


General Information		
PTA / PIA Name:	HRSA - HRSA ServiceNow - QTR3 - 2025 - HRSA1446251	PTA / PIA ID: 3913421
Component Name:	HRSA - HRSA ServiceNow	ATO Boundary Name: HRSA ServiceNow
Overall Status:	Complete 	# of Days - Open: 232
Submitter:		Submit Date: 2/13/2026
Next Assessment Date:	02/25/2029	Expiration Date: 2/25/2029
Office:		OpDiv: HRSA
Security Categorization:	Moderate	
Make PIA available to Public?:	No	PIA Required: Yes
General 01:	Identify the Enterprise Performance Lifecycle Phase of the system.	Operations and Maintenance
General 02:	Is this a FISMA-Reportable system?	Yes
General 03:	Does the system have or is it covered by a Security Authorization to Operate (ATO)?	Yes
General 04:	ATO Date or Planned ATO Date.	7/22/2024
General 05:	Is the system or electronic information collection, agency or contractor operated?	Contractor
History Log:	View History Log	

Privacy Threshold Analysis		
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PTA 01:	Point of Contact (POC) Name	Bryant Osei
PTA 01A:	POC Title and Organization	ISSO and HRSA
PTA 01B:	POC Email Address	BOsei@hrsa.gov
PTA 01C:	POC Phone Number	240-475-6840
PTA 02:	Indicate the following reason(s) for this PTA. Choose from the following options.	PIA Validation (PIA Refresh)
PTA 02A:	Describe in further detail any changes to the system that have occurred since the last PIA.	Archer has been updated with a new combined PTA and PIA module.

PTA 03:	Is the data contained in the system owned by the agency or contractor?	Agency
PTA 04:	Please give a brief overview of the purpose of the system by describing what the functions of the system are and how the system carries out those functions in support of HHS.	To facilitate in-house incident resolution and address service requests at HRSA, the Division of End User Support onboarded ServiceNow's IT Service Management (ITSM) module to deliver a full complement of support services and proactive, seamless customer service across the enterprise.
PTA 05:	List and/or describe all the types of information that are collected, maintained, and/or shared by the system regardless of whether that information is PII and how long that information is stored.	HRSA ServiceNow contains service desk information such as names, phone numbers, user credentials, and emails as part of the service desk.
PTA 05A:	Are user credentials used to access the system?	Yes
PTA 05B:	Please identify the type of user credentials used to access the system.	HHS User Credentials HHS/OpDiv PIV Card HHS Username Password
PTA 06:	Describe why each type of information is collected, maintained, and/or shared by the system. Specify what information is collected about each category of individual.	In order to provide the resolution to the service desk ticket, the system collects the contact information of the individual to ensure the ticket is resolved in a timely manner.
PTA 07:	Does the system collect, maintain, use, or share PII?	Yes
PTA 08:	Does the system include a website or online application?	Yes
PTA 08A:	Provide the URL(s).	https://servicecenter.hrsa.gov/
PTA 08B:	Are any of the website or online applications accessible by the public (including publicly accessible log in pages)?	No
PTA 09:	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.	The purpose of the website is to provide service desk support services. Only users internal to HRSA will have access to the website. There is no public URL. 1. Account must provisioned by the service desk team. 2. Account is built upon a role and responsibility. 3. HRSA ServiceNow integrates with HRSA PIV card to allow users to access the website. 4. In order to access, the HRSA ServiceNow website the user must be on VPN.
PTA 10:	Does the website have a posted privacy notice?	Yes
PTA 11:	Does the website contain links to non-federal government websites external to HHS?	No
PTA 12:	Does the website use web measurement and customization technology?	No
PTA 13:	Does the website have any information or pages directed at children under the age of thirteen?	No
PTA 14:	Does the system have a mobile application?	No
PTA 20:	Are any third-party websites or applications (TPWA) associated with the system?	No

PTA 21: Does this system use artificial intelligence (AI) tools or technologies? No

Privacy Impact Assessment

Privacy Impact Assessment

PIA 22:	Indicate the type(s) of personally identifiable information (PII) that the system will collect, maintain, or share.	Biographical Information Name Contact Information Email Address (Business) Phone Numbers (Business) Other Other
PIA 22A:	Identify the "other" type(s) of personally identifiable information (PII) not mentioned in the above list.	user credentials
PIA 23:	Indicate the categories of individuals about whom PII is collected, maintained, or shared.	Business Partners/Contacts (Federal state, local agencies) Employees/HHS Direct Contractors Vendors/Suppliers/Third-Party Contractors (Contractors other than HHS Direct Contractors)
PIA 24:	Indicate the approximate number of individuals whose PII is maintained in the system.	100 – 499
PIA 25:	For what primary purpose is the PII used?	PII is used for ticket tracking and getting into contact with customers to resolve their issues/problems.
PIA 26:	Describe any secondary uses for which the PII will be used (e.g., testing, training, or research).	Dummy data is used for testing and training.
PIA 28:	Identify legal authorities, governing information use and disclosure specific to the system and program.	AUTHORITY FOR MAINTENANCE OF THE SYSTEM: 5 U.S.C. 1302, 2951, 3301, 3372, 4118, 8347, and Executive Orders 9397, as amended by 13478, 9830, and 12107.
PIA 29:	Are records in the system retrieved by one or more PII data elements?	Yes
PIA 29A:	Please specify which PII data elements are used to retrieve records.	Name, Email, or Phone Number
PIA 29B:	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.	OPM/GOVT-1 General Personnel Records
PIA 30:	Identify the sources of PII in the system.	Government Sources Other HHS OPDIV
PIA 31:	Is there an Office of Management and Budget (OMB) information collection approval number?	No

PIA 31B:	Explain why an OMB information collection approval number is not required.	This system does not collect information directly from the users. This data is being extracted from existing HRSA active directory so voluntary/mandatory concerns are not relevant. Individuals are informed when they submit the information that will be stored in the system that it will be used for legitimate purposes to avoid conflict of interest. System owners will examine the need to add additional notification.
PIA 32:	Is the PII in the system shared directly with other organizations outside the system's Operating Division?	No
PIA 33:	Is the submission of PII by individuals voluntary or mandatory as defined in the Privacy Act?	Voluntary
PIA 34:	Describe the method in place to notify and obtain consent from individuals whose PII will be collected. If no prior notice is given or consent cannot be obtained, explain why.	There is no method to object the information collection due to the information that is being collected to resolve the issue/problem.
PIA 35:	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). If they cannot be notified or have their consent obtained, explain why.	Individuals are informed when they submit the information that will be stored in the system that it will be used for legitimate purposes to avoid conflict of interest. No other notification or consent beyond this is required.
PIA 36:	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.	There is no process, as individuals are notified at the time they submit the information stored in this system that it will be used for legitimate purposes and it will not be disclosed unless authorized by law.
PIA 37:	Describe the process in place for periodic reviews of the system to ensure the integrity, availability, accuracy, and relevancy of the PII in the system. Please address each element in your response. If no processes are in place, explain why not.	Annual updates used to maintain accuracy of data.
PIA 38:	Identify who will have access to the PII in the system.	Users Administrators Contractors
PIA 38A:	Select the type of contractor.	HHS/OpDiv Direct Contractors
PIA 38B:	Do contracts include Federal Acquisition Regulation (FAR) and other appropriate clauses ensuring adherence to privacy provisions and practices?	Yes
PIA 39:	Provide the reason why each of the groups identified in 38 needs access to PII.	This is a trouble ticket and service request system where PII is collected to identify who is reporting or requesting services and who has responded to provide services in response to the trouble or request item. Contract staff and federal staff can report issues and are part of the support teams addressing issues. Users: Users access ServiceNow as issues/problems arise and provide information to resolve their issues. Administrators: Administrators of the system will have access to the database which stores the PII to ensure the system is running correctly.

PIA 40:	Describe the administrative procedures in place to determine which system users (administrators, developers, contractors, etc.) may access PII.	Access to data that exists in the system is only granted to users by the system owner. There are specific roles defined in the system and each role has access only to data that it is granted access to. Users must use their PIV to enter the system.
PIA 41:	Describe the technical methods in place to allow those with access to PII to access only the minimum amount of information necessary to perform their job.	The system administrators uses the PIV to access the system and the administrator uses the role based within the portal to assign permission from a technical standpoint.
PIA 42:	Identify the general security and privacy awareness training provided to system users (system owners, managers, operators, contractors and/or program managers) to make them aware of their responsibilities for protecting the information being collected and maintained.	All users have completed IT Security Awareness and Records Management Training.
PIA 43:	Describe the training system users receive above and beyond general security and privacy awareness training.	N/A
PIA 44:	Describe the process and guidelines in place for the retention and destruction of PII. Cite specific National Archives and Records Administration (NARA) records retention schedule(s) and include the retention period(s).	National Archives and Records Administration (NARA) GENERAL RECORDS SCHEDULE 5.8: Administrative Help Desk Records
PIA 45:	Describe how the PII will be secured in the system using administrative, technical, and physical controls. Please address each element in your response.	<p>HRSA ServiceNow relies on ServiceNow FedRAMP package to provide technical and physical controls. The HRSA ServiceNow provides some input on the administrative controls based upon what is provided by ServiceNow FedRAMP package.</p> <p>ServiceNow provides encryption of data at rest and in transit via Transport Layer Security (TLS) as well as Access Control Lists (ACL) based on Role Based Access Control (RBAC) for SaaS platform maintenance and monitoring of overall SaaS. HRSA provides ACL (RBAC) for data within the database itself by assigning roles within the ServiceNow application.</p>

Review and Comments

OpDiv Privacy Analyst Review

Privacy Analyst Review Decision:	Approved	Privacy Analyst Review Date:	2/19/2026
Privacy Analyst Review Comments:		# of Days - PA Review:	6

SOP Review

SOP Review Decision:	Approved	SOP Review Date:	2/24/2026
SOP Review Comments:		# of Days - SOP Review:	5

Agency Privacy Analyst Review

Agency Privacy Analyst Review Decision:	Approved	Agency Privacy Analyst Review Date:	2/24/2026
Agency Privacy Analyst Review Comments:	<p>Reviewer: Shanai Shobowale</p> <p>2/24/2026 All comments have been address. This PIA is ready for SAOP review and approval.</p> <p>2/11/2026 Please see comments and update accordingly:</p> <p>PTA-5: Per PTA-5B, Please list "user credentials."</p> <p>PIA-22: Per PTA-5B, Please check "user credentials."</p> <p>PIA-28: For each listed SORN, please list at least one relevant Executive Order or Statute from the Authorities section. If you can't find any then please 5 U.S.C. 301, Departmental Regulation.</p> <p>Reviewer: Nestor Villafuerte</p> <p>11/20/2025 Please see comments and update accordingly:</p> <p>PIA-39: Please provide the reason why contractors have access to PII in the system.</p> <p>PIA-44: Per NARA, GRS 25 has been superseded by GRS 2.8 which is Employee Management records. I believed the correct retention schedule should be GRS 5.8 which is Administrative Help Desk records. Please get with your record management official to determine the appropriate retention schedule and update accordingly.</p> <p>PIA-45: Can you explain what the technical physical, and administrative controls are from the FEDRAMP package?</p>		
		# of Days - APA Review:	0

SAOP Review

SAOP Review Decision:	Approved	SAOP Review Date:	2/26/2026
SAOP Review Comments:			
		# of Days - SAOP Review:	2

SAOP Signature

Date	User	Type	Name	Original Value	New Value
2/26/2026 2:44 PM	BAUR, VANESSA	Signature	SAOP (Email PIN)		Content Signed

Supporting Document(s)

Name	Size	Type	Upload Date	Downloads
No Records Found				

Comments				
Question Name	Submitter	Date	Comment	Attachment
PIA 39	BLAND, CRYSTAL	11/20/2025	Please provide the reason why contractors have access to PII in the system.	
PIA 45	BLAND, CRYSTAL	11/20/2025	Can you explain what the technical physical, and administrative controls are from the FEDRAMP package?	
PIA 44	BLAND, CRYSTAL	11/20/2025	Per NARA, GRS 25 has been superseded by GRS 2.8 which is Employee Management records. I believed the correct retention schedule should be GRS 5.8 which is Administrative Help Desk records. Please get with your record management official to determine the appropriate retention schedule and update accordingly.	
PIA 22	BLAND, CRYSTAL	2/11/2026	Per PTA-5B, please check "user credentials."	
PTA 05	BLAND, CRYSTAL	2/11/2026	Per PTA-5B, Please list "user credentials."	
PIA 28	BLAND, CRYSTAL	2/11/2026	For each listed SORN, please list at least one relevant Executive Order or Statute from the Authorities section. If you can't find any then please 5 U.S.C. 301, Departmental Regulation.	