

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:

SMS-WEB - Soldier Management System Webified Suite of Systems

2. DOD COMPONENT NAME:

United States Army

3. PIA APPROVAL DATE:

08/25/20

US Army Deputy Chief of Staff for Personnel / Human Resources Command (HRC)

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 Soldier Management System Webified Suite of Systems (SMS WEB) is the Human Resources Command's Customer Relationship Management, Case Management, and Workflow Management system. It enables Army Reserve/Active Army personnel and other Government/Army stakeholders to effectively manage the careers of all Army Soldiers, veterans, and retirees, and supports Government agency and family member requirements. SMS WEB provides integrated access to Soldier data and document images stored on multiple DATACOM, Oracle and INFORMIX databases, including the Total Army Personnel Data Bases (Active Officer, Active Enlisted, and Reserve), the Integrated Total Army Personnel Data Base, the Interactive Personnel Electronic Records Management System, the Active Guard Reserve Management Information System, and the Army Selection Board System. Key components include: Contact and Case tracking, access to a Soldiers Official Military Personnel File, electronic forms generation, access to dynamic user-created views of Soldier data from multiple databases, the ability to execute and track Command Soldier management actions, workload tracking and measurement, and custom workflow process in support of HRC special programs. SMS WEB also provides a historical record of correspondence actions. It provides extensive business service capabilities via specific views, specialized functional processes, and customized reports to include: ASSIGNMENT, SCREEN POPS, CASE STATISTICS, DELETED TRANSACTIONS, INTEGRATED DOCUMENT IMAGING SYSTEM; the Retiree Recall process; Campaign Call process; the Inventory Management process; the Yellow Ribbon process; KEYWORD REFERENCE SYSTEM; Surgeon review; Name History Search; Scan and Create SMS WEB Case view; and Display unit information. SMS WEB also contains numerous subsystems to include Active Federal Service, the Army Reserve Acquisition Corps Management Information System, Certified Pay, Command Forms Plus, the Combat Related Special Compensation Application, the Enlisted Case Management System, the HRC My Record Portal, National Guard Tracking, the ROTC Administrative Management System, the Reserve CLAS Corrections System, Servicemen's Group Life Insurance (SGLI), Soldier Query, Third Party Request, and Traumatic SGLI.

Type of PII collected includes personal, medical, military, educational, law enforcement and employment information.

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, mission-related and administrative 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.

PII is collected directly from Soldiers via DD Form 108, Application for Retired Pay Benefits, and DD Form 2656, Data for Payment of Retired Personnel. In either case they have the ability to object and/or question the collection of PII at that time. SMS WEB also retrieves PII from information systems, and individuals are not involved in the process. However, individuals implicitly consent to capture and use of that information at the time of employment in the United States Army.

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.

PII is collected directly from Soldiers via DD Forms 108 and 2656. In each case they consent to the use of their PII by submitting the forms. SMS WEB also retrieves PII from information systems, and individuals are not involved in the process. However, individuals implicitly consent to capture and use of that information at the time of employment in the United States Army.

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

DD FORM 108 (BACK), JUL 2002

AUTHORITY: 10 U.S.C. 1331; EO 9397, November 1943 (SSN).

PRINCIPAL PURPOSE(S): Used by members and former members of the Reserve Components to apply for retired pay at age 60.

Application is reviewed to determine eligibility.

ROUTINE USE(S): Information provided by the member is used to:

- a. Identify the individual and his/her service record.
- b. Determine eligibility for retired pay under 10 U.S.C. 1331.
- c. Determine effective date that retired pay can and will commence.

DISCLOSURE: Voluntary; however, unless this form is completed, the individual will not receive retired pay.

PRIVACY ACT STATEMENT DD Form 2656

AUTHORITY: 10 U.S.C. Chapter 73, subchapters II and III; DoD Instruction 1332.42, Survivor Annuity Program Administration, DoD Financial Management Regulation, Volume 7B, Chapter 42; and E.O. 9397 (SSN).

PRINCIPAL PURPOSE(S): To collect information needed to establish a retired/retainer pay account, including designation of beneficiaries for unpaid retired pay, state tax withholding election, information on dependents, and to establish a Survivor Benefit Plan election.

ROUTINE USE(S): Disclosures are made to the Department of Veterans Affairs (DVA) regarding establishments, changes and discontinuing of DVA compensation to retirees and annuitants. To former spouses for purposes of providing information, consistent with the requirements of 10 U.S.C. Section 1450(f)(3), regarding Survivor Benefit Plan coverage. To spouses for purposes of providing information, consistent with the requirements of 10 U.S.C. Section 1448(a), regarding Survivor Benefit Plan coverage.

DISCLOSURE: Voluntary; however, failure to provide requested information will result in delays in initiating retired/retainer pay.

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

Within the DoD Component

Specify.

Army Audit Agency, Army Medical Department, Army Review Board Agency, Army Sustainment Command, Assistant Secretary of the Army (ASA) for Financial Management and Comptroller, ASA for Manpower and Reserve Affairs, Department of the Army Inspector General, Installation and Management Command, Medical Command, Military Intelligence Readiness Command, Office of the Chief of Legislative Liaison, Office of the Chief of Staff, US Army, Office of the Chief, Army Reserve, Office of the Surgeon General, Provost Marshal General, Surface Deployment and Distribution Command, Training and Doctrine Command, US Army Cadet Command, US Army Civil Affairs and Psychological Operations Command, US Army Corps of Engineers, US Army Criminal Investigation Command, US Army Forces Command, US Army Intelligence and Security Command, US Army Recruiting Command, US Army Reserve Command, US Army South, and US Army Special Operations Command.

Other DoD Components

Specify.

Defense Criminal Investigative Service, Defense Finance and Accounting Service, Department of Defense (DOD) Consolidated Adjudication Facility, DOD Inspector General, National Guard Bureau, US Central Command, US Northern Command, US Special Operations Command, and US Strategic Command Joint Information Operations Warfare Command.

Other Federal Agencies

Specify. National Archives and Records Administration.

State and Local Agencies

Specify. N/A

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. The Chess IDIQ ITES-2S contract contains the applicable FAR privacy clauses and the contractual language in the Science Applications International Corporation, Booz Allen Hamilton, Exeter, and DXE task orders acknowledges the sensitivity of PII and describes the importance of protecting and maintaining the confidentiality and security of an individual's PII. The contractual language keys on training as a fundamental element in creating awareness and understanding of PII and why it is important to control and safeguard. The language also stresses securing PII material and equipment housing PII at the end of a work day. Contractual language directs and requires each contract employee in support of this system to have a valid Secret clearance prior to working on the program. The contract specifically states that contractor personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552A and applicable DOD, Army, and HRC rules and regulations.

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

Specify. N/A

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

PII is collected from individuals; entered by personnel managers working cases for Soldiers and family members; from existing DoD information systems to include Army Knowledge Online, Automated Orders and Resource System, Army Reserve Transaction Management System, Army Selection Board System, Department of the Army Photograph Management Information System, Data Base Administration, Defense Retiree Annuitant System, Interactive Personnel Electronic Records Management System, Mobilization Personnel Processing System, Official Selection Support System, Reserve Component Common Personnel Data System, Regional Level Application Software, Retirement Points Accounting System, Reserve Statistics Accounting System/Reserve Component Common Personnel Data System, and Reserve Screening Data Quality System; and from DoD databases to include Integrated Total Army Personnel Data Base, Total Army Personnel Data Base - Active Enlisted, Total Army Personnel Data Base - Active Officer, and TAPDB-R.

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)

Information is collected as described above and via DD Forms 108 and 2656.

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://dpcltd.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.

Currently covered by SORN A0600-8-104 Army Personnel System

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.

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

(3) Retention Instructions.

PERMANENT. TEP. Event is 62 years after end of CY in which it was created. Keep in iPERMS until event occurs and then until no longer needed for conducting business. After 62 years the OMPF is transferred to the National Archives.

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 USC 12731, 1413a, 1477, 3013 (Secretary of the Army), and Subtitle E, Parts I-IV and Section 10204; 37 USC 1006; 42 USC 10606; Department of Defense Directive (DODD) 1030.1, Victim and Witness Assistance; DODD 1200.7, Screening the Ready Reserve; DODD 1235.10, Activation, Mobilization, and Demobilization of the Ready Reserve; DODD 5000.58-R, Acquisition Career Management Program (ACMP); Department of Defense Instruction (DODI) 5000.2, Defense Acquisition Education, Training and Career Development Program; DODI 5000.58, Defense Acquisition Workforce; Army Regulation (AR) 25-1, Army Information Technology; AR 135-133, Ready Reserve Screening, Qualification Records System and Change of Address Reports; AR 140-1, Army Reserve Mission, Organization, and Training; AR 140-9, Entry On Active Duty or Active Duty For Training (ROTC Officers); AR 140-10, Assignments, Attachments, Details, and Transfers; AR 140-30, Active Duty in Support of the USAR and AGR Management Program; AR 140-50, Officer Candidate School, Army Reserve; AR 140-111, U. S. Army Reserve Reenlistment Program; AR 140-145, Individual Mobilization Augmentation (IMA) Program; AR 140-185, Training and Retirement Point Credits and Unit Level Strength; AR 140-315, Employment and Utilization of US Army Reserve Military Technicians; AR 600-8-6, Personnel Accounting and Strength Reporting; AR 600-8-104, Military Personnel Information Management/Records; AR 640-30, Photographs for Military Personnel Files; and AR 690-200, General Personnel Provisions; and Executive Order 9397 as amended (SSN).

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.

The documents required to request an OMB Control Number, to include the OMB Form 83-I, the Supporting Statement, and the 60-Day Notice were submitted to USARMDA for processing on 11/6/2014.