



# **Pension Benefit Guaranty Corporation**

## **eTalk Qfiniti System Privacy Impact Assessment**

**Version 1.0**

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## Executive Summary Report

### I. INTRODUCTION

Federal agencies are required by law to ensure the protection of the personally identifiable information (PII) they collect, store, and transmit. The Pension Benefit Guaranty Corporation (PBGC) is responsible for ensuring proper protections of the information contained within its information systems, including PII. To that end, PBGC developed a Privacy Impact Assessment (PIA) to evaluate whether a system that contains PII meets legal privacy requirements.

PBGC is responsible for ensuring the confidentiality, integrity, and availability of the information contained within its eTalk Qfiniti system. A PIA is used to evaluate privacy vulnerabilities and risks to PII and their implications regarding the eTalk Qfiniti system.

The PIA provides a number of benefits to Benefit Administration Payment Division (BAPD); including enhancing policy decision-making and system design, anticipating the public's possible privacy concerns, and generating confidence that privacy objectives are addressed in the development and implementation of eTalk Qfiniti system. The PIA Questionnaire provides a framework by which agencies can ensure that they have complied with all relevant privacy policies, regulations, and guidance, both internal and external to PBGC.

### II. PURPOSE AND SCOPE

*Purpose:* eTalk Qfiniti is a monitoring program used by PBGC to provide internal quality review and evaluation.

*Scope:* A Privacy Impact Assessment was conducted on the eTalk Qfiniti system. This system is on the PBGC Sensitive System List and reported either on the PBGC's Exhibit 53 or via capital asset plans and business cases (Exhibit 300s). It is also listed as a Major Application on the Information Systems Inventory Report. The system is a commercial of the shelf (COTS) application.

### III. PIA APPROACH

A questionnaire was developed in accordance with the FIPS 199 - Standards for Security Categorization of Federal Information and Information Systems, Office of Management and Budget (OMB) requirements, The Privacy Act of 1974, The National Institute of Standard and Technology (NIST) recommendations, and the Federal Enterprise Architecture Business Reference Model (BRM). The questionnaire was developed in order to identify any Personal Identifiable Information (PII).

The questionnaire was provided to the Information System Owner (ISO) and Subject Matter Expert (SME) of the eTalk Qfiniti application for their response. An Information Security Analyst from the TechGuard Security, LLC and the Enterprise Information Security Office (EISO) staff met with the ISO and SME of the eTalk Qfiniti to discuss the questionnaire.

Responses from the ISO and the SME of eTalk Qfiniti was used to fill in the final PIA and analysis.

#### **IV. SYSTEM CHARACTERIZATION**

PBGC's goal is to safeguard the federal pension insurance system by providing exceptional customer service to its plan participants. The eTalk Qfiniti records participant calls from the Customer Contact Center (CCC), the Field Benefit Administration offices (FBA), and Post Valuation Administration offices (PVA) for quality assurance purposes. ETalk Qfiniti is a COTS application operated by the PBGC.

#### **V. PIA RESULTS**

The PIA evaluation revealed that the eTalk Qfiniti system contains a PII and only those who authorized to use the application have access to it and the information contained therein. The users are utilizing the information for the sole purpose of performing their assigned duties. No discrepancies have been discovered.

#### **VI. SUMMARY**

ETalk contains PII in secure databases. Security is consistent and the servers where the applications and data are stored are physically secured and password protected. Only staff authorized to use the application have access to it and the information contained therein. Staff utilizes the information for the sole purpose of performing their assigned duties. Further information can be requested by contracting PBGC's Disclosure Officer.