

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:

MHS Service Help Desk

2. DOD COMPONENT NAME:

Defense Health Agency

3. PIA APPROVAL DATE:

02/05/25

Program Executive Office (PEO) Medical Systems (J-6)

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 Defense Health Agency (DHA) Military Health System (MHS) Service Help Desk is a suite of natively integrated applications designed to support IT service automation, resource management and shared support services, and using the ServiceNow Government Community Cloud (GCC). The platform includes easy-to-use, point-and-click customization tools to help customers create solutions for unique business requirements. MHS Service Help Desk enables DHA to transition into an IT Service Management (ITSM) tool that helps the Agency reach service delivery goals by providing modern best practice for Configuration Management Database (CMDB), incident management, problem management, change management, asset management, service portal, request/catalog, virtual agent and knowledge management. This tool is used to create, track and report customer support activities throughout the DHA.

MHS Service Help Desk can collect information from active duty military, civilian federal employees, and contractors. Information is collected by email, information sharing, and telephone interview from individuals with CAC access. Although individuals have the opportunity to provide their contact information and a general description of the issue via email, website, or telephone, the information maintained with MHS Service Help Desk is imported from DHA's Active Directory Services. The types of Personally Identifiable Information (PII) collected may include name, work email and telephone number, and DoD ID Number.

The Active Directory fields/attributes imported via Lightweight Directory Access Protocols (LDAP) include professional contact information, logon information, and professional information.

MHS Service Help Desk (MHS-SHD) Program Management Office (PMO) is owned and managed by the Technology Support Branch (TSB) under the executive management of Defense Health Agency (DHA), DAD IO/J-6, Solution Delivery Division (SDD).

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)

The collected PII is used for ticketing activities to fulfill a service, incident or change request by DHA's Global Service Center Team.

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.

Individuals have the opportunity to object by not submitting an issue/ticket. PII maintained in MHS Service Help Desk is automatically imported from DHA's Active Directory Services when individuals submit an issue/ticket.

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.

Individuals have the opportunity to consent when submitting an issue/ticket. PII maintained in MHS Service Help Desk is automatically imported from DHA's Active Directory Services when individuals submit an issue/ticket.

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

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. DHA Headquarters and MHS Service Help Desk support offices with MTFs under DHA

☐ 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.

MHS Service Help Desk – HIPAA BAA with MHS Service Help Desk in progress. 224.1 – Protection of Individual Privacy. ServiceNow commits Government Community Cloud (GCC) to addressing FedRAMP High control baseline requirements. Contract language includes required privacy safeguards and FAR privacy clauses: DFAR Subpart 224.1, Public Law 104-191, DoDD 5400.7; DoDD 5400.11, 45 CFR Part 160, 162 and 164; Privacy Act of 1974, Health Information Privacy and Accountability Act (HIPPA), Privacy Act Clause 52.224-1 and 52.224-2.

☐ 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

Active Directory/Global Access List (GAL)

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)

Active Directory/Global Access List (GAL)

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.

MHS Service Help Desk does not collect PII/PHI directly from individuals to be stored in a system of records and retrieved by a personal identifier within the meaning of the Privacy Act. However, the systems from which (system) draws information may be subject to the Privacy Act, and their compliance information is found in the associated PIA.

I. 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.

GRS 5.8, item 010 (DAA-GRS-2017-0001-0001)

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

(3) Retention Instructions.

FILE NUMBER: 1606-10

DISPOSITION: Temporary. Cut off after record is resolved or when no longer needed, whichever is appropriate. Destroy 1 year after cutoff.

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.

5 USC 301 Departmental Regulations

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.

An OMB Control Number is not required for this system as it is not subject to the Paperwork Reduction Act (PRA).