




## Copy PIA (Privacy Impact Assessment)

Do you want to copy this PIA ?

Please select the user, who would be submitting the copied PIA.

## Instructions


Review the following steps to complete this questionnaire:

- 1) Answer questions.** Select the appropriate answer to each question. Question specific help text may be available via the  icon. If your answer dictates an explanation, a required text box will become available for you to add further information.
- 2) Add Comments.** You may add question specific comments or attach supporting evidence for your answers by clicking on the  icon next to each question. Once you have saved the comment, the icon will change to the  icon to show that a comment has been added.
- 3) Change the Status.** You may keep the questionnaire in the "In Process" status until you are ready to submit it for review. When you have completed the assessment, change the Submission Status to "Submitted". This will route the assessment to the proper reviewer. Please note that all values list questions must be answered before submitting the questionnaire.
- 4) Save/Exit the Questionnaire.** You may use any of the four buttons at the top and bottom of the screen to save or exit the questionnaire. The button allows you to complete the questionnaire. The button allows you to save your work and close the questionnaire. The button allows you to save your work and remain in the questionnaire. The button closes the questionnaire without saving your work.

### Acronyms

ATO - Authorization to Operate  
CAC - Common Access Card  
FISMA - Federal Information Security Management Act  
ISA - Information Sharing Agreement  
HHS - Department of Health and Human Services  
MOU - Memorandum of Understanding  
NARA - National Archives and Record Administration  
OMB - Office of Management and Budget  
PIA - Privacy Impact Assessment  
PII - Personally Identifiable Information  
POC - Point of Contact  
PTA - Privacy Threshold Assessment  
SORN - System of Records Notice  
SSN - Social Security Number  
URL - Uniform Resource Locator

## General Information

<b>PIA Name:</b>	CDC - NationalDPP CSC - QTR3 - 2024 - CDC8483255	<b>PIA ID:</b>	2161430
<b>Name of Component:</b>	CDC - National Diabetes Prevention Program Customer Service Center	<b>Name of ATO Boundary:</b>	National Diabetes Prevention Program Customer Service Center
<b>Overall Status:</b>		<b>PIA Queue:</b>	
<b>Submitter:</b>		<b># Days Open:</b>	28
<b>Submission Status:</b>	Re-Submitted	<b>Submit Date:</b>	8/30/2024
<b>Next Assessment Date:</b>	09/23/2027	<b>Expiration Date:</b>	9/23/2027
<b>Office:</b>		<b>OPDIV:</b>	CDC
<b>Security Categorization:</b>	Low	<b>OpDiv PIA ID:</b>	CDC8483255
<b>Legacy PIA ID:</b>		<b>Make PIA available to Public?:</b>	Yes
<b>1:</b>	Identify the Enterprise Performance Lifecycle Phase of the system.		Operations and Maintenance
<b>2:</b>	Is this a FISMA-Reportable system?		Yes
<b>3:</b>	Does the system have or is it covered by a Security Authorization to Operate (ATO)?		Yes
<b>4:</b>	ATO Date or Planned ATO Date.		9/30/2024
<b>5:</b>	Is the system or electronic information collection, agency or contractor operated?		Contractor

## PTA

### PTA

<b>PTA - 2:</b>	Indicate the following reason(s) for this PTA. Choose from the following options.	PIA Validation (PIA Refresh)
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**PTA - 2A:**

Describe in further detail any changes to the system that have occurred since the last PIA.

1. Addition of Adobe Analytics to track usage metrics.
2. Enhanced system readiness and usability developed after conducting customer experience interviews with key system stakeholders.
3. Integration of Microsoft Power BI to enhance data visualization for National Diabetes Prevention Program (DPP) Customer Service Center (CSC) Leadership Dashboard.
4. Integration with Outlook for email to improve case functionality and allow Technical Assistance Coordinators to manually pull information from Diabetes Prevention Recognition Program (DPRP) Data Submission Portal
5. Ability to store "Technical Material" which will be updated as requested by the National DPP team.

We intend to continue with semi-annual system enhancements in addition to routine administration. Systems enhancements are conducted 6 months apart and are influenced by an Annual Usability Assessment from CSC Power Users, feedback from CSC project leadership, necessary required updates for program staff usability, and feedback from Technical Assistance Coordinators.

**PTA - 3:**

Is the data contained in the system owned by the agency or contractor?

Agency

**PTA - 4:**

Please give a brief overview and purpose of the system by describing what the functions of the system are and how the system carries out those functions.

The CSC is a centralized web-based platform used to support organizations implementing the National DPP. The system will allow CDC to provide information, training, and assistance on prediabetes and the National DPP. The system will help manage the National DPP, aid with partnership management, and provide end user support for the rapidly expanding National DPP. The CSC also offers users the ability to submit success stories describing how the Diabetes Prevention Program has positively impacted lives.

This project will provide a scalable, highly user-friendly, unified, web-based CSC for the National DPP. The CSC main objectives are to:

1. Provide a centralized, web-based, platform for easy access to information about prediabetes and the National DPP.
2. Provide an information platform to supplement current CDC efforts in training, technical assistance, and consultation and link partner organizations to existing technical content and provide subject matter expertise.
3. Provide an automated platform to triage and respond to questions submitted to the National DPP Help Desk mailbox (DPRPASK@cdc.gov & NationalDPPASK@cdc.gov) or through the CSC.
4. Provide a means to systematically track and analyze delivery of National DPP technical assistance, training, and materials to support the growth of the National DPP.

**PTA - 5:**

List and/or describe all the types of information that are collected (into), maintained, and/or shared in the system regardless of whether that information is PII and how long that information is stored.

National DPP CSC will collect or maintain the following information:

1. External and CDC user credentials including organization (i.e., health departments, universities, churches, etc.) email and password are stored. Credentials of users who have not logged into the system in 18 months are removed. User contact information (username and email address, name, and zip code of their organization);
2. Documents, presentations, images, and webinars focused on diabetes prevention; email inquiries received from external users for assistance as well as the responses to those emails;
3. Calendar of events for upcoming diabetes prevention trainings in also included on the site;
4. Success stories submitted by external organizations describing how the Diabetes Prevention Program has positively impacted lives in their region; and
5. Customer statistics that are generated via a customer's interaction with the CSC Discussion Board function.

User credentials are encrypted. External (General Public) users can access resource articles and training without authentication. To receive assistance from the CSC, external users must authenticate to the system.

**PTA - 5A:**

Are user credentials used to access the system?

**PTA - 5B:**

Please identify the type of user credentials used to access the system.

Non-HHS User Credentials

Username

Password

Email Address

<b>PTA - 6:</b>	Describe why all types of information is collected (into), maintained, and/or shared with another system. This description should specify what information is collected about each category of individual.	<p>The following types of information are collected or maintained to support with creating lists for dissemination of National DPP related material and/or provide and respond to technical assistance inquiries:</p> <ol style="list-style-type: none"> <li>1. External user credentials including business email and password are stored. Credentials of users who have not logged into the system in 18 months are removed. User contact information (user name and email address, name and zip code of their organization);</li> <li>2. Documents, presentations, images, and webinars focused on diabetes prevention; email inquiries received from external users for assistance as well as the responses to those emails;</li> <li>3. Calendar of events for upcoming diabetes prevention trainings in also included on the site;</li> <li>4. Success stories submitted by external organizations describing how the Diabetes Prevention Program has positively impacted lives in their region; and</li> <li>5. Customer statistics that are generated via a customer's interaction with the CSC Discussion Board function.</li> </ol>
<b>PTA - 7:</b>	Does the system collect, maintain, use or share PII?	Yes
<b>PTA - 7A:</b>	Does this include Sensitive PII as defined by HHS?	Yes
<b>PTA - 8:</b>	Does the system include a website or online application?	Yes
<b>PTA - 8A:</b>	Are any of the URLs listed accessible by the general public (to include publicly accessible log in and internet websites/online applications)?	Yes
<b>PTA - 9:</b>	Describe the purpose of the website, who has access to it, and how users access the web site (via public URL, log in, etc.). Please address each element in your response.	<p>The National DPP CSC strengthens CDC's capacity to support training and information on prediabetes and the National DPP through a scalable and centralized web-based platform. The CSC provides the ability to perform diabetes prevention training and technical assistance roles, respond to current and projected increased demand for support, aid with partnership management, and efficiently provide end user support for its rapidly expanding program.</p> <p>General Public users can access resource articles and training without authentication. To receive assistance from the CSC, users must authenticate to the system.</p>
<b>PTA - 10:</b>	Does the website have a posted privacy notice?	Yes
<b>PTA - 11:</b>	Does the website contain links to non-federal government websites external to HHS?	Yes
<b>PTA - 11A:</b>	Is a disclaimer notice provided to users that follow external links to websites not owned or operated by HHS?	Yes

<b>PTA - 12:</b>	Does the website use web measurement and customization technology?	Yes
<b>PTA - 12A:</b>	Select the type(s) of website measurement and customization technologies in use and if it is used to collect PII.	Session Cookies - Does Not Collect PII
<b>PTA - 13:</b>	Does the website have any information or pages directed at children under the age of thirteen?	No
<b>PTA - 13A:</b>	Does the website collect PII from children under the age thirteen?	
<b>PTA - 13B:</b>	Is there a unique privacy policy for the website and does the unique privacy policy address the process for obtaining parental consent if any information is collected?	
<b>PTA - 14:</b>	Does the system have a mobile application?	No
<b>PTA - 14A:</b>	Is the mobile application HHS developed and managed or a third-party application?	
<b>PTA - 15:</b>	Describe the purpose of the mobile application, who has access to it, and how users access it. Please address each element in your response.	
<b>PTA - 16:</b>	Does the mobile application/ have a privacy notice?	
<b>PTA - 17:</b>	Does the mobile application contain links to non-federal government websites external to HHS?	
<b>PTA - 17A:</b>	Is a disclaimer notice provided to users that follow external links to resources not owned or operated by HHS?	
<b>PTA - 18:</b>	Does the mobile application use measurement and customization technology?	
<b>PTA - 18A:</b>	Describe the type(s) of measurement and customization technologies or techniques in use and what information is collected.	
<b>PTA - 19:</b>	Does the mobile application have any information or pages directed at children under the age of thirteen?	
<b>PTA - 19A:</b>	Does the mobile application collect PII from children under the age thirteen?	
<b>PTA - 19B:</b>	Is there a unique privacy policy for the mobile application and does the unique privacy policy address the process for obtaining parental consent if any information is collected?	
<b>PTA - 20:</b>	Is there a third-party website or application (TPWA) associated with the system?	No
<b>PTA - 21:</b>	Does this system use artificial intelligence (AI) tools or technologies?	Yes

PIA		
<b>PIA</b>		
<b>PIA - 1:</b>	Indicate the type(s) of personally identifiable information (PII) that the system will collect, maintain, or share.	Name Email Address User Credentials Other - Free text Field - organization zip code
<b>PIA - 2:</b>	Indicate the categories of individuals about whom PII is collected, maintained or shared.	Business Partners/Contacts (Federal, state, local agencies)
<b>PIA - 3:</b>	Indicate the approximate number of individuals whose PII is maintained in the system.	Above 2000
<b>PIA - 4:</b>	For what primary purpose is the PII used?	To create mailing lists for dissemination of National DPP related material and for account creation and logins

<b>PIA - 5:</b>	Describe any secondary uses for which the PII will be used (e.g. testing, training or research).	N/A
<b>PIA - 6:</b>	Describe the function of the SSN, Truncated SSN, and/or Taxpayer ID.	N/A
<b>PIA - 6A:</b>	Cite the legal authority to use the SSN, Truncated SSN, and/or Taxpayer ID.	N/A
<b>PIA - 7:</b>	Identify legal authorities governing information use and disclosure specific to the system and program.	Public Health Service Act, (42 U.S.C. Chapter 6A)
<b>PIA - 8:</b>	Are records in the system retrieved by one or more PII data elements?	Yes
<b>PIA - 8A:</b>	Please specify which PII data elements are used to retrieve records.	Name, Email
<b>PIA - 8B:</b>	Provide the number, title, and URL of the Privacy Act System of Records Notice (SORN) that is being used to cover the system or indicate whether a new or revised SORN is in development.	09-20-0055, Administrative Files for Research/Demonstration and Training Grants, and Cooperative Agreements Applications
<b>PIA - 9:</b>	Identify the sources of PII in the system.	Directly from an individual about whom the information pertains  Email  Online  Government Sources  State/Local/Tribal  Other Federal Entities  Non-Government Sources  Members of the Public
<b>PIA - 10:</b>	Is there an Office of Management and Budget (OMB) information collection approval number?	Yes
<b>PIA - 10A:</b>	Provide the information collection approval number.	OMB Collection Approval Number: 0920-1050
<b>PIA - 10B:</b>	Identify the OMB information collection approval number expiration date.	5/31/2027
<b>PIA - 10C:</b>	Explain why an OMB information collection approval number is not required.	N/A
<b>PIA - 11:</b>	Is the PII shared with other organizations outside the system's Operating Division?	No
<b>PIA - 11A:</b>	Identify with whom the PII is shared or disclosed.	
<b>PIA - 11B:</b>	Please provide the purpose(s) for the disclosures described in PIA - 11A.	
<b>PIA - 11C:</b>	List any agreements in place that authorizes the information sharing or disclosure (e.g., Computer Matching Agreement (CMA), Memorandum of Understanding (MOU), or Information Sharing Agreement (ISA)).	
<b>PIA - 11D:</b>	Describe process and procedures for logging/tracking/accounting for the sharing and/or disclosing of PII. If no process or procedures are in place, please explain why not.	
<b>PIA - 12:</b>	Is the submission of PII by individuals voluntary or mandatory?	Voluntary
<b>PIA - 12A:</b>	If PII submission is mandatory, provide the specific legal requirement that requires individuals to provide information or face potential civil or criminal penalties.	

<b>PIA - 13:</b>	Describe the method for notifying individuals that their information will be collected and how they can opt-out of the collection or use of their PII. If there is no option to object to the information collection, provide a reason.	Collection of Business Contact PII is purely voluntary but is required to register for a CSC profile. People who chose to opt-out of registration can submit technical assistance request through NationalDPPASK@cdc.gov or NationalDPPIInfo@cdc.gov.
<b>PIA - 14:</b>	Describe the process to notify and obtain consent from the individuals whose PII is in the system when major changes occur to the system (e.g., disclosure and/or data uses have changed since the notice at the time of original collection). Alternatively, describe why they cannot be notified or have their consent obtained.	Users will receive an email notification if major changes occur to the system or use of their Business Contact PII.
<b>PIA - 15:</b>	Describe the process in place to resolve an individual's concerns when they believe their PII has been inappropriately obtained, used, or disclosed, or that the PII is inaccurate. If no process exists, explain why not.	A user can contact the CDC at NationalDPPASK@cdc.gov or through the CSC website by clicking on "Contact Us" and then "Contact Support" and creating a request to submit to the contact support team
<b>PIA - 16:</b>	Describe the process in place for periodic reviews of PII contained in the system to ensure the data's integrity, availability, accuracy and relevancy. Please address each element in your response. If no processes are in place, explain why not.	The PII data stored in the CSC is only used for login purposes and for sending communications. Organizational data can only be changed by request from recognized users from the organizations themselves. Users have the ability to opt-out of CSC communications at any time using an unsubscribe link at the bottom of every email.
<b>PIA - 17:</b>	Identify who will have access to the PII in the system.	Administrators Contractors
<b>PIA - 17A:</b>	Select the type of contractor.	HHS/OpDiv Direct Contractors
<b>PIA - 17B:</b>	Do contracts include Federal Acquisition Regulation (FAR) and other appropriate clauses ensuring adherence to privacy provisions and practices?	Yes
<b>PIA - 18:</b>	Provide the reason why each of the groups identified in PIA - 17 needs access to PII.	Administrators – establish accounts and communicate with user  Direct contractors – establish accounts and communicate with users
<b>PIA - 19:</b>	Describe the administrative procedures in place to determine which system users (administrators, developers, contractors, etc.) may access PII.	Only administrators and direct contractors assigned to the project will have access to Business Contact PII using a role-based access model.
<b>PIA - 20:</b>	Describe the technical methods in place to allow those with access to PII to only access the minimum amount of information necessary to perform their job.	Using a least privileged model, only those admins/contractors whose job duties require contact with users will have access to Business Contact PII.
<b>PIA - 21:</b>	Identify the general security and privacy awareness training provided to system users (system owners, managers, operators, contractors and/or program managers) using the system to make them aware of their responsibilities for protecting the information being collected and maintained.	Internal administrators and contractors are required to complete HHS Privacy and Security Training annually
<b>PIA - 22:</b>	Describe the training system users receive (above and beyond general security and privacy awareness training).	none

**PIA - 23:**

Describe the process and guidelines in place with regard to the retention and destruction of PII. Cite specific National Archives and Records Administration (NARA) records retention schedule(s) and include the retention period(s).

Records are maintained based on CDC's Scientific and Research Project Records (Records Control Number: N1-422-09-01).

Federal records will be transferred to the Federal Records Center 5 years after completion of the project and destroyed when 10 years old unless needed for further reference. Disposal methods include erasing computer tapes and burning or shredding paper materials or transferring records to the Federal Records Center when no longer needed for evaluation and analysis. CDC will retain the records for 20 years; or longer if further study is needed.

**PIA - 24:**

Describe how the PII will be secured in the system using administrative, technical, and physical controls. Please address each element in your response.

Administrative: Records are maintained according with CDC's record control schedule and record control policy. This information is secured using the CDC Security Access Management System (SAMS) portal for authentication processes and role-based application control. CDC's SAMS portal is a separate system with it's own Authority to Operate (ATO).

Technical: The system has restricted access by user id and password. Business Contact PII cannot be viewed unless a user has logged into the system. Business Contact PII data is encrypted in transit and at rest.

Physical: The system is hosted in a government cloud-based environment. CDC does not have control over the physical aspects.

## Review & Comments

### Privacy Analyst Review

<b>OpDiv Privacy Analyst Review Status:</b>	Approved	<b>Privacy Analyst Review Date:</b>	8/30/2024
<b>Privacy Analyst Comments:</b>	OpDiv Analyst: Joshua Mosios (Contractor)	<b>Privacy Analyst Days Open:</b>	

### SOP Review

<b>SOP Review Status:</b>	Approved	<b>SOP Signature:</b>	
<b>SOP Comments:</b>	Approved on behalf of Beverly Walker	<b>SOP Review Date:</b>	9/16/2024
		<b>SOP Days Open:</b>	17

### Agency Privacy Analyst Review

<b>Agency Privacy Analyst Review Status:</b>	Approved	<b>Agency Privacy Analyst Review Date:</b>	9/17/2024
<b>Agency Privacy Analyst Review Comments:</b>	Reviewer: Shanai Shobowale This PIA is ready for SAOP review and approval.	<b>Agency Privacy Analyst Days Open:</b>	1

### SAOP Review

<b>SAOP Review Status:</b>	Approved	<b>SAOP Signature:</b>	Archer Signature_Bridget Guenther.docx
<b>SAOP Comments:</b>	On the next iteration of the PTA update the following  PTA-5: Per PIA-24, please include in your response th  PTA-5A: Please provide a response (it was left blank).	<b>SAOP Review Date:</b>	9/23/2024
		<b>SAOP Days Open:</b>	6

### Supporting Document(s)

Name	Size	Type	Upload Date	Downloads
No Records Found				

## Comments

Question Name	Submitter	Date	Comment	Attachment
PIA - 23	Data Feed Service, piafrmcdc	8/29/2024	Do not recognize this citation. Please refer to <a href="#">Records Control Schedules   National Archives</a> .	
PIA - 1	BLAND, CRYSTAL	9/17/2024	<p>On the next iteration of the PTA update the following:</p> <p>PTA-5: Per PIA-24, please include in your response that internal users access the system through SAMS.</p> <p>PTA-5A: Please provide a response (it was left blank).</p>	

## Admin Section

Is OpDiv Privacy Analyst Approved ?:	1	Is OpDiv Privacy Analyst Return ? :	0
Is Agency Privacy Analyst Approve ?:	1	Is SOP Return ?:	0
Is SAOP Approved?:	1	Is Agency Privacy Analyst Return ?:	0
Total Approved:	4	Is SAOP Return ?:	0
Total Approval Required:	4	Total Return:	0

## Miscellaneous Fields

Last Updated:	9/23/2024 8:01 PM	History Log:	<a href="#">View History Log</a>
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