



Privacy Impact Assessment

For

OSEP Customer Service Tracking System

Date

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Contact Point

System Owner:

Mary E. Switzer

Office of Special Education and Rehabilitative Services
U.S. Department of Education

1. What information will be collected for the system?

This system consists of records relating to inquiries or complaints made to OSEP staff, including but not limited to: the writer's and/or caller's name; the name, age and type of disability of the child about whom the writer/caller is inquiring about; the writer's or caller's address, including an e-mail address; the school district involved in the inquiry or complaint; the writer's or caller's phone number; the issue that the writer and/or caller is raising; a recommendation from the Customer Service Specialists (CSS) for further action; and comments from the CSS.

2. Why is this information being collected?

Information collected is maintained to provide its customers (parents, advocates and others) with more responsive, consistent service; to better track the large number of calls and other inquiries received; to provide trend analysis by issue; to develop a profile of the issues that arise in a certain State; to assist OSEP as a management tool in the preparation of reports, and to monitor State implementation of the IDEA.

3. How will the information be used?

Information will be used to track telephone calls and correspondence from State personnel and parents about disability issues related to children with disabilities.

4. Will this information be shared with any other agency or entity? If so, with which agency or agencies/entities?

Information is disclosed internally to administer the program. However, it is not shared externally, except as required by law, or under the routine uses listed in the Privacy Act System of Records notice. These disclosures may be made on a case-by-case basis, or if the Department has complied with the computer matching requirements of the Act, under a computer matching agreement. Such disclosures may include: for litigation purposes, to the Department of Justice for FOIA advice, to contractors conducting Department business, for law enforcement, to a member of Congress at the request of the data subject, or to a consumer reporting agency regarding a valid and overdue claim.

5. Describe the notice or opportunities for consent that would be or are provided to individuals about what information is collected and how that information is shared with other organizations.

There is no notice or opportunities for consent since information is provided voluntarily.

6. How will the information be secured?

The primary users of this system, Monitoring and State Improvement Planning Division (MSIP) employees in OSEP, will enter a unique user ID as well as a password to enter the system. This user ID and password will be in addition to the user ID and password that all Department employees must enter to access the Department's computer system. Users will be required to change their passwords periodically, and they will not be allowed to repeat old passwords. Any individual attempting to log on who fails is locked out of the system after three attempts.

Access after that time requires intervention by the system manager. The computer system employed by the U.S. Department of Education offers a high degree of resistance to tampering

and circumvention. This security system limits data access to department and contract staff on a “need to know” basis and controls individual users’ ability to access and alter records within the system.

The location of the server includes safeguards and firewalls, including the physical security of the server room. In addition, the server is located in a secure room, with limited access only through a special pass. Further, all physical access to the site where the server is maintained is controlled and monitored by security personnel who check each individual entering the building for his or her employee or visitor badge.

7. Is a system of records being created or updated with the collection of this information?

The system is covered under the system of records notice entitled OSEP Customer Service Tracking System, dated August 11, 2003, (68 FR 47555 - 47557).