



Pension Benefit  
Guaranty Corporation

Information Technology Infrastructure and Operations  
Department (ITIOD)

# Privacy Impact Assessment (PIA)

Last Updated: 05/04/2021

## 1 PRIVACY POINT OF CONTACT

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## 2 PRIVACY IMPACT ASSESSMENT

A Privacy Impact Assessment (PIA) is an analysis of how information is/will be handled:

- i. To ensure handling conforms to applicable legal, regulatory, and policy requirements regarding privacy,
- ii. To determine risks and effects of collecting, maintaining, and disseminating information in an identifiable form in an electronic information system, and
- iii. To examine and evaluate protections and alternative processes for handling information to mitigate potential privacy risks.

Privacy concerns are highest for systems that contain Personally Identifiable Information (PII). PII is defined as information that can be used to distinguish or trace an individual's identity, either alone or when combined with other information that is linked or linkable to a specific individual. Because there are many types of information that can be used to distinguish or trace an individual's identity, the term PII is necessarily broad.

For example, consider a person named Mary Jones. There are over 200 million results in an internet search for this name. But if we combine information such as a date of birth, the last four digits of a (or worse, an entire) Social Security Number, or a spouse's name, the number of persons to whom we could be referring begins to narrow quite rapidly. These types of information are considered identifiers. Identifiers that uniquely identify a person are the focus of privacy protection.

## 2.1 The Components of the System

Name of component	Describe the component (1 or 2 sentences)	Does this component contain PII	In what system of records (SORN) is this information stored	What is the Legal Authority for collection of this information	Does this system share PII internally (please detail in question 9)
<b>Microsoft Windows, UNIX, and LINUX Servers</b>	Provides on premise server support for PBGC major information systems and applications.	Yes	PBGC-(1, 2, 3, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16, 19, 21, 22, 23, 25, 26)	PBGC-16: Privacy Act of 1974, 5 U.S.C. 522a(b)  The legal authority is also identified under each PBGC major information systems/applications PIA, which is supported by the ITISGSS.	PBGC-16: No  Internal sharing is identified under each PBGC major information systems/applications PIA, which is supported by the ITISGSS.
<b>Microsoft SQL and Oracle Database Management Services</b>	Provides on premise Microsoft SQL and Oracle database services support for PBGC major information systems and applications.	Yes	PBGC-(1, 2, 3, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16, 19, 21, 22, 23, 25, 26)	See first table entry.	See first table entry.
<b>Backup and Recovery Systems</b>	Provides information backup and recovery support for PBGC major information systems and applications.	Yes	PBGC-(1, 2, 3, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16, 19, 21, 22, 23, 25, 26)	See first table entry.	See first table entry.
<b>Microsoft Office 365 Cloud Service:</b> • Exchange Online	Provides cloud-based collaboration support for PBGC major information systems and applications.	Yes	PBGC-(1, 2, 3, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16, 19, 21, 22, 23, 25)	See first table entry.	See first table entry.
<b>Microsoft Office 365 Cloud Service:</b> • SharePoint Online	Provides cloud-based portal services for PBGC major information systems and applications.	Yes	PBGC-(1, 2, 3, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16, 19, 21, 22, 23, 25)	See first table entry.	See first table entry.
<b>Microsoft Office 365 Cloud Service:</b> • Intune	Provides cloud-based Mobile Device Management (MDM) and Mobile Application	No	N/A	N/A	N/A

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	Management (MAM) of iPhones.				
<b>Microsoft Office 365 Cloud Service:</b> <ul style="list-style-type: none"> <li>• <b>Advanced Threat Protection</b></li> </ul>	Provides cloud-based sandboxing in a detonation chamber of email attachments before being sent to recipients.	No	N/A	N/A	N/A
<b>Microsoft Azure Government Cloud Service:</b> <ul style="list-style-type: none"> <li>• <b>Microsoft/*NIX Servers</b></li> </ul>	Provides cloud-based server support for PBGC major information systems and applications.	Yes	PBGC-(1, 2, 3, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16, 19, 21, 22, 23, 25, 26)	See first table entry.	See first table entry.
<b>Microsoft Azure Government Cloud Service:</b> <ul style="list-style-type: none"> <li>• <b>Azure SQL</b></li> </ul>	Provides cloud-based Microsoft SQL support for PBGC major information systems and applications.	Yes	PBGC-(1, 2, 3, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16, 19, 21, 22, 23, 25, 26)	See first table entry.	See first table entry.
<b>ServiceNow Cloud Service</b>	SaaS for ServiceNow application suite	Yes	PBGC-(1, 2, 3, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16, 19, 21, 22, 23, 25)	See first table entry.	See first table entry.
<b>Symantec Data Loss Prevention (DLP)</b>	DLP solution initially being used to inspect all egress communications traffic, using content filters, to detect exfiltration of PII.	Yes	PBGC-26	See first table entry.	See first table entry.
<b>Everbridge Suite</b>	Everbridge Suite is a SaaS platform that is used for managing critical events and emergency notification.	Yes	PBGC-16	See first table entry.	See first table entry.
<b>Microsoft Azure Government Cloud Service:</b> <ul style="list-style-type: none"> <li>• <b>Dynamics 365</b></li> </ul>	SaaS for Dynamics365 application suite	Yes	PBGC-(1, 2, 3, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16, 19, 21, 22, 23, 25)	See first table entry.	See first table entry.
<b>Login.gov</b>	Login.gov is a SaaS public Cloud from GSA that	Yes	PBGC- 16	See first table entry.	See first table entry.

Name of component	Describe the component (1 or 2 sentences)	Does this component contain PII	In what system of records (SORN) is this information stored	What is the Legal Authority for collection of this information	Does this system share PII internally (please detail in question 9)
<b>Microsoft Azure Commercial Cloud Service</b> <ul style="list-style-type: none"> <li>• <b>Azure Active Directory B2C</b></li> </ul>	<p>performs user identification and authentication function.</p> <p>Azure Active Directory (AAD) B2C, also known as B2C CPIM, is an identity management service that enables customers to customize and control how customers sign up, sign in, and manage their profiles when using customer applications. This includes applications developed for iOS, Android, and .NET, among others. Azure AD B2C enables these actions while protecting the identities of customers at the same time.</p>	<p>Yes</p>	<p>PBGC-(1, 2, 3, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16, 19, 21, 22, 23, 25, 26)</p>	<p>See first table entry.</p>	<p>See first table entry.</p>
<b>Microsoft Azure Government Cloud Service</b> <ul style="list-style-type: none"> <li>• <b>QuEST</b></li> </ul>	<p>Quick.Easy.Secure.Transparent (QuEST) is a service that supports the mission of the OBA to ensure participants are paid their full benefit permitted by law and to provide quality service through accurate, timely, and uninterrupted benefit payments &amp; administration. This service, a cloud-based modernization of the Customer Relationship Management (CRM) system which was formerly part of the OBA Applications Suite</p>	<p>Yes</p>	<p>PBGC-6, Plan Participant and Beneficiary Data, PBGC-10, Administrative Appeals File</p>	<p>29 U.S.C. § 1302, 1322, &amp; 1350; 29 U.S.C. §§ 1055 &amp; 1056(d)(3); 44 U.S.C. § 3101.</p>	<p>Yes</p>

Name of component	Describe the component (1 or 2 sentences)	Does this component contain PII	In what system of records (SORN) is this information stored	What is the Legal Authority for collection of this information	Does this system share PII internally (please detail in question 9)
	(BAS), provides a central repository for all PBGC participant interactions and enables customer service representatives to pull data from enterprise databases to answer questions for service plan participants, beneficiaries, and managers.				
<b>Microsoft Azure Government Cloud Service</b> <ul style="list-style-type: none"> <li>• MyPBA</li> </ul>	My Pension Benefit Account (MyPBA) consists of a web-based self-service application available for use by participants in plans that have been trusted by PBGC. Authenticated users may conduct business transactions such as form submissions and data updates electronically with PBGC through the use of functions implemented within the Dynamics 365 SaaS and by selected platform services within the Azure Government subsystem. Users are authenticated by the Login.gov subsystem as augmented by the Business to Consumer (B2C) component of the Azure Commercial cloud offering.	Yes	PBGC-2, Disbursements, PBGC-6, Plan Participant and Beneficiary Data	29 U.S.C. § 1055, 1302, & 1322; 44 U.S.C. § 3101; 5 U.S.C. § 301.	Yes

## 2.2 The System as a Whole

1. Please describe the purpose of the system, when considered as a whole, please include if this is an existing system (either an annual recertification update or a major change).

*The Information Technology Infrastructure Services General Support System (ITISGSS) serves as a General Support System providing IT infrastructure support services to all PBGC major information systems/applications. Support services include network infrastructure, database platforms, remote access, data backup and restoration, data storage, messaging/collaboration, security, change and configuration management, network identification and authentication, operating system platforms, web platforms, program and project management support, and address validation.*

2. What are the Confidentiality, Availability, and Integrity ratings for the system as a whole?

Confidentiality	Moderate
Integrity	Moderate
Availability	Moderate

3. List and discuss the sources from which the system collects PII (for instance, from an individual, another federal agency, etc.); the format in which PII is collected (for instance, via a form, face-to-face, phone, etc.); the notification given at time of collection from an individual regarding the Privacy Act and the ability to opt-out of collection (and the consequences of opting out). Include a copy of all forms and Privacy Act statements used to collect information.

*Sources from which the ITISGSS collects PII fall under five (5) areas:*

1) *PBGC Major Information Systems/Applications*

*The primary source from which the ITISGSS collects PII is the PBGC major information systems/applications for which the ITISGSS supports. The ITISGSS assumes a custodial role in protecting information transmitted and/or stored internally and through the ingress/egress of information by way of interconnections with external organizations. Consult the PIA of the PBGC major information systems/applications for specifics on collection format and Privacy Act notifications given at time of PII collection.*

2) *Employee Retirement Income Security Act (ERISA) Filing Acceptance System (EFAST2)*

*The ITISGSS maintains the EFAST2 Interconnection Security Agreement (ISA) with the Department of Labor (DOL). The EFAST2 ISA is for the sole purpose of obtaining data for consumption by other PBGC major information systems/applications. The EFAST2 ISA acknowledges the transfer of PII from EFAST2 and the general obligations to prevent unauthorized access or disclosure. Consult the PIA of the PBGC major information systems/applications for specifics on collection format and Privacy Act notifications given at time of PII collection.*



3) PBGC Connect Search Center

Sources of PII in the PBGC Connect Search Center include the subject individuals and PBGC personnel records. PBGC Connect Search Center leverages Microsoft Active Directory Services to provide limited employee, intern, and contractor information. Select attributes on user objects under Microsoft Active Directory Services are populated and maintained through mostly automated scripting against data feeds provided by the Procurement Department and the Human Resources Department. Individuals are provided the ability to add select additional personal information under their own accord using the PBGC Connect Search Center interface. The PBGC Connect Search information is only accessible to PBGC employees, interns, and contractor staff.

4) Symantec Data Loss Protection

Sources of PII in the DLP solution, from a collections perspective, are from subject individuals (within the ITISGSS boundary) attempting to enter their PII into an external system (external to the ITISGSS boundary) e.g. websites, banking, email, etcetera. Other PII is gathered, not deemed a collection, by subject individuals (within the ITISGSS boundary) attempting to send PII entrusted by the PBGC to an external entity (external to the ITISGSS boundary).

5) QuEST/MyPBA

PII is collected from individuals, federal agencies, and other third-party sources. The format for collecting PII includes submitted forms, via email, phone, and/or via a website or agency database. Any data collection forms, surveys, or via email or website include a Privacy Act Statement. The forms used to collect information can be found on the CCS Correspondence Help Page. Individuals can opt out of this collection of PII as participant response on a PBGC form is voluntary. However, failure to provide information to PBGC (e.g., SSN) may delay or prevent PBGC from calculating and paying the participant's pension benefits. When participant and beneficiary information is provided by a third party (e.g., former plan administrator), the participant does not have the right to consent to a particular use of the information. After PBGC becomes the statutory trustee of a pension plan, a participant may contact the PBGC Customer Contact Center, or access MyPBA, to update or modify the information that is used by PBGC.

4. Discuss any privacy controls that PBGC inherits from an external provider (cloud provider, third party provider, another government agency, etc.) If an Interconnection Security Agreement (ISA), Memorandum of Understanding (MOU), or similar document is in place, please summarize the privacy applicable portions of that document.

*The ITISGSS contains six subsystems that are cloud-based: Microsoft Office 365 MT, Azure Government, ServiceNow, Everbridge Suite, Login.gov and Azure Commercial. O365MT, ServiceNow, Everbridge Suite and Login.gov hold FedRAMP authorizations at a moderate baseline; Azure Government and Azure Commercial have FedRAMP authorizations at a high baseline. PBGC does not inherit any privacy controls from the Cloud Service Providers*

(CSPs) for these subsystems, however Microsoft includes the following in their Privacy Statement:

*“Security of Personal Data*

*Microsoft is committed to protecting the security of your personal data. We use a variety of security technologies and procedures to help protect your personal data from unauthorized access, use or disclosure. For example, we store the personal data you provide on computer systems that have limited access and are in controlled facilities. When we transmit highly confidential data (such as a credit card number or password) over the Internet, we protect it through the use of encryption.”*

5. For the user roles in the system:

Role Name	Number of Users in that Role	Approver	Access Level (Read, Write, etc)	Recertification Date
<b>Reguler User</b>	2,148	Federal Managers/CORs spanning across the Corporation.	Access is role-based and is based in ACLs needed to perform non-privileged duties as assigned.	July 6, 2020
<b>AP User</b>	174	Federal Managers/ CORs spanning across the Corporation.	Access is role-based and is based in ACLs needed to perform privileged duties as assigned. This includes network, system, & database administrators.	July 6, 2020

6. Does the System leverage the Enterprise Access Controls?

- Yes
- No

7. Discuss the Physical, Technical, and Administrative controls that are employed to secure the PII in the system.

- **Physical Controls**  
*Entrance to PBGC HQ facilities employ armed guards and a PIV activated turnstile. Suites, to include the Network Operations Center (NOC), require a PIV for physical access. Please see the following list of physical enforcements:*
  - Security Guards
  - Secured Facility
  - Identification Badges (PIV)
  - Locked Offices
  - Locked File Cabinets
- **Technical Controls**

All PBGC users are required to go through the PBGC GetIT Service Portal to request privileges to systems/applications. The granting of privileges is based on least privilege and separation of duties. Please see the following list of technical enforcements:

- Password Protection
- Virtual Private Network (VPN)
- Firewalls
- Unique User Identification Names
- Intrusion Detection System (IDS)
- Personal Identity Verification cards (PIV)
- Public Key Infrastructure (PKI) Certificates

• **Administrative Controls**

All PBGC users are required to complete privacy training annually. Please see the following list of administrative enforcements:

- Periodic Security Audits
- Regular Monitoring of User's Activities
- Annual Security, Privacy, and Records Management Refresher Training
- Backups Secured Offsite
- Encryption of Backups
- Role-Based Training
- Least Privilege Access

The above controls are also implemented for each cloud service but are shared between the Cloud Service Provider and PBGC. Those controls provided by the CSP are implemented at the CSP's facilities.

8. For the PII in the system, discuss the actual/intended uses of the PII; the steps taken to limit the PII collected to the minimum needed; and the reasons the PII is necessary and relevant.

1) **PBGC Major Information Systems/Applications**

The specific uses, limits on PII collected, and necessity/relevance of PII, other than for storage in the ITISGSS, are identified under each PBGC information system's or major application's PIA supported by the ITISGSS.

2) **Employee Retirement Income Security Act (ERISA) Filing Acceptance System (EFAST2)**

The specific uses, limits on PII collected, and necessity/relevance of PII, other than for storage in the ITISGSS, are identified under each PBGC information system's or major application's PIA supported by the ITISGSS.

3) **PBGC Connect Search Center**

The PBGC Connect Search Center is used by PBGC employees, interns, and contractors to identify other PBGC employees, interns, and contractors; and, to access contact information for PBGC employees, interns and contractors. Limiting collections of the PII is controlled through two (2) means: (1) personal system data feeds only provide limited

information and (2) providing limited fields for users to provide voluntary personal information.

4) Symantec Data Loss Prevention

PII collected, as well as gathered, by the DLP solution is solely for the purpose of preventing the exfiltration of the PII.

5) Benefits Management

PII is used to manage pension plan data; value pension plans and associated liabilities for which PBGC is, or may be, obligated to pay; calculate and provide pension benefits; and report tax information to the Internal Revenue Service (IRS) and other tax authorities. PII is also used to correctly identify pension plan participants enabling them to review pertinent information through the MyPBA web portal.

9. Discuss the data flows within the system (include sources of data for data flowing into the system, destinations for data flowing out of the system, and any routine uses applicable to the system). For any information that is shared internally, be sure to discuss whether these data interconnections are noted in CSAM. Be sure to include any MOU, ISA, or Interagency Agreements.

1) PBGC Major Information Systems/Applications

The ITISGSS provides network infrastructure services for PBGC major information systems/applications. Network infrastructure services includes all the software and hardware configured to establish PBGC's Local Area Networks (LANs), Wide Area Network (WAN), and internet connectivity. Internal restrictions include a deny-all-allow-by-exception only rule for across environment server-to-server communications (production, development, and test). Consult the PIA of the PBGC information systems/major applications for specifics on data flows and applicable interconnections for those systems.

2) Employee Retirement Income Security Act (ERISA) Filing Acceptance System (EFAST2)

The ITISGSS provides network infrastructure services for PBGC information systems/major applications. Network infrastructure services includes all the software and hardware configured to establish PBGC's Local Area Networks (LANs), Wide Area Network (WAN), and internet connectivity. Internal restrictions include a deny-all-allow-by-exception only rule for across environment server-to-server communications (production, development, and test). The EFAST2 is a data source for PBGC information systems/applications. Consult the PIA of the PBGC information systems/major applications for consumption of, destinations out, and routine uses.

3) PBGC Connect Search Center

Personal data comes from automated Human Resources and Procurement Department data feeds. The data feeds are used to populate Microsoft Active Directory user object attributes with select user object attributes presented under PBGC Connect Search Center. Other PBGC Connect Search Center fields are optional and are left to an individual user to submit if desired. The PBGC Connect Search Center is used by PBGC employees, interns, and contractors to identify other PBGC employees, interns, and

contractors; and, to access contact information for PBGC employees, interns and contractors.

4) ITISGSS Cloud Services

The cloud services integrated with the ITISGSS use PBGC federated directory services along with Single Sign On (SSO). These cloud services are an extension of the ITISGSS boundary and are treated/used as internally connected subsystems. ServiceNow, Azure Government, Azure Commercial, Everbridge Suite, Login.gov and some Office (0365) SharePoint sites are categorized as Controlled Unclassified Information (CUI) sites. SharePoint sites are monitored for non-compliance. Consult the PIA for the PBGC information systems/major applications for specifics on data flows and applicable interconnections for those systems.

5) Data Loss Prevention (DLP)

Symantec's Data Loss Prevention (DLP) solution is being implemented to detect and prevent unauthorized exfiltration of PII outside the ITISGSS boundary. PII bound for the external network boundary but not authorized for release is either blocked or quarantined by the DLP solution. Metadata and, in some cases, limited extracts of the PII detected is stored in the local database used with the solution.

6) QuEST/MyPBA

The QuEST and MyPBA services share PII with the Address Validation System (AVS), FedACH, Spectrum, State Street Bank using the PLUS system, and the Image Processing System (IPS). AVS validates Participant and Third-Party Contact addresses and reformats the addresses into USPS standards. FedACH is an existing web service used to validate bank routing numbers. Spectrum is a PBGC on-premises application that processes payments to retirees and their beneficiaries as also manages participant demographic data such as addresses, names, SSNs, etc. IPS is responsible for storing documents received by PBGC. PII information from these interfacing systems will be stored in QuEST.

10. Does the system leverage the commonly offered control for Accounting of Disclosures?

- Yes
- No

### 2.3 Privacy Office Review

<b>Name of Reviewer</b>	Shawn Hartley
<b>Date Reviewed</b>	

<b>Expiration Date</b>	
<b>Result</b>	<input type="checkbox"/> Approved without conditions <input type="checkbox"/> Approved with conditions (see below). <input type="checkbox"/> Denied

*(For Privacy Office Use Only)*

Discuss analysis of risks and compensating controls (or other mitigation steps).

<i>Enter description here.</i>
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Discuss any conditions on Approval

<i>Enter description here.</i>
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