US Department of Health and Human Services

Privacy Impact Assessment

Date Signed:

03/27/2026

OPDIV:

NIH

Name:

NIAMS General Support System

PIA Unique Identifier:

P-2818691-975312

The subject of this PIA is which of the following?

General Support System (GSS)

Identify the Enterprise Performance Lifecycle Phase of the system.

Operations and Maintenance

Is this a FISMA-Reportable system?

Yes

Does the system include a Website or online application available to and for the use of the general public?

No

Identify the operator.

Agency

Is this a new or existing system?

Existing

Does the system have Security Authorization (SA)?

Yes

Indicate the following reason(s) for updating this PIA.

PIA Validation

Significant System Management Change

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

Since the last Assessment, the National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS)
General Support System (GSS) has been expanded to include the following non-sensitive personally identifiable information: name, email, phone number, organization, address and photographic identifier.
In addition, the Colony and NIAMS Artificial Intelligence (AI) (N-Chat) systems have been added, and the Standard Form (SF)-52 system has been removed from the NIAMS General Support System.

Describe the purpose of the system.

The National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS) General Support System (GSS) is a physical information technology (IT) infrastructure. The NIAMS GSS environment is comprised of numerous services such as security appliances, security tools, software life cycle management tools, networking devices, enterprise storage solutions, application hosting resources, enterprise communications services, etc. The GSS can collect, maintain and/or share personally identifiable information (PII).

The NIAMS GSS supports the following applications and systems which maintain their own PTA/PIAs. These systems will list the NIAMS GSS' Universally Unique Identifier (UUID) within their respective PIAs:
The NIAMS SharePoint provides an electronic workspace for NIAMS document collaboration, repository, workflow, and tracking to assure timely and appropriate attention of any document that needs to be completed or approved by a specified due date.

The NIAMS High Performance Cluster (HPC) project was initiated by NIAMS Intramural Research Program (IRP) to provide computer analysis of deoxyribonucleic acid /ribonucleic acid (DNA/RNA) data, while meeting the future needs of NIAMS's scientific end user base.

NIAMS Clinical Research Support System (CRSS) supports Documentation Distribution System and Data Safety, a web-based document distribution system; and Monitoring Boards Shared Calendar, an internal web-based shared calendar system.

The NIAMS Public Facing site provides cost-effective and reliable information services to the NIH, other Federal agencies, and the public at large.

The Cohesity project integrates information technology (IT) system backups for both on premises and cloud hosted systems. Cohesity reduces processing time, network latency, and the amount of backup storage required. Cohesity manages storage level archive and data lifecycle management policies.

The Transnetyx Colony Management System is a software tool that facilitates the management of research mouse model colonies. It is a software as a service (SaaS) system that tracks mouse colony breeding productivity and mouse specific data. . No patient information is contained in the platform.

NIAMS AI Chat (N-Chat) maintains a privacy threshold analysis (PTA) and relies on the security and authorization of the GSS for assessing PII. N-Chat is an Azure-hosted Generative AI Chatbot, which is a conversational tool that will use a language model to understand, generate, and respond with human-like text in real time. N-Chat helps NIAMS employees be more efficient with a wide variety of general business and administrative research, analysis, summarization, and content development. In addition, it provides a secure, local, protected environment for NIAMS staff to explore, test, and understand how to use AI to be more efficient with a wide variety of tasks, such as general research, summarizing/querying documents, drafting emails, generating programming code, and creating presentation outlines, and a host of additional tasks.

Describe the type of information the system will collect, maintain (store), or share.

The NIAMS GSS can collect name, email, phone number, organization and photograph for NIAMS staff directory.
Anyone can request more information from NIAMS resources by providing name, email, address, organization and phone number.

Users requiring access to the NIAMS GSS log in using NIH Identity, Credential, and Access Management Services (IAM), which maintains its own unique PIA on record, including all legal authorities documented. The purpose of the IAM is to authenticate and authorize all users and computers in a Windows domain type network; assigning and enforcing information security policies for all computers and installing or updating software. The IAM collects unique usernames and passwords (user credentials) and stores them in an encrypted format. The IAM is an essential service which facilitates and governs network access to various resources.

By NIH policy, users who leverage these services are not to store sensitive or PII data unless that data is accounted for within another security authorization boundary and is separately assessed for privacy and security compliance and has its own PIA, which is routinely reviewed and updated as needed.

Provide an overview of the system and describe the information it will collect, maintain (store), or share, either permanently or temporarily.

The NIAMS GSS is a General Support System that encompasses the entire NIAMS IT environment. The NIAMS GSS environment is comprised of numerous services such as security appliances, security tools, software life cycle management tools, networking devices, enterprise storage solutions, application hosting resources, enterprise communications services, etc. Also, this infrastructure supports the following applications and systems which maintain their own PTA/PIAs and reference the NIAMS GSS UUID:

NIAMS Colony
NIAMS Cohesity
NIAMS SharePoint
NIAMS HPC
NIAMS CRSS
NIAMS Public Facing
NIAMS N-Chat

By NIH policy, users who leverage these services are not to store sensitive or PII data unless that data is accounted for within another security authorization boundary and is separately assessed for privacy and security compliance and has its own PIA, which is routinely reviewed and updated as needed.

The NIAMS GSS can collect name, email, phone number, organization and photograph for NIAMS staff directory. Anyone can request more information from NIAMS resources by providing name, email, address, organization and/or phone number.

Users log in to these supported applications/systems on this GSS using NIH IAM Service, which maintains its own unique PTA/PIA on record, with all legal authorities documented.

Does the system collect, maintain, use or share PII?

Yes

Indicate the type of PII that the system will collect or maintain.

Name
Photographic Identifiers
E-Mail Address

Mailing Address
Phone Numbers
Organization

Indicate the categories of individuals about whom PII is collected, maintained or shared.

Employees
Public Citizens
Business Partner/Contacts (Federal/state/local agencies)
Vendor/Suppliers/Contractors
Patients

How many individuals' PII is in the system?

500-4,999

For what primary purpose is the PII used?

As an electronic directory supporting e-government and administrative business processes and/or to communicate NIAMS initiatives with individuals requesting more information about NIH.

Describe the secondary uses for which the PII will be used.

N/A

Identify legal authorities governing information use and disclosure specific to the system and program.

42 U.S. Code § 281, 5 U.S.C. 301, 305, 553; 21 U.S.C. 301 et seq.; 31 U.S.C. 1115(b)(6); 40 U.S.C. 11313; 42 U.S.C. 201 et seq.; 44 U.S.C. 3101, 1505; E.O. 11583; E.O. 13571.

Are records on the system retrieved by one or more PII data elements?

Yes

Identify the number and title of the Privacy Act System of Records Notice (SORN) that is being use to cover the system or identify if a SORN is being developed.

09-25-0216 Administration: NIH Electronic Directory

09-90-1901, HHS Correspondence, Comment, Customer Service, and Contact List Records

Identify the sources of PII in the system.

Directly from an individual about whom the information pertains
Email
Online
Government Sources
Within OpDiv
Non-Government Sources
Public
Private Sector

Identify the OMB information collection approval number and expiration date

N/A. As an electronic directory serving administrative processes, the information is that of employees. For contact information, the Office of Management and Budget (OMB) does not require an OMB clearance.

Is the PII shared with other organizations?

No

Describe the process in place to notify individuals that their personal information will be collected. If no prior notice is given, explain the reason.

For contact information, individuals are directed to the NIH Privacy Policy/Notice which includes a statement that personally identifiable information (PII) is optional and is collected voluntarily.

For internal use, employees are notified during the on-boarding process that their contact information and picture are available in a directory. They may contact Human Resources (HR) if they need assistance.

Is the submission of PII by individuals voluntary or mandatory?

Voluntary

Describe the method for individuals to opt-out of the collection or use of their PII. If there is no option to object to the information collection, provide a reason.

Users can decline to provide PII. However, without their contact information there is no way to respond directly to requests for more information.

As an electronic directory supporting e-government and administrative business processes, the information is obtained from NED, the source system and maintains its own PIA.

Process to notify and obtain consent from individuals whose PII is in the system when major changes occur to the system.

There will be no substantive changes to data uses. Information is collected to respond to requesters. There is no further use of PII. In the event of a major change, the email address will be used to contact individuals.

As an electronic directory supporting e-government and administrative business processes, the information is obtained from NED, the source system and maintains its own PIA.

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 an individual chooses to include personal information, it is voluntary. Should concerns arise or a need to update information, users could access the contact us page of the site or the NIH Privacy Office at Privacy@mail.nih.gov.

As an electronic directory supporting e-government and administrative business processes, the information is obtained from NED, the source system and maintains its own PIA.

Describe the process in place for periodic reviews of PII contained in the system to ensure the data's integrity, availability, accuracy and relevancy.

The NIH information technology (IT) Privacy Program requires systems to implement privacy reviews and controls throughout the development life cycle, and to incorporate review of privacy controls into the annual assessment schedule of controls on all systems, networks and interconnected systems.

Regular security, 'health checks' and backups are completed, and vulnerabilities are addressed. PII is generally collected as a one-time use in a request for additional information on a particular topic or application.

Identify who will have access to the PII in the system and the reason why they require access.

Describe the procedures in place to determine which system users (administrators, developers, contractors, etc.) may access PII.

Access to PII is assigned to personnel based upon current job responsibilities. An NIH IAM Services account login is required to gain access to the stored PII data.

Describe the methods in place to allow those with access to PII to only access the minimum amount of information necessary to perform their job.

Determinations are made based on role-based access controls and least privilege. User rights are provisioned based on controls within the system, allowing users only access to the minimum amount of PII necessary to perform their job.

Identify training and awareness provided to personnel (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.

According to NIH policy, all personnel who manage or operate NIH applications must successfully complete annual security awareness training. Training is completed on the http://irtsectraining.nih.gov site with valid NIH credentials.

Describe training system users receive (above and beyond general security and privacy awareness training).

N/A

Do contracts include Federal Acquisition Regulation and other appropriate clauses ensuring adherence to privacy provisions and practices?

Yes

Describe the process and guidelines in place with regard to the retention and destruction of PII.

Records are retained and disposed of under the authority of the NIH Records Retention Schedule.

Item 11-102 - Public Correspondence and Communications not Requiring Formal Action.
Records related to correspondence and communications, including comments, to and from the public that require no formal response or action.
Disposition: Destroy when 90 days old, but longer retention is authorized if required for business use. DAA-GRS-2016-0005-0002

Item 07-203 - System access records. Systems not requiring special accountability for access.
These records are created as part of the user identification and authorization process to gain access to systems. Records are used to monitor inappropriate systems access by users.
Disposition: Destroy when business use ceases. DAA-GRS-2013-0006-0003

12-039 - Administration: NIH Enterprise Directory (HHS/NIH)
This system allows for the creation of accurate records for individuals in the NIH directory and ensures that duplicate data files are compared, corrected, and combined for accuracy, thus, eliminating redundancy. It is the central point of coordination for other automated systems that manage or track resources, particularly information security systems.
Disposition: Destroy when business use ceases. DAA-GRS-2016-0016-0001

Describe, briefly but with specificity, how the PII will be secured in the system using administrative, technical, and physical controls.

Administrative controls include system security and contingency plans. Files are backed up regularly. All technical personnel who access IT systems which contain protected information have met background investigation criteria for Public Trust positions. All personnel have taken mandatory security and privacy training classes and annual refreshers. Administrative personnel accessing these sites use privileged and separate accounts for administrative access.

Technical controls include User identification (UI), passwords, network firewall, Virtual Private Network (VPN), Intrusion Detection System, Role Based Access Controls, System logs. IT hardware and software is segregated from default commodity public networks to prevent unauthorized or malicious access. Access controls lists and event logs are maintained and monitored to detect unauthorized, suspicious or malicious activity. Access lists are restricted to approved IT technical personnel. Two factor authentications must be used for access. File integrity and auditing software are employed on hardware.

Physical controls may include 24x7 guards, secure building access, Personal Identify Verification (PIV) card access and/or closed-circuit television (TV). The IT hardware used to host protected information is in a secured data center facility. The facility is only open to authorized personnel whose access is monitored by locking doors with badge readers for both ingress and egress. Each discrete ingress and egress event is logged. The facility is under 24-hour surveillance by facilities security for security and environmental hazards.