

PRIVACY IMPACT ASSESSMENT

GPA Web Services (GPAWS)

1. Contact Information

A/GIS Deputy Assistant Secretary

Bureau of Administration
Global Information Services

2. System Information

- (a) **Date of completion of this PIA:** July 2023
- (b) **Name of system:** GPA Web Services
- (c) **System acronym:** GPAWS
- (d) **Bureau:** Bureau of Global Public Affairs (GPA)
- (e) **iMatrix Asset ID Number:** 1077
- (f) **Child systems (if applicable) and iMatrix Asset ID Number:** N/A
- (g) **Reason for performing PIA:**

- New system
- Significant modification to an existing system
- To update existing PIA for a triennial security reauthorization

(h) **Explanation of modification (if applicable):**

3. General Information

(a) **Does the system have a completed and submitted data types document in Xacta?**

- Yes No - Contact IRM/IA at IASolutionCenter@state.gov for assistance.

This has also been completed in Archangel.

(b) **Is this system undergoing an Assessment and Authorization (A&A)?**

- Yes No

If yes, has the privacy questionnaire in Xacta been completed?

- Yes No

(c) **Describe the purpose of the system:**

Global Public Affairs Web Services (GPAWS) is the library of Web Applications developed and maintained by GPA/EX/IT. This includes several applications that are utilized by the Bureau and by specific offices:

Contact Us Form— This webpage is the official "Contact Us" page for the State.Gov website. The contact form is on the main Department site (<https://register.state.gov/contactus/contactusform>) and is used to submit questions unrelated to passports, visas, overseas citizen services, adoptions or to get assistance in an emergency.

Scout Letter Form— This is a public facing application where youth who have earned the Boy Scouts of America Eagle award or the Girl Scouts of the USA Gold Award can request a personal letter of congratulations from the current Secretary of State (<https://register.state.gov/Liaison/SignUp/Scouts>).

Speaker Invitation Form— This webform allows an individual to submit a request for a State Department official to speak at an event. The form (<https://register.state.gov/Liaison/Speaker/RequestForm>) is used by USP and possibly non-USP to request that a Department employee speak at an event. Once the information is submitted, it is emailed to the GPA/PL team and the data provided is not stored in a database.

FoJEMS— The Foreign Journalists Email Management System (FoJEMS) application supports the Foreign Press Center (FPC) (managed by GPA/GM (Global Media)) daily activities such as planning and executing press briefings, conferences, journalist contact management, issuing badge identification to vetted journalists, sending email communications, and monitoring journalist attendance to any press-related Department events. PII is provided by the journalist to the Foreign Press Center (FPC), via email, to register the journalist and create a badge that allows them to attend FPC events at the DC and New York locations. Depending on the location of the journalist, the following FPC sites provide information about press credential requirements: FPC DC - <https://www.state.gov/foreign-press-center-media-credential-application-guidelines-washington-dc/>; FPC NY - <https://www.state.gov/foreign-press-center-media-credential-application-guidelines-new-york-ny/>; and other U.S. cities - <https://www.state.gov/foreign-press-center-media-credential-application-guidelines-other-u-s-cities/>.

FPC Mailing List— This is the Foreign Press Center's (FPC) mailing list application that provides FPC with the ability to send mass emails to contacts.

Hometown Diplomat Registration Form— This is a website and webform utilized by Department employees to sign up and serve as a Hometown Diplomat. The site is used by Department employees to request approval to speak to organizations about their lives, careers, and how the work of Department impacts them and their communities. (<https://register.state.gov/Hometown/>).

Speaker Kit— This website provides useful, current, and concise information for speakers who will be talking on behalf of the State Department. The materials on this site are not for distribution. The site provides employees with tips and advice for speaking to

external organizations. Business PII is used to create an account to gain access to the site content (<https://speakerkit.state.gov/Spklogin>).

Touchbase— This application contains the backend functionality for the Scout Letter Form, Hometown Diplomats Registration Form, Contact Us Form and Speaker Kit applications. Any information submitted through these forms is stored in the Touchbase database. Touchbase is then used by the GPA/PL team to respond to requests submitted through these forms. Only the GPA/PL team (Department employees) have access to this application. The GPA/PL team accesses the application using their Timekat account credentials.

VideoDogg— This is a tracking system for video content created by GPA/CN. It serves as an internal tracking system for content; only metadata for content is added to this application. The first name of the producer, a GPA employee or contractor, is the only PII added to the metadata.

UAT Staging Environment – This is a user acceptance testing environment for GPA applications used to test modified or enhanced applications.

TimeKat – This is the time and attendance application for GPA.

GPA Reviews- This is a clearance application that provides an interface for Public Affairs Officers to submit unclassified requests for interviews, speaking, and teaching engagements scheduled for public interaction for GPA to review and approve.

(d) Describe the personally identifiable information (PII) that the system collects, uses, maintains, or disseminates:

Contact Us Form – USP and non-USP – First Name, Last Name and Email Address.

Scout Letter Form – USP – First Name, Last Name and Email Address.

Speaker Invitation Form – USP and possibly non-USP – First Name, Last Name, Email Address and Phone Number.

FoJEMS – USP and non-USP -First Name, Last Name, Work Email, Work Address, Work Organization, Work Phone Number, Citizenship, Photo of Journalist and Badge number.

FPC Mailing List – USP and non-USP; collects journalist email only.

Hometown Diplomat Registration Form– USP Department Employees – First Name, Last Name, Department and Alternative Email Address, Grade (FS or GS) and Business Phone number.

Speaker Kit – No PII collected.

Touchbase – The user’s (GPA/PL team) Timekat account is used to access this application. PII submitted through the Contact Us, Scout Letter and Hometown Diplomat Registration forms is stored in the application database. This application does not collect PII. It only stores PII submitted through the forms.

VideoDogg – USP – GPA employee or contractor first and last name who produced the video.

UAT Staging Environment – No PII collected

Timekat – Business PII only collected for account creation. USP only - First Name, Last Name, Department Email and Office.

GPA Reviews – Business PII only collected for account creation. USP only -First Name, Last Name, Department or alternative Email, Business Phone Number and Bureau is only used to create accounts (profile) for users.

The remainder of this PIA will only address the PII of USP in:

Contact Us

Scout letter Form

Speaker Invitation Form

FoJEMS

FPC Mailing List

Hometown Diplomat Registration Form

Touchbase

GPA Reviews

(e) What are the specific legal authorities and/or agreements that allow the information to be collected?

5 U.S.C. 301 (Management of Executive Agencies)

22 U.S.C. 2651a (Organization of the Department of State)

22 U.S.C. 1431 *et seq.* (United States Information and Educational Exchange Act of 1948)

22 U.S.C. 2451 *et seq.* (Mutual Educational and Cultural Exchange Act of 1961).

Executive Order 13571 – Streamlining Service Delivery and Improving Customer Service

(f) Is the information searchable by a personal identifier (e.g., name or Social Security number, etc.)?

Yes, provide:

- SORN Name and Number:

Records of the Bureau of Public Affairs, State-22

- SORN publication date (found under the Volume Number and above the Public Notice Number on the published SORN):

November 17, 2010

No, explain how the information is retrieved without a personal identifier.

Note: Only the FoJEMs application is used to search for individuals based on a personal identifier (First Name, Last Name, Badge Number, Organization, Country).

The following applications do not retrieve information via personal identifier. A description of how they are searched follows:

- Contact Us – searched based on date range of submission and question asked on form
- Scout Letter Form – searched based on date range of submission and question asked on form
- Speaker Invitation Form – information submitted through the webform is emailed to the GPA/PL, so it is searched via date and topic in the GPA/PL mailbox.
- FPC Mailing List – users can only see and add a journalist’s email to the distribution lists in the application. Users will review distribution lists and remove or add emails to them.
- Hometown Diplomat Registration Form – searched based on date range of submission and question asked on form
- Touchbase - is searched based on date range of submission and questions asked through the Contact Us form, Hometown Diplomat Registration form or the Scouts form.
- GPA Reviews - users only have access to see their profile information, containing PII. GPA Reviews users can only see the first and last name of the individual, in their Bureau, requesting approval for a speaking or interview event. GPA Reviews submissions are searched using the event name, due date, or event date.

(g) Does the existing SORN need to be amended to reflect the inclusion of this new or significantly modified system? Yes No

If yes, please notify the Privacy Office at Privacy@state.gov.

(h) Is there a records retention schedule submitted to or approved by the National Archives and Records Administration (NARA) for this system? Yes No
(If uncertain about this question, please contact the Department's Records Officer at records@state.gov.)

If yes provide (Consolidate as much as possible):

- The Departments Disposition Schedule for Mission Support and Human Resources (Common to All) is used for GPAWS applications.
Public Customer Service Operations Records (Disposition Authority Number DAA-GRS-2017-0002-0001 [GRS 6.5, item 010]) .
 - Touchbase (Contact Us Form, Scouts Form, Hometown Diplomate Registration Form)
 - Speaker Invitation Form

Customer/Client (Disposition Authority Number DAA-GRS-2017-0002-0002 [GRS 6.5, item 020])

- FoJEMS
- FPC Mailing List

Public Affairs Product Production (Disposition Authority Number DAA-GRS-2016-0005-0003 [GRS 6.4, Item 030])

- GPA Reviews

- Length of time the information is retained in the system:

Public Customer Service Operations Records (Disposition Authority Number DAA-GRS-2017-0002-0001 [GRS 6.5, item 010]) .

- Temporary. Destroy 1 year after resolved, or when no longer needed for business use, whichever is appropriate. (Supersedes GRS 14, item 5))

Customer/Client (Disposition Authority Number DAA-GRS-2017-0002-0002 [GRS 6.5, item 020])

- Temporary. Delete when supersedes, obsolete, or when customer requests the agency remove the records. (Supersedes GRS 13, item 4a and GRS 13, item 4b)

Public Affairs Product Production (Disposition Authority Number DAA-GRS-2016-0005-0003 [GRS 6.4, Item 030])

- Temporary. Destroy when no longer needed for business use.

- Type of information retained in the system:

Public Customer Service Operations Records (Disposition Authority Number DAA-GRS-2017-0002-0001 [GRS 6.5, item 010]) .

- Requests for information from the public to include: letters of congratulations from the Secretary for attaining Eagle Scout and Gold Star awards, requests for Department principles to speak at domestic events, submission from Department employees requesting to speak at domestic events.

Customer/Client (Disposition Authority Number DAA-GRS-2017-0002-0002 [GRS 6.5, item 020])

- U.S. and foreign journalist contact and work information.

Public Affairs Product Production (Disposition Authority Number DAA-GRS-2016-0005-0003 [GRS 6.4, Item 030])

- GPA reviews is used by Department employees and contractors to gain approval from GPA to attend events as a Department representative. The name of the presenter, event time, date, place, context and type of request (speaking, interview).

4. Characterization of the Information

(a) What entities below are the original sources of the information in the system? Please check all that apply.

- Members of the Public
- U.S. Government employees/Contractor employees
- Other (people who are not U.S. Citizens or LPRs)

(b) On what other entities above is PII maintained in the system?

- Members of the Public
- U.S. Government employees/Contractor employees
- Other
- N/A

(c) If the system contains Social Security Numbers (SSNs), is the collection necessary?

- Yes No N/A

- If yes, under what authorization?

(d) How is the PII collected?

Contact Us Form – PII is collected from record subjects through a web form. The record subject enters the information into a webform on the Department Contact Us website (<https://register.state.gov/contactus/contactusform>). The entered information is then automatically routed to Touchbase application database for processing.

Scout Letter Form – PII is collected from record subjects through a web form. The record subject enters the information into a webform on the Scouts website (<https://register.state.gov/Liaison/SignUp/Scouts>). The entered information is then automatically routed to Touchbase application database for processing.

Speaker Invitation Form – PII is collected from record subjects through a web form. The record subject enters the information into a webform on the Speaker Invitation website (<https://register.state.gov/Liaison/Speaker/RequestForm>). The information, entered into the form, is then forwarded to the GPA/PL team in an email.

FoJEMS – PII is provided by the journalist to the FPC, via email, to register the journalist and create a badge that allows them to attend FPC events at the DC and New York locations. Information received via email from the journalist is entered into FoJEMS by an FPC program officer. The FPC is managed by the GPA/GM DAS. If the record subject wants to RSVP for an event, then they provide Business PII in a webform (First Name, Last Name, email, organization and FPC Badge #).

FPC Mailing List – PII is collected from the record subjects, by the FPC, via email. The journalist email, received via email, is entered into the FPC Mailing List application by an FPC program officer.

Hometown Diplomats Registration Form – PII is collected from the record subjects through a web form (<https://register.state.gov/hometown>). The entered information is then automatically routed to Touchbase application database for processing.

Touchbase – PII submitted through the Contact Us, Scout Letter and Hometown Diplomat Registration forms is processed and stored in Touchbase. PII is collected from the records subject through the web forms (<https://touchbase.state.gov>).

GPA Reviews – Business PII is collected through a webform to create an account. The record subject provides their business PII.

(e) Where is the information housed?

- Department-owned equipment
- FEDRAMP-certified cloud
- Other Federal agency equipment or cloud
- Other

- If you did not select “Department-owned equipment,” please specify.

(f) What process is used to determine if the PII is accurate?

Contact Us Form – It is the record subjects’ responsibility to provide the correct PII.

Scout Letter Form – It is the record subjects' responsibility to provide the correct PII.

Speaker Invitation Form – It is the record subjects' responsibility to provide the correct PII.

FoJEMS – It is the record subjects' responsibility to provide the correct PII.

FPC Mailing List – It is the record subjects' responsibility to provide the correct PII.

Hometown Diplomats Registration Form – It is the records subjects' responsibility to provide the correct PII.

Touchbase – PII submitted through the Contact Us, Scout Letter and Hometown Diplomat Registration forms is stored in the application database. It is the record subjects' responsibility to provide the correct PII for these forms.

GPA Reviews – This application requires the employee to provide the correct business PII for account creation. The record subject employee has access to update their information in the application.

(g) Is the information current? If so, what steps or procedures are taken to ensure it remains current?

Contact Us Form – It is the record subjects' responsibility to provide current information. Information provided through the form is only used to respond to the request submitted. Once the request has been completed, there is no further need for the information.

Scout Letter Form – It is the record subjects' responsibility to provide current information. Information provided through the form is only used to respond to the request submitted. Once the request has been completed, there is no further need for the information.

Speaker Invitation Form – It is the record subjects' responsibility to provide current information. Information provided through the form is only used to respond to the request submitted. Once the request has been completed, there is no further need for the information.

FoJEMS – It is the record subjects' (journalist) responsibility to provide the FPC with current information. The FPC requires the record subject to provide the FPC with any changes to their contact information. If the record subject needs to update information, they would contact the FPC program officer with the updated information then the program officer would enter it into the application. If the program officer needed additional information from the journalist, they would contact the individual and then update FoJEMS with the new information.

FPC Mailing List – It is the record subjects’(journalist) responsibility to provide the FPC with current information. The FPC requires the record subject to update their email address if necessary. If the record subject needs to update information, they would contact the FPC program officer with the updated information then the program officer would enter it into the application. If the program officer needed additional information from the journalist, they would contact the individual and then update FPC Mailing List with the new information.

Hometown Diplomats Registration Form – It is the record subjects’ responsibility to provide current information. Information provided through the form is only used to respond to the request submitted. Once the request has been completed, there is no further need for the information.

Touchbase – PII submitted through the Contact Us, Scout Letter and Hometown Diplomat Registration forms is stored in the application database. It is the record subjects’ responsibility to provide the correct PII for these forms. All information in Touchbase is read only and is one time use, only used to respond to the request, and not updated.

GPA Reviews – The record subject can access their profile information and update it as needed.

(h) Does the system use information from commercial sources? Is the information publicly available?

No, the system does not use information from commercial sources and the information is not publicly available.

(i) How was the minimization of PII in the system considered?

Contact Us Form – The minimization of PII in the system was considered by limiting the PII collected to first name, last name and email address which are required to respond to the individual’s request.

Scout Letter Form – The minimization of PII in the system was considered by limiting the PII collected to first name, last name and email address which are required to respond to the individual’s request.

Speaker Invitation Form – The minimization of PII in the system was considered by limiting the PII collected to first name, last name and email address which are required to respond to the individual’s request.

FoJEMS – The minimization of PII in the system was considered by limiting the PII collected to first name, last name, work email, work address, work organization, work

phone number, citizenship, photo of journalist and badge number which are required to verify that the individual is a journalist.

FPC Mailing List – The minimization of PII in the system was considered by limiting the PII collected to email address which is the minimum information needed to send an email to the record subject.

Hometown Diplomat Registration Form – The minimization of PII in the system was considered by limiting the PII collected to first name, last name and email address which are required to respond to the individual's request.

Touchbase – PII submitted through the Contact Us, Scout Letter and Hometown Diplomat Registration forms is stored in the application database. The PII required and stored in the database is the minimum information requested by these forms.

GPA Reviews – PII is only collected for account creation; the PII collected is the minimum needed to create a user account.

5. Use of information

(a) What is/are the intended use(s) for the PII?

Contact Us Form – The PII collected is used to respond to the record subject's request or question.

Scout Letter Form – The PII collected is used to respond to the record subjects request for a letter from the Secretary.

Speaker Invitation Form – The PII collected is used to review and contact an individual in response to their request.

FoJEMS –The PII collected is used to contact and inform journalists of FPC events and verify that the individual is a journalist.

FPC Mailing List – The PII collected is used to email journalists about upcoming FPC events.

Hometown Diplomat Registration Form – The PII collected is used to contact and review the Department employee's request.

Touchbase – PII submitted through the Contact Us, Scout Letter and Hometown Diplomat Registration forms is stored in the application database. The PII is used to respond to the record subject's request.

GPA Reviews – The PII collected is used to create DOS employee accounts.

(b) Is the use of the PII relevant to the purpose for which the system was designed or for which it is being designed?

Yes.

(c) Does the system analyze the PII stored in it? Yes No

If yes:

(1) What types of methods are used to analyze the PII?

Click or tap here to enter text.

(2) Does the analysis result in new information?

Click or tap here to enter text.

(3) Will the new information be placed in the individual's record? Yes No

(4) With the new information, will the Department be able to make new determinations about the individual that would not have been possible without it?

Yes No

(d) If the system will use test data, will it include real PII?

Yes No N/A

If yes, please provide additional details.

6. Sharing of PII

(a) With whom will the PII be shared internally and/or externally? Please identify the recipients of the information.

Internal:

PII is not shared with any internal applications.

External:

PII is not shared with any external applications.

(b) What information will be shared?

Internal:

N/A

External:

N/A

(c) What is the purpose for sharing the information?

Internal:

N/A

External:

N/A

(d) The information to be shared is transmitted or disclosed by what methods?

Internal:

N/A

External:

N/A

(e) What safeguards are in place for each internal or external sharing arrangement?

Internal:

N/A

External:

N/A

7. Redress and Notification

(a) Is notice provided to the record subject prior to the collection of his or her information?

Contact Us Form – Notice is not provided to the record subject prior to the collection of his or her information because such notice is not required for this application.

Scout Letter Form – Notice is not provided to the record subject prior to the collection of his or her information because such notice is not required for this application.

Speaker Invitation Form – Notice is not provided to the record subject prior to the collection of his or her information because such notice is not required for this application.

FoJEMS – Record subjects can reference the Privacy Act Statement available on each FPC site (FPC DC - <https://www.state.gov/foreign-press-center-media-credential-application-guidelines-washington-dc/>; FPC NY - <https://www.state.gov/foreign-press-center-media-credential-application-guidelines-new-york-ny/>; and other U.S. cities - <https://www.state.gov/foreign-press-center-media-credential-application-guidelines-other-u-s-cities/>).

FPC Mailing List – Records subjects can reference the Privacy Act Statement available on each FPC site (FPC DC - <https://www.state.gov/foreign-press-center-media->

[credential-application-guidelines-washington-dc/](https://www.state.gov/foreign-center-media-credential-application-guidelines-washington-dc/); FPC NY - <https://www.state.gov/foreign-center-media-credential-application-guidelines-new-york-ny/>; and other U.S. cities - <https://www.state.gov/foreign-center-media-credential-application-guidelines-other-u-s-cities/>).

Hometown Diplomat Registration Form – Notice is not provided to the record subject prior to the collection of his or her information because such notice is not required for this application.

Touchbase – PII submitted through the Contact Us, Scout Letter and Hometown Diplomat Registration forms is stored in the application database.

GPA Reviews – Only Business PII is collected for Department employee account creation. Employees are notified when they request an account that their business PII will be used to create the account.

(b) Do record subjects have the opportunity to decline to provide the PII or to consent to particular uses of the PII?

Yes No

If yes, how do record subjects grant consent?

If no, why are record subjects not allowed to provide consent?

Contact Us Form – Completion and submission of this form is voluntary. Individuals grant consent by submitting this form with the voluntary information.

Scout Letter Form – Completion and submission of this form is voluntary. Individuals grant consent by submitting this form with the voluntary information.

Speaker Invitation Form – Completion and submission of this form is voluntary. Individuals grant consent by submitting this form with the voluntary information.

FoJEMS – The FPC informs the journalist, via email, of what information they need to provide to be credentialed as an FPC journalist. The journalist has the opportunity to decline to provide the information by not submitting it. However, this may impact their ability to become a credentialed FPC journalist. The journalist grants consent to the FPC to use their data when they submit it to them.

FPC Mailing List – The FPC informs the journalist, via email, of what information they need to provide to be part of the FPC mailing list. The journalist grants consent for the FPC to use their data when they submit the data to the FPC.

Hometown Diplomats Registration Form – Completion and submission of this form is voluntary. Individuals grant consent by submitting this form with the voluntary information.

Touchbase – PII submitted through the Contact Us, Scout Letter and Hometown Diplomat Registration forms is stored in the application database. The completion and submission of these forms is voluntary.

GPA Reviews – Only Business PII is collected for DOS employee account creation. The submission of Business PII is voluntary. If the information is not provided an account will not be created.

(c) What procedures allow record subjects to gain access to their information?

Contact Us Form – Notice is not provided to the record subject prior to the collection of his or her information because such notice is not required for this application. Information submitted through the form is not accessible to the record subject.

Scout Letter Form – Notice is not provided to the record subject prior to the collection of his or her information because such notice is not required for this application. Information submitted through the form is not accessible to the record subject.

Speaker Invitation Form – Notice is not provided to the record subject prior to the collection of his or her information because such notice is not required for this application. Information submitted through the form is not accessible to the record subject.

FoJEMS – Record subjects can contact the FPC through the email contacts on each of the FPC site pages (i.e., DCFPC@state.gov or NYFPC@state.gov). Records subjects who submitted information to the FPC can reference the appropriate Privacy Act statement available on each FPC site.

FPC Mailing List – Record subjects can contact the FPC through the email contacts on each of the FPC site pages (i.e., DCFPC@state.gov or NYFPC@state.gov). Records subjects who submitted information to the FPC can reference the appropriate Privacy Act statement available on each FPC site.

Hometown Diplomats Registration Form – Department employees can contact the GPA/PL via hometowndiplomat@state.gov to request access to records pertaining them.

Touchbase – PII submitted through the Contact Us, Scout Letter and Hometown Diplomat Registration forms is stored in the application database. Similar to each form, the information stored in Touchbase is not accessible to the record subject.

GPA Reviews – Department employees can log into their online profile by entering the username and password established when the account was created. Once logged in, record subjects can access their information.

(d) Are procedures in place to allow a record subject to correct inaccurate or erroneous information?

Yes No

If yes, explain the procedures.

If no, explain why not.

Contact Us Form –Information provided through the form is only used to respond to the request submitted. Once the request has been completed, there is no further need for the information.

Scout Letter Form –Information provided through the form is only used to respond to the request submitted. Once the request has been completed, there is no further need for the information.

Speaker Invitation Form –Information provided through the form is only used to respond to the request submitted. Once the request has been completed, there is no further need for the information.

FoJEMS – Record subjects can contact the FPC to correct inaccurate or erroneous information using the email contacts on each of the FPC site pages (i.e., DCFPC@state.gov or NYFPC@state.gov). Records subjects who submitted information to the FPC can reference the appropriate Privacy Act Statement available on each FPC site.

FPC Mailing List – Record subjects can contact the FPC to correct inaccurate or erroneous information using the email contacts on each of the FPC site pages (i.e., DCFPC@state.gov or NYFPC@state.gov). Records subjects who submitted information to the FPC can reference the appropriate Privacy Act Statement available on each FPC site.

Hometown Diplomat Registration Form – Information provided through the form is only used to respond to the request submitted. Once the request has been completed, there is no further need for the information.

Touchbase – PII submitted through the Contact Us, Scout Letter and Hometown Diplomat Registration forms is stored in this application database. Information in the database is only used to respond to the request submitted. Once the request has been completed, there is no further need for the information.

GPA Reviews – Department employees have access to their profile within the system and can make updates to their Business PII.

(e) By what means are record subjects notified of the procedures to correct their information?

Contact Us Form – Notice is not provided to the record subject prior to the collection of his or her information because such notice is not required for this application. No notice is provided because once the request has been completed there is no further need for the information.

Scout Letter Form – Notice is not provided to the record subject prior to the collection of his or her information because such notice is not required for this application. No notice is provided because once the request has been completed there is no further need for the information.

Speaker Invitation Form – Notice is not provided to the record subject prior to the collection of his or her information because such notice is not required for this application. No notice is provided because once the request has been completed there is no further need for the information.

FoJEMS – The FPC website provides guidance concerning how to correct information on the FPC sites and using the email contacts (i.e., DCFPC@state.gov or NYFPC@state.gov). Record subjects can also reference the appropriate Privacy Act statement available on each FPC site.

FPC Mailing List – The FPC website provides guidance concerning how to correct information on the FPC sites and using the email contacts (i.e., DCFPC@state.gov or NYFPC@state.gov). Record subjects can also reference the appropriate Privacy Act statement available on each FPC site.

Hometown Diplomat Registration Form –Employees can email hometownDiplomat@state.gov to initiate an information correction.

Touchbase –Touchbase stores the information submitted through the Contact Us, Scout Letter and Hometown Diplomat Registration forms. No notice is provided because this information is read only and once the request has been completed, there is no further need for the information or to contact the record subject.

GPA Reviews – Department employees can log into their online profile by entering their respective usernames and passwords to correct information. When users are logged into GPA Reviews there is a “My Profile” selection in the tab that users can select update their profile information.

8. Security Controls

(a) How is all of the information in the system secured?

In lieu of single sign-on, the FoJEMS, TimeKat, Touchbase and GPA Reviews applications require a username, password and MFA credentials which prevents unauthorized users from accessing the data. The FPC Mailing List, Touchbase, VideoDogg and Speaker Kit applications require an email and password. For the Contact Us Form, Scout Letter Form, Hometown Diplomat Registration Form and Speaker Invitation Form, the sites use SSL certificates to ensure data in transit is protected.

(b) Explain the different roles that have been created to provide access to the system and the PII (e.g., users, managers, developers, contractors, other).

- **Contact Us Form**

-Developer – The developer has full access to the database that contains PII submitted as part of the request. The developer has privileges to create, delete, view and/or update submitted PII in the database (hosted in the Touchbase database). However, the developer does not have a business need to make any change to the data in the database, only to monitor the database performance and add any new fields as requested by the GPA/PL office.

The Contact Us Form is a webform that the person completes to request services or information. The information submitted through the form, to include PII from the requester, is stored in the Touchbase application which is used by the GPA/PL team to respond to the request. The GPA/PL team only has a read only view into the information collected through the webform. There are no roles other than developer that need access to update the webform. The GPA/PL would provide input on the webform that would then be developed and implemented by the developer.

- **Scout Letter Form**

-Developer – The developer has full access to the database that contains PII submitted as part of the request. The developer has privileges to create, delete, view and/or update submitted PII in the database (hosted in the Touchbase database). However, the developer does not have a business need to make any change to the data in the database, only to monitor the database performance and add any new fields as requested by the GPA/PL office.

The Scouts Letter Form is a webform that the person completes to request a service. The information submitted through the form, to include PII from the requester, is stored in the Touchbase application which is used by the GPA/PL team to respond to the request. The GPA/PL team only has a read only view into the information collected through the webform. There are no roles other than developer that need access to update the webform. The GPA/PL would provide input on the webform that would then be developed and implemented by the developer.

- **Speaker Invitation Form**

-Developer – The developer has full access to the form. The developer can make changes to the web form and update fields. There is no database linked to this form, so the developer does not have access to any PII data submitted through the form.

The information provided in the webform is emailed to the GPA/PL team, so there are no roles other than developer who need access to the webform and SMTP server.

- **FoJEMS**

-Application Users – These users have read, write and update access to journalists' business PII records

- Administrator – These users have read, write and update access to application users' business PII records. The application manager is responsible for administering accounts, running reports, and working with the developer to add any new functionality.

-Developer –The developer has full access to the database that contains PII submitted as part of the request. The developer has privileges to create, delete, view and/or update PII entered into the database. However, the developer does not have a business need to make any change to the data in the database, only to monitor the database performance and add any new fields as requested by the FPC office director.

- **FPC Mailing List**

-Application Users – These users have read-only access and the ability to add journalists' business PII email addresses into the database.

Application users can add journalists email addresses into the application. The application is used to send information to distribution lists. The developer provides accounts to users as needed.

-Developer – The developer has full access to all information available in the application, via the SQL Server Management Studio interface. The developer has privileges to create, delete, view and/or update PII entered into the database. However, the developer does not have a business need to make any change to the data in the database, only to monitor the database performance and add additional fields as requested by the FPC office director.

- **Hometown Diplomats Registration Form**

-Developer – The developer has full access to the database that contains PII submitted as part of the request. The developer has privileges to create, delete, view and/or update submitted PII in the database (hosted in the Touchbase database). However, the developer does not have a business need to make any change to the data in the database, only to monitor the database performance and add any new fields as requested by the GPA/PL office.

The Hometown Diplomats Registration Form is a webform that the Department employee completes to request to become a Hometown Diplomat. The information submitted through the form, to include PII from the requester, is stored in the Touchbase application which is used by the GPA/PL team to respond to the request. The GPA/PL team only has a read only view into the information collected through the webform. There are no roles other than developer that need access to update the webform. The GPA/PL would provide input on the webform that would then be developed and implemented by the developer.

- **Speaker Kit**

-No PII collected.

- **Touchbase**

-Application Users – These users have read-only access to the PII submitted via the Contact Us, Scout Letter and Hometown Diplomat public forms.

-Developer – The developer has full access to all information entered by public users and GPA Application Users for the Contact Us, Scout Letter, Hometown Diplomats and Speaker Kit applications. The information is accessed via the SQL Server Management Studio interface and the developer can create, delete, view and/or update PII in database. However, the developer does not have a need to change the data in the database.

- **GPA Reviews**

-Application Users- These users have read, write, and update access to records within their respective bureaus.

-Approver Users – These users have read and update access to records submitted to them for approval.

-Administrators – These users have the ability to create and update user login accounts.

-Developer – The developer has full access to information entered by the GPA Application users via the SQL Server Management Studio interface. The developer can create, delete, view and/or update PII.

(c) Describe the procedures established to limit system and data access to only those individuals who have an “official” need to access the information in their work capacity.

For access to this system, management approval is required, and approval is based on job position as well as a need-to-know. Audits are completed every 6 months by system administrators to remove access to the system of employees who no longer have a need-to-know.

(d) How is access to data in the system determined for each role identified above?

- **Contact Us Form**

-Developer – Developer access is determined by the responsibilities of his or her position and is designated by the GPA/EX/IT Office Director, who is the system owner for the GPAWS system. In this instance, the developer needs access to the SQL Server that supports the web form to troubleshoot any technical issues or make updates to the database based on changes to the webform. Once the Developer is designated by the GPA/EX/IT Office Director he or she submits a request to IRM for an OpenNet Admin PIV card. The request is routed to the GPA ISSO for approval. Once approved, the GPAWS administrator creates an account on the server so the Developer can access the web and SQL servers.

- **Scout Letter Form**

-Developer – Developer access is determined by the responsibilities of his or her position and is designated by the GPA/EX/IT office director, who is the system owner for the GPAWS system. In this instance, the Developer needs access to the web and SQL Server that supports the web form to troubleshoot any technical issues or make updates to the database based on changes to the webform. Once the Developer is designated by the GPA/EX/IT Office Director he or she submits a request to IRM for an OpenNet Admin PIV card. The request is routed to the GPA ISSO for approval. Once approved, the GPAWS administrator creates an account on the server so the Developer can access the web and SQL servers.

- **Speaker Invitation Form**

-Developer - Developer access is determined by the responsibilities of his or her position and is designated by the GPA/EX/IT Office Director, who is the system owner for the GPAWS system. In this instance, the developer needs access to the web and SQL Server that supports the web form to troubleshoot any technical issues or make updates to the database based on changes to the webform. Once the developer is designated by the GPA/EX/IT Office Director, he or she submits a request to IRM for an OpenNet Admin PIV card. The request is routed to the

GPA ISSO for approval. Once approved, the GPAWS administrator creates an account on the server so the developer can access the web and SQL servers.

- **FoJEMS**

-Application Users –The FPC Office Director determines which employees receive access to the application based on their role and responsibilities. They then request that the administrator create an account for the user.

-Administrator – The FPC Office Director determines which employee should be the administrator, based on their role and responsibilities, then requests the Developer create an account for the administrator.

Developer - Developer access is determined by the responsibilities of his or her position and is designated by the GPA/EX/IT Office Director, who is the system owner for the GPAWS system. In this instance, the Developer needs access to the web and SQL Server that supports the web application to troubleshoot any technical issues or make updates to the database base and FoJEMS application. Once the Developer is designated by the GPA/EX/IT Office Director, he or she submits a request to IRM for an OpenNet Admin PIV card. The request is routed to the GPA ISSO for approval. Once approved, the GPAWS administrator creates an account on the server so the developer can access the web and SQL servers.

- **FPC Mailing List**

-Application Users – The FPC Office Director determines which employees should have access to the application based on their role and responsibilities, then requests that the developer create an account for the user.

-Developer - Developer access is determined by the responsibilities of his or her position and is designated by the GPA/EX/IT Office Director, who is the system owner for the GPAWS system. In this instance, the Developer needs access to the web and SQL Server that supports the web application to troubleshoot any technical issues or make updates to the database base and FPC Mailing List application. Once the Developer is designated by the GPA/EX/IT Office Director, he or she submits a request to IRM for an OpenNet Admin PIV card. The request is routed to the GPA ISSO for approval. Once approved, the GPAWS administrator creates an account on the server so the Developer can access the web and SQL servers.

- **Hometown Diplomats Registration Form**

-Developer – Developer access is determined by the responsibilities of his or her position and is designated by the GPA/EX/IT Office Director, who is the system owner for the GPAWS system. In this instance, the Developer needs access to the SQL Server that supports the web form to troubleshoot any technical issues or

make updates to the database based on changes to the webform. Once the Developer is designated by the GPA/EX/IT Office Director he or she submits a request to IRM for an OpenNet Admin PIV card. The request is routed to the GPA ISSO for approval. Once approved, the GPAWS administrator creates an account on the server so the developer can access the web and SQL servers.

- **Touchbase**

-Application Users – The application user’s access is determined by the responsibilities of his or her position and is designated by the GPA/PL Office Director. In this instance, the application user only needs read-only access to the PII submitted through the Contact Us, Scout Letter and Hometown Diplomat Registration forms to respond to requests submitted through those forms. The application user accesses the system via the internet then enters a username and password. The application then emails the user a verification code that the user is required to enter to access the system (multi-factor authentication). If they are in the GPA/PL organization, in the Timekat application, they will have access to Touchbase (the system checks to see if the user is a member of GPA/PL in Timekat).

-Developer - Developer access is determined by the responsibilities of his or her position and is designated by the GPA/EX/IT Office Director, who is the system owner for the GPAWS system. In this instance, the Developer needs full access to the SQL database to troubleshoot any technical issues and make updates to the database. Once the Developer is designated by the GPA/EX/IT Office Director, he or she submits a request to IRM for an OpenNet Admin PIV card. The request is routed to the GPA ISSO for approval. Once approved, the GPAWS administrator creates an account on the server so the developer can access the web and SQL servers.

- **GPA Reviews**

-Application Users – The user completes a request for access form which is reviewed by the administrator who determines if the user needs to submit media engagement requests to GPA for approval. The application user accesses the application via the internet and enters a username and password. The application then emails the user a verification code that the user is required to enter to access the system (multi-factor authentication).

-Approver Users – The PDAS requests that the administrator creates an account for the approver.. The approver user accesses the application via the internet at <https://gpareviews.state.gov/>, then enters a username and password. The application emails the user a verification code that the user is required to enter to access the system (multi-factor authentication).

-Administrators – GPA front office employees are designated by the PDAS to review access requests and update clearance routing. Administrators need the ability to create and update user accounts. The PDAS then requests that one of the administrators or the developer create an account for the administrator. The administrator accesses the application by entering a username and password. The application emails the user a verification code that the user is required to enter to access the system (multi-factor authentication).

-Developer – Developer access is determined by the responsibilities of his or her position and is designated by the GPA/EX/IT Office Director, who is the system owner for the GPAWS system. In this instance, the Developer needs full access to information entered by the GPA Application users via the SQL Server Management Studio interface. Once the Developer is designated by the GPA/EX/IT Office Director, he or she submits a request to IRM for an OpenNet Admin PIV card. The request is routed to the GPA ISSO for approval. Once approved, the GPAWS administrator creates an account on the server so the Developer can access the web and SQL servers.

(e) What monitoring, recording, auditing safeguards, and other controls are in place to prevent the misuse of the information?

The level of access granted to this system restricts the data that may be viewed and the degree to which data may be modified. Administrative activity is monitored, logged, and audited. The execution of privileged functions (e.g., administrator activities) is included in the list of events that are audited. The data elements audited include object created, object deleted, object modified, object rights modified, and custom access level modified. The purpose of the audit trail is to document unintended modification or unauthorized access to the system and to dynamically audit retrieval access to designated critical data.

(f) Are procedures, controls, or responsibilities regarding access to data in the system documented?

Yes No

(g) Explain the privacy training provided to each role identified in 8(b) that has access to PII other than their own.

Each role identified in 8b, that has access to the PII in this system, must complete the PS800 Cyber Security Awareness and PA318 Protecting Personally Identifiable Information trainings. These trainings are required for all authorized users, approvers, and administrators to ensure they understand the proper protocols for protecting the vast amounts of PII they have access to. To retain access, each user must annually complete the Cyber Security Awareness Training, which has a privacy component. PA318 must be completed biennially.