

# US Department of Health and Human Services

## Third Party Websites and Applications Privacy Impact Assessment

**Date Signed:**

February 07, 2022

**OPDIV:**

IHS

**Name:**

ITSF

**TPWA Unique Identifier:**

T-7775219-056073

**Is this a new TPWA?**

Yes

**Will the use of a third-party Website or application create a new or modify an existing HHS/OPDIV System of Records Notice (SORN) under the Privacy Act?**

No

**If SORN is not yet published, identify plans to put one in place.**

null

**Will the use of a third-party Website or application create an information collection subject to OMB clearance under the Paperwork Reduction Act (PRA)?**

No

**Indicate the OMB approval number expiration date (or describe the plans to obtain OMB clearance).**

Expiration Date: 1/1/01, 12:00 AM

**Describe the plans to obtain OMB clearance.**

Explanation: null

**Does the third-party Website or application contain Federal Records?**

Yes

**Describe the specific purpose for the OPDIV use of the third-party Website or application:**

The purpose of this cloud based application, ServiceNow, which is an Informatoin Technology Service Management (ITSM) tool is to manage Information Technology (IT) incidents, customer surveys, change requests, problems, service requests and knowledge management articles related to IT in the form of tickets and request process handling. This system access is internal to IHS, the users must have a D1 account and must be on the IHS intranet.

**Have the third-party privacy policies been reviewed to evaluate any risks and to determine whether the Website or application is appropriate for OPDIV use?**

Yes

**Describe alternative means by which the public can obtain comparable information or services if they choose not to use the third-party Website or application:**

This is not a publicly accessible system. This system is restricted to IHS IP addresses only.

**Does the third-party Website or application have appropriate branding to distinguish the OPDIV activities from those of nongovernmental actors?**

No

**How does the public navigate to the third party Website or application from the OPIDIV?**

The public cannot navigate to this system. It is only available to internal IHS customers.

**Please describe how the public navigate to the thirdparty website or application:**

The public cannot navigate to this system. It is only available to internal IHS customers. Non-internal users will receive a access restricted error message.

**If the public navigate to the third-party website or application via an external hyperlink, is there an alert to notify the public that they are being directed to anongovernmental Website?**

No

**Has the OPDIV Privacy Policy been updated to describe the use of a third-party Website or application?**

No

**Provide a hyperlink to the OPDIV Privacy Policy:**

[www.ihs.gov/privacypolicy](http://www.ihs.gov/privacypolicy)

**Is an OPDIV Privacy Notice posted on the third-part website or application?**

No

**Is PII collected by the OPDIV from the third-party Website or application?**

No

**Will the third-party Website or application make PII available to the OPDIV?**

No

**Describe the PII that will be collected by the OPDIV from the third-party Website or application and/or the PII which the public could make available to the OPDIV through the use of the third-party Website or application and the intended or expected use of the PII:**

This system is designed to handle requests for service internal to IHS and the users may provide IHS issued contact information such as IHS email addresses and IHS phone numbers. The users are not asked to provide personal information such as personal phone numbers, email addresses or home addresses.

A new ticket is created for every service request. The following information may be utilized to create a service desk ticket: a. Full name or Active Directory user name. b. Business, mobile phone number (if applicable) and e-mail address. c. Location of equipment d. IT technician Assignment Group e. Configuration item (government asset name / computer name) f. Service Level due date g. Description of service request h. Relevant files such as screenshots or error logs are attached i. Ticket number for existing service request.

**Describe the type of PII from the third-party Website or application that will be shared, with whom the PII will be shared, and the purpose of the information sharing:**

The IHS internal contact information is not shared to any external organization. Information collected is only shared internally within the IHS Office of Information Technology.

**If PII is shared, how are the risks of sharing PII mitigated?**

The IHS internal contact information is not shared to any external organization.

**Will the PII from the third-party website or application be maintained by the OPDIV?**

No

**Describe how PII that is used or maintained will be secured:**

All system data, including IHS contact information, is encrypted in a FedRAMP certified cloud storage facility in the US.

**What other privacy risks exist and how will they be mitigated?**

Not applicable.