII.)

Specify.

☒ **Other** (e.g., commercial providers, colleges).

Specify.

i. Do individuals have the opportunity to object to the collection of their PII?

☒ **Yes** ☐ **No**

(1) If "Yes," describe method by which individuals can object to the collection of PII.

The form states that completion is voluntary. Employees are encouraged to submit a Confirmation of Request for Reasonable Accommodation (Enclosure 4) to the RAPM for the most expeditious processing. However, the agency is responsible for responding to an employee's request whether it is or is not recorded on the form.

(2) If "No," state the reason why individuals cannot object.

j. Do individuals have the opportunity to consent to the specific uses of their PII?

☐ **Yes** ☒ **No**

(1) If "Yes," describe the method by which individuals can give or withhold their consent.

(2) If "No," state the reason why individuals cannot give or withhold their consent.

The form itself clearly states that it is used to document requests for reasonable accommodation(s) and the outcome of such requests. It states that completion of the form is voluntary. Therefore, employees know that if they do not want to have their personal information gathered for these purposes, he or she does not have to complete the form.

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k. What information is provided to an individual when asked to provide PII data? Indicate all that apply.

- ☒ **Privacy Act Statement**
- ☐ **Privacy Advisory**
- ☐ **Other**
- ☐ **None**

Describe each applicable format.	AUTHORITY: 29 U.S.C. 791, 42 U.S.C. Chapter 126, 29 CFR Part 1630, E.O. 13163, E.O. 13164, and DoD Directive 1020.1. PRINCIPAL PURPOSE(S): To document requests for reasonable accommodation(s) (regardless of type of accommodation) and the outcome of such requests for employees of Washington Headquarters Services/Human Resources Directorate serviced components with known physical and mental impairments and applicants for employment with Washington Headquarters Services/Human Resources Directorate serviced components. These records are covered by SORN DWHS P49: http://dpclo.defense.gov/privacy/SORNs/component/osd/DWHSP49.html ROUTINE USE(S): The DoD "Blanket Routine Uses" found at http://dpclo.defense.gov/privacy/SORNs/blanket_routine_uses.html apply to this collection. DISCLOSURE: Voluntary. However, failure to provide sufficient information may delay or prevent an adequate basis to determine an appropriate accommodation.
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NOTE:

Sections 1 and 2 above are to be posted to the Component's Web site. Posting of these Sections indicates that the PIA has been reviewed to ensure that appropriate safeguards are in place to protect privacy.

A Component may restrict the publication of Sections 1 and/or 2 if they contain information that would reveal sensitive information or raise security concerns.

SECTION 3: PIA QUESTIONNAIRE and RISK REVIEW

a. For the questions in subparagraphs 3.a.(1) through 3.a.(5), indicate what PII (a data element alone or in combination that can uniquely identify an individual) will be collected and describe the source, collection method, purpose, and intended use of the PII.

(1) What PII will be collected? Indicate all individual PII or PII groupings that apply below.

- | | | |
|---|--|--|
| ☒ Name | ☐ Other Names Used | ☐ Social Security Number (SSN) |
| ☐ Truncated SSN | ☐ Driver's License | ☐ Other ID Number |
| ☐ Citizenship | ☐ Legal Status | ☐ Gender |
| ☐ Race/Ethnicity | ☐ Birth Date | ☐ Place of Birth |
| ☐ Personal Cell Telephone Number | ☒ Home Telephone Number | ☐ Personal Email Address |
| ☐ Mailing/Home Address | ☐ Religious Preference | ☐ Security Clearance |
| ☐ Mother's Maiden Name | ☐ Mother's Middle Name | ☐ Spouse Information |
| ☐ Marital Status | ☐ Biometrics | ☐ Child Information |
| ☐ Financial Information | ☐ Medical Information | ☒ Disability Information |
| ☐ Law Enforcement Information | ☒ Employment Information | ☐ Military Records |
| ☐ Emergency Contact | ☐ Education Information | ☐ Other |

If "Other," specify or explain any PII grouping selected.

Accommodation Requested; Reason for request; Time sensitivity concerns

(2) What is the source for the PII collected (e.g., individual, existing DoD information systems, other Federal information systems or databases, commercial systems)?

SDForm 09: CONFIRMATIONOFREQUESTFORREASONABLEACCOMMODATION (Individual)

(3) How will the information be collected? Indicate all that apply.

- | | |
|--|--|
| ☒ Paper Form | ☐ Face-to-Face Contact |
| ☐ Telephone Interview | ☒ Fax |
| ☒ Email | ☐ Web Site |
| ☐ Information Sharing - System to System | |
| ☐ Other | |

(4) Why are you collecting the PII selected (e.g., verification, identification, authentication, data matching)?

Verification.

(5) What is the intended use of the PII collected (e.g., mission-related use, administrative use)?

Mission related and administrative. To document requests for reasonable accommodation(s) and the time in which the agency responds to such requests.

b. Does this DoD information system or electronic collection create or derive new PII about individuals through data aggregation? (See Appendix for data aggregation definition.)

☐ **Yes** ☒ **No**

If "Yes," explain what risks are introduced by this data aggregation and how this risk is mitigated.

c. Who has or will have access to PII in this DoD information system or electronic collection? Indicate all that apply.

- ☐ Users ☐ Developers ☐ System Administrators ☐ Contractors
- ☒ Other

Access is limited to staff members working within the reasonable accommodation program, equal employment opportunity program, and office of general counsel.

d. How will the PII be secured?

(1) Physical controls. Indicate all that apply.

- | | |
|---|---|
| ☒ Security Guards | ☐ Cipher Locks |
| ☒ Identification Badges | ☐ Combination Locks |
| ☒ Key Cards | ☐ Closed Circuit TV (CCTV) |
| ☐ Safes | ☒ Other |

Automated records are controlled by limiting physical access to terminals and by the use of computer access cards. Work areas are controlled access requiring key cards. Security guards protect buildings. Staff members complete annual Information Assurance and Privacy Act training.

(2) Technical Controls. Indicate all that apply.

- | | |
|--|---|
| ☒ User Identification | ☐ Biometrics |
| ☒ Password | ☒ Firewall |
| ☐ Intrusion Detection System (IDS) | ☐ Virtual Private Network (VPN) |
| ☐ Encryption | ☐ DoD Public Key Infrastructure Certificates |
| ☐ External Certificate Authority (CA) Certificate | ☐ Common Access Card (CAC) |
| ☐ Other | |

(3) Administrative Controls. Indicate all that apply.

- ☒ **Periodic Security Audits**
- ☒ **Regular Monitoring of Users' Security Practices**
- ☐ **Methods to Ensure Only Authorized Personnel Access to PII**
- ☐ **Encryption of Backups Containing Sensitive Data**
- ☐ **Backups Secured Off-site**
- ☐ **Other**

Note: The Authorization to Operate (ATO) in 3.e is related to WHS ENTERPRISE INFRASTRUCTURE

e. Does this DoD information system require certification and accreditation under the DoD Information Assurance Certification and Accreditation Process (DIACAP)?

- ☒ **Yes. Indicate the certification and accreditation status:**

☒	Authorization to Operate (ATO)	Date Granted:	20090105
☐	Interim Authorization to Operate (IATO)	Date Granted:	
☐	Denial of Authorization to Operate (DATO)	Date Granted:	
☐	Interim Authorization to Test (IATT)	Date Granted:	

- ☐ **No, this DoD information system does not require certification and accreditation.**

f. How do information handling practices at each stage of the "information life cycle" (i.e., collection, use, retention, processing, disclosure and destruction) affect individuals' privacy?

An employee completes the form and submits it to either his or her supervisor, or the Reasonable Accommodation Program Coordinator/Manager (RAPM). The RAPM stores the completed documents in both electronic and hard copy form, as part of a case file. Information (no individual names) is collected and recorded for reporting purposes. Destroy/Delete 3 years after employee separation from the agency, all appeals are concluded, after superseded, or when no longer needed for reference.

g. For existing DoD information systems or electronic collections, what measures have been put in place to address identified privacy risks?

Not applicable.

h. For new DoD information systems or electronic collections, what measures are planned for implementation to address identified privacy risks?

Automated records are controlled by limiting physical access to terminals and by the use of computer access cards. Work areas are controlled access requiring key cards. Security guards protect buildings. Staff members complete annual Information Assurance and Privacy Act training.

SECTION 4: REVIEW AND APPROVAL SIGNATURES

Prior to the submission of the PIA for review and approval, the PIA must be coordinated by the Program Manager or designee through the Information Assurance Manager and Privacy Representative at the local level.

**Program Manager or
Designee Signature**

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Digitally signed by GRIFFITH.JOANNA.MARIA.1268396337,
DN: cn=U.S. Government, ou=DoD, ou=PKI, ou=WHS,
cn=GRIFFITH.JOANNA.MARIA.1268396337
Date: 2012.04.02 15:00:43 -04'00'

Name:

Jo-Anna Griffith

Title:

Human ResourcesSpecialist (Reasonable Accommodation Coordinator)

Organization:

WHS/Human Resources Directorate

Work Telephone Number:

(571) 372-4034

DSN:

Email Address:

Joanna.Griffith@whs.mil

Date of Review:

04/02/2012

**Other Official Signature
(to be used at Component
discretion)**

Name:

Title:

Organization:

Work Telephone Number:

DSN:

Email Address:

Date of Review:

**Other Official Signature
(to be used at Component
discretion)**

Name:

Title:

Organization:

Work Telephone Number:

DSN:

Email Address:

Date of Review:

**Component Senior
Information Assurance
Officer Signature or
Designee**

**KENNEDY.GEOR
GE.L.1200888908**

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KENNEDY.GEORGE.L.1200888908
DN: c=US, o=U.S. Government, ou=DoD,
ou=PKI, ou=WHS,
cn=KENNEDY.GEORGE.L.1200888908
Date: 2012.05.16 09:38:30 -04'00'

Name:

George Lee Kennedy

Title:

SIAO

Organization:

WHS/EITSD

Work Telephone Number:

(571) 372-0201

DSN:

Email Address:

Lee.Kennedy@OSD.mil

Date of Review:

05/16/2012

**Component Privacy Officer
Signature**

**BYRD.JOAN.
MARIE.1255778800**

Digitally signed by BYRD.JOAN.MARIE.1255778800
DN: c=US, o=U.S. Government, ou=DoD, ou=PKI,
ou=WHS, cn=BYRD.JOAN.MARIE.1255778800
Date: 2012.05.15 07:47:13 -04'00'

Name:

Joan Byrd

Title:

Privacy Analyst

Organization:

WHS/Enterprise Management

Work Telephone Number:

(571) 372-0900

DSN:

Email Address:

Joan.Byrd@whs.mil

Date of Review:

**Component CIO Signature
(Reviewing Official)**

Name:

Title:

Organization:

Work Telephone Number:

DSN:

Email Address:

Date of Review:

Publishing:

Only Sections 1 and 2 of this PIA will be published. Each DoD Component will maintain a central repository of PIAs on the Component's public Web site. DoD Components will submit an electronic copy of each approved PIA to the DoD CIO at: pia@osd.mil.

If the PIA document contains information that would reveal sensitive information or raise security concerns, the DoD Component may restrict the publication of the assessment to include Sections 1 and 2.

APPENDIX

Data Aggregation. Any process in which information is gathered and expressed in a summary form for purposes such as statistical analysis. A common aggregation purpose is to compile information about particular groups based on specific variables such as age, profession, or income.

DoD Information System. A set of information resources organized for the collection, storage, processing, maintenance, use, sharing, dissemination, disposition, display, or transmission of information. Includes automated information system (AIS) applications, enclaves, outsourced information technology (IT)-based processes and platform IT interconnections.

Electronic Collection. Any collection of information enabled by IT.

Federal Personnel. Officers and employees of the Government of the United States, members of the uniformed services (including members of the Reserve Components), and individuals entitled to receive immediate or deferred retirement benefits under any retirement program of the United States (including survivor benefits). For the purposes of PIAs, DoD dependents are considered members of the general public.

Personally Identifiable Information (PII). Information about an individual that identifies, links, relates or is unique to, or describes him or her (e.g., a social security number; age; marital status; race; salary; home telephone number; other demographic, biometric, personnel, medical, and financial information). Also, information that can be used to distinguish or trace an individual's identity, such as his or her name; social security number; date and place of birth; mother's maiden name; and biometric records, including any other personal information that is linked or linkable to a specified individual.

Privacy Act Statements. When an individual is requested to furnish personal information about himself or herself for inclusion in a system of records, providing a Privacy Act statement is required to enable the individual to make an informed decision whether to provide the information requested.

Privacy Advisory. A notification informing an individual as to why information is being solicited and how such information will be used. If PII is solicited by a DoD Web site (e.g., collected as part of an email feedback/ comments feature on a Web site) and the information is not maintained in a Privacy Act system of records, the solicitation of such information triggers the requirement for a privacy advisory (PA).

System of Records Notice (SORN). Public notice of the existence and character of a group of records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual. The Privacy Act of 1974 requires this notice to be published in the Federal Register upon establishment or substantive revision of the system, and establishes what information about the system must be included.