

PRIVACY IMPACT ASSESSMENT (PIA)

PRESCRIBING AUTHORITY: DoD Instruction 5400.16, "DoD Privacy Impact Assessment (PIA) Guidance". Complete this form for Department of Defense (DoD) information systems or electronic collections of information (referred to as an "electronic collection" for the purpose of this form) that collect, maintain, use, and/or disseminate personally identifiable information (PII) about members of the public, Federal employees, contractors, or foreign nationals employed at U.S. military facilities internationally. In the case where no PII is collected, the PIA will serve as a conclusive determination that privacy requirements do not apply to system.

1. DOD INFORMATION SYSTEM/ELECTRONIC COLLECTION NAME:

Military OneSource Business Operations (MOS-OPS) Information System

2. DOD COMPONENT NAME:

Under Secretary of Defense for Personnel and Readiness

3. PIA APPROVAL DATE:

02/14/2025

Deputy Assistant Secretary of Defense (DASD) for Military Community and Family Policy (MC&FP)

SECTION 1: PII DESCRIPTION SUMMARY (FOR PUBLIC RELEASE)

a. The PII is: (Check one. Note: Federal contractors, military family members, and foreign nationals are included in general public.)

- ☐ From members of the general public ☐ From Federal employees
- ☒ from both members of the general public and Federal employees ☐ Not Collected (if checked proceed to Section 4)

b. The PII is in a: (Check one.)

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

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

The Military OneSource Business Operations Information System drives the technological capabilities that deliver the full ecosystem of Military OneSource web-based services that supports Service members and families throughout their military life, which includes one-year post military transition and survivors. The Military OneSource Business Operations Information System, Military OneSource digital enclave, and Military OneSource Content Management System (CMS) allow for documenting an individual's eligibility for these services; identification of the caller's inquiry or issue to provide a warm hand-off, referral and/or requested information; and the development of a final solution and referral information. The system also allows access to tools and resources such as live chat, appointment scheduling, community resource finder, MilTax software, financial calculators, Morale, Welfare, and Recreation (MWR) Digital Library; personalized moving checklists; training registration, enrollment requests, and self-motivated education/training for its Learning Management System (LMS). Records may be used as a management tool for statistical analysis, tracking, reporting, and evaluating program effectiveness and conducting research.

The types of personal information about individuals collected in the system include: Individual's full name, DoD ID number, date of birth, sex, marital status, relationship to Service member, rank/grade, unit, branch of military Service, official duty address, military status and records (role of individual [e.g., Service Member, Survivor, Family Member, Service Provider] and military installation assigned to), current address and mailing address, emergency contact; participant education information, legal status, mother's middle/maiden name, telephone numbers (work/home/cell/DSN) and participant authorization or refusal to allow incoming/outgoing text messages between participant and Military OneSource, email addresses, participant ID and case number (automatically generated internal numbers not provided to the participant), presenting issue/information requested, handoff type to contractor, handoff notes, if interpretation is requested and the language requested, referrals, and feedback from quality assurance follow-up with participants.

Information collected for the Online Learning Platform may also include: User account name, course history (attempted dates/times, grades), member type, agency, installation, unit, and service provider affiliation.

Information collected for non-medical counseling information may also include: a brief, non-clinical intake to ascertain the scope of support the participant needs (e.g., to effectively communicate with others).

d. Why is the PII collected and/or what is the intended use of the PII? (e.g., verification, identification, authentication, data matching, mission-related use, administrative use)

Identification, verification, and mission-related use.

e. Do individuals have the opportunity to object to the collection of their PII? ☒ Yes ☐ No

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

(2) If "No," state the reason why individuals cannot object to the collection of PII.

The disclosure of information to MC&FP is voluntary in association with a variety of Military OneSource services, however, if data in the MOS-OPS information system is not up-to-date, the individual's Military OneSource entitlements, privileges, and/or the ability of MC&FP to identify the individual as a DoD affiliated person could be delayed.

f. 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 disclosure of information to MC&FP is voluntary in association with a variety of Military OneSource services. Once provided, however, this information may be used in accordance with the purposes and authority outlined within this document and the appropriate system of records notice.

g. When an individual is asked to provide PII, a Privacy Act Statement (PAS) and/or a Privacy Advisory must be provided. (Check as appropriate and provide the actual wording.)

☒ Privacy Act Statement ☐ Privacy Advisory ☐ Not Applicable

PRIVACY ACT STATEMENT

AUTHORITY: 10 U.S.C. 136, Under Secretary of Defense for Personnel and Readiness; 10 U.S.C. 1788, Additional Family Assistance; 10 U.S.C. Chapter 88, Military Family Programs and Military Child Care, Subchapter I, Military Family Programs; 10 U.S.C. 53, Miscellaneous Rights and Benefits; Directive-type Memorandum (DTM)-17-004, DoD Expeditionary Civilian Workforce; DoD Directive 1322.18, Military Training; DoD Instruction (DoDI) 1342.22, Military Family Readiness; DoDI 6490.06, Counseling Services for DoD Military, Guard and Reserve, Certain Affiliated Personnel, and Their Family Members; and DoDI 1322.26, Distributed Learning (DL).

PURPOSE: To validate eligibility for and document use of Military OneSource services, tools, and resources.

ROUTINE USES: Disclosure of records are generally permitted under 5 U.S.C. 522a(b) of the Privacy Act of 1974, as amended. To contractors, grantees, experts, consultants, students, and others performing or working on a contract, service, grant, cooperative agreement, or other assignment for the Federal Government when necessary to accomplish an agency function related to this system of records. To the appropriate Federal, State, local, territorial, tribal, foreign, or international law enforcement authority or other appropriate entity when necessary pursuant to a showing of compelling circumstances affecting the health or safety of an individual. Additional routine uses are listed in the applicable System of Records Notice, DPR 45, Military OneSource Business Operations Information System, at: <https://www.federalregister.gov/d/2022-27671>

DISCLOSURE: Voluntary, however, if the data in the Military OneSource Business Operations Information System is not up-to-date, your Military OneSource entitlements, privileges, and/or the ability of Military Community and Family Policy to identify you as a DoD affiliated person could be delayed.

h. With whom will the PII be shared through data/system exchange, both within your DoD Component and outside your Component? (Check all that apply)

☒ Within the DoD Component	Specify.	Defense Manpower Data Center
☐ Other DoD Components (i.e. Army, Navy, Air Force)	Specify.	
☐ Other Federal Agencies (i.e. Veteran's Affairs, Energy, State)	Specify.	
☐ State and Local Agencies	Specify.	
☒ Contractor (Name of contractor and describe the language in the contract that safeguards PII. Include whether FAR privacy clauses, i.e., 52.224-1, Privacy Act Notification, 52.224-2, Privacy Act, and FAR 39.105 are included in the contract.)	Specify.	Carelon, FAR 52.224-3, 52.239-1
☐ Other (e.g., commercial providers, colleges).	Specify.	

i. Source of the PII collected is: (Check all that apply and list all information systems if applicable)

☒ Individuals	☐ Databases
☒ Existing DoD Information Systems	☐ Commercial Systems
☐ Other Federal Information Systems	

Transition Assistance Program (TAP) Data Retrieval Web Service (TDRWS); Defense Employment Eligibility Reporting System (DEERS)

j. How will the information be collected? (Check all that apply and list all Official Form Numbers if applicable)

- | | |
|---|--|
| ☒ E-mail | ☐ Official Form (Enter Form Number(s) in the box below) |
| ☒ In-Person Contact | ☒ Paper |
| ☐ Fax | ☒ Telephone Interview |
| ☒ Information Sharing - System to System | ☒ Website/E-Form |
| ☐ Other (If Other, enter the information in the box below) | |

k. 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 must be consistent.

☒ Yes ☐ No

If "Yes," enter SORN System Identifier

SORN Identifier, not the Federal Register (FR) Citation. Consult the DoD Component Privacy Office for additional information or <http://dpcl.d.defense.gov/Privacy/SORNs/>
or

If a SORN has not yet been published in the Federal Register, enter date of submission for approval to Defense Privacy, Civil Liberties, and Transparency Division (DPCLTD). Consult the DoD Component Privacy Office for this date.

If "No," explain why the SORN is not required in accordance with DoD Regulation 5400.11-R: Department of Defense Privacy Program.

l. What is the National Archives and Records Administration (NARA) approved, pending or general records schedule (GRS) disposition authority for the system or for the records maintained in the system?

(1) NARA Job Number or General Records Schedule Authority.

(2) If pending, provide the date the SF-115 was submitted to NARA.

(3) Retention Instructions.

Master database files: Cut off after 3 years of continuous inactivity or upon notification of discharge, retirement or separation of the Service member. Destroy 10 years after cut off. (DAA-0330-2014-0017-0001)

Non-medical counseling records: Temporary. Cut off (close file) after 3 years of continuous inactivity or upon notification of discharge, retirement or separation of the service member. Destroy 15 years after cutoff. (DAA-0330-2014-0017-0002)

Call center recordings: Cut off after referral to non-medical counseling, employee assistance program support, information and referral. Destroy 90 days after cut off. (DAA-0330-2014-0017-0003)

Training records: Cut off annually upon completion of training. Destroy 5 years after cut off. (DAA-0330-2016-0006-0001)

m. What is the authority to collect information? A Federal law or Executive Order must authorize the collection and maintenance of a system of records. For PII not collected or maintained in a system of records, the collection or maintenance of the PII must be necessary to discharge the requirements of a statute or Executive Order.

- (1) If this system has a Privacy Act SORN, the authorities in this PIA and the existing Privacy Act SORN should be similar.
- (2) If a SORN does not apply, 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) Cite the specific provisions of the statute and/or EO that authorizes the operation of the system and the collection of PII.
- (b) If direct statutory authority or an Executive Order does not exist, indirect statutory 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) If direct or indirect authority does not exist, 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 must be identified.

10 U.S.C. 136, Under Secretary of Defense for Personnel and Readiness; 10 U.S.C. 1788, Additional Family Assistance; 10 U.S.C. Chapter 88, Military Family Programs and Military Child Care, Subchapter I, Military Family Programs; 10 U.S.C. 53, Miscellaneous Rights and Benefits; Directive-type Memorandum (DTM)-17-004, DoD Expeditionary Civilian Workforce; DoD Directive 1322.18, Military Training; DoD Instruction (DoDI) 1342.22, Military Family Readiness; DoDI 6490.06, Counseling Services for DoD Military, Guard and Reserve, Certain Affiliated Personnel, and Their Family Members; and DoDI 1322.26, Distributed Learning (DL).

n. Does this DoD information system or electronic collection have an active and approved Office of Management and Budget (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 ☐ No ☐ Pending

- (1) If "Yes," list all applicable OMB Control Numbers, collection titles, and expiration dates.
- (2) If "No," explain why OMB approval is not required in accordance with DoD Manual 8910.01, Volume 2, "DoD Information Collections Manual: Procedures for DoD Public Information Collections."
- (3) If "Pending," provide the date for the 60 and/or 30 day notice and the Federal Register citation.

0704-0528, Military OneSource (MOS) Business Operations Information System, 04/30/2025