

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:

Ask Defense Finance and Accounting Service (AskDFAS)

2. DOD COMPONENT NAME:

Defense Finance and Accounting Service

3. PIA APPROVAL DATE:

12/07/20

SECTION 1: PII DESCRIPTION SUMMARY (FOR PUBLIC RELEASE)

a. The PII is: (Check one. Note: foreign nationals are included in general public.)

- | | |
|--|--|
| <input type="checkbox"/> From members of the general public | <input type="checkbox"/> From Federal employees and/or Federal contractors |
| <input checked="" type="checkbox"/> From both members of the general public and Federal employees and/or Federal contractors | <input type="checkbox"/> Not Collected (if checked proceed to Section 4) |

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

- | | |
|--|---|
| <input type="checkbox"/> New DoD Information System | <input type="checkbox"/> New Electronic Collection |
| <input checked="" type="checkbox"/> Existing DoD Information System | <input type="checkbox"/> Existing Electronic Collection |
| <input type="checkbox"/> 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 AskDFAS system is completely dependent upon submissions from customers, which includes the public. The AskDFAS application is a suite of web-based user input modules which allow customers to submit questions and documentation electronically to various Defense Finance and Accounting Service (DFAS) business lines. AskDFAS provides a centralized on-line ticketing system for DFAS personnel to research and provide responses to customer questions or issues, as well as maintaining an audit history and customer service metrics. Each AskDFAS module maintained by various DFAS customer service teams. The types of personal information about individuals to be collected by the AskDFAS system include Home/Cell Phone, Mailing/Home Address, Work E-Mail Address, Birth date, Marital Status, Official Duty Telephone, Personal E-Mail Address, Position/Title, Rank/Grade, Mother's Middle/Maiden Name, Department of Defense (DoD) Identification (ID) Number, Name(s), Disability Information, Social Security Number (SSN). Additional data items may also be requested or required for identification or used in the course of responding to the individual's inquiry.

The modules are as follows:

Annual Customer Satisfaction Survey
Ask Audit Support
Ask Military Pay
Ask myPay
Ask Retired Pay
Ask Travel Pay
Ask-Information Technology Audit Support (ITAS)
AskDFAS
AskDFAS Columbus - Customer Care Center
Ask Financial Management Certification (FMCert)
Ask Human Resources (HR)
AskIntake & Solutions
Ask Special Actions Security Office (SASO)
Civilian Payroll
Cleveland Accounting - Accounts Payable
Cleveland Accounting - Accounts Maintenance and Control (AM&C)
Cleveland Accounting - Departmental Reporting (DR)
Cleveland Accounting - Accounts Receivable
Cleveland Disbursing
Cleveland Systems Operations
Customer Service Vendor Pay DFAS-Indianapolis (IN) Only

Defense Civilian Pay System (DCPS) Password Resets
 Debt and Claims Management
 DFAS - Hire A Hero
 DFAS Recruiting
 Disability Severance Pay
 Disbursing Requests
 Garnishment Law Directorate
 General Fund Enterprise Business System (GFEBS) Single Use Manual Payment Request
 Indianapolis - Accounts Payable
 Military Leave and Earnings Statement (LES) Requests
 Military Pay Requests (3rd Party Agency)
 Navy Military Pay Requests
 Power of Attorney (POA) Requests
 Rome AskDFAS Vendor Identification (VID) Request
 Secondary Dependency Claims (SDC)
 Tax Statement Reissue Requests
 Travel Voucher Direct

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)

PII is used to verify the identity of the customer, and/or to correlate/research specific customer information in other systems (i.e. Military Pay [MilPay], Civilian Pay [CivPay] etc.) to provide a response to their inquiry.

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.

PII is not a condition to use the system. Specific modules require the PII to process the request from the customer. Some modules require the input of PII data, or an error message appears; and the customer is unable to submit the request. The customer has the option to not submit a question via AskDFAS and may contact the call center instead.

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 PII information is only used to identify & verify the customer to fulfill requests or inquiries. The data is not collected for any other purpose.

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

Authority: Executive Order 10450, 9397, and Public Law 99-474, The Computer Fraud and Abuse Act.
 •Purpose of Use: To record names and social security numbers for the purpose of validating the trustworthiness of individuals requesting access to Department of Defense (DoD) systems and information.
 •Routine Uses: Those generally permitted under the 5 U.S.C. 522a(b) of the privacy act as required.
 •Disclosure: Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.
 •Note: Records may be maintained in both electronic and/or paper form.

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

<input checked="" type="checkbox"/> Within the DoD Component	Specify.	Specified agency employees such as accountants, technicians, customer service representatives, or operations personnel with a need-to-know, may respond to inquiries submitted via the AskDFAS system.
<input type="checkbox"/> Other DoD Components	Specify.	
<input type="checkbox"/> Other Federal Agencies	Specify.	
<input type="checkbox"/> 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.

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

The source of the PII is the individual customer that submits questions/issues to the AskDFAS module/system, to make personal inquiry regarding specified business or personal needs.

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)
 Face-to-Face 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.dod.mil> 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.

The DFAS privacy office advised that AskDFAS does not require a SORN, based on the fact that searches cannot be completed on individuals by name or unique identifier (PII data).

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.

AskDFAS retains data for two years after the ticket is closed.

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.

AskDFAS is not a System of Record. The information gathered by AskDFAS is used by the technician to verify the identity of and/or research customer information and respond to the inquiry. The authority to collect PII lies with the business/module owners who utilize the askDFAS system to conduct business.

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.

There is no Service Level Agreement with Defense Information System Agency or any other entity that would require a Service Level Agreement for billing. AskDFAS is owned and operated by DFAS.