

Google Apps Business Edition (GABE)

PRIVACY IMPACT ASSESSMENT (PIA) SUMMARY

System Name: Google Apps Business Edition (GABE)

Managing Office: M/CIO/ITO

Date PIA Completed: May 26, 2011

OVERVIEW

Google Apps Business Edition is an e-mail and collaboration application suite hosted in a Software as a Service ("SaaS") cloud computing model. The suite is composed of Gmail for e-mail, Google Docs for office productivity and collaboration, and Google Sites for Wiki style websites.

AUTHORITY FOR COLLECTION OF PERSONALLY IDENTIFIABLE INFORMATION (PII)

Privacy Act of 1974 (Pub. L. 93-579), sec. 552a (c), (e), (f), and (p).

INFORMATION COLLECTION (WHAT)

This system contains USAID organizational information. At a solution wide level the system will collect and display First and Last Name, Work Phone Number, and Work Address. This information is automatically collected from USAID's Active Directory of user objects. Users additionally have an option to create and maintain personal address books, accessible to only them or users to which they grant access. In these personal address books the user may manually enter First and Last Name, Home Address, Home Phone, and Date of Birth.

INFORMATION COLLECTION (WHY)

GABE collects PII from users to provision the Google Apps Business system, thereby enabling the system's USAID organizational-wide deployment and use of Gmail for e-mail, Google Docs for office productivity and collaboration, and Google Sites for Wiki style websites.

AGENCY INTENDED USE

The information is intended to be used by the end user of the Google Apps Business system in interactions with contacts by e-mail or phone during the course of daily business.

INFORMATION SHARING

The system does not share PII outside the USAID. The solution wide information is available to all USAID users provisioned in the Google Apps Business system. The personal address book information is available to the user that created the personal address book or to users to which a user grants access.

NOTICE OF OPPORTUNITIES FOR CONSENT

For personal address books individual contacts would have to request that the user maintaining the address book remove information or not share information with other users of the system.

INFORMATION SECURITY

Information will be pulled from the USAID Active Directory user objects, transmitted to the Google Apps environment over SSL encrypted sessions, and stored in an encrypted file system in Google Apps.

Access to the information will be controlled by a Single Sign-on system (PingFederate) in use at USAID and will authenticate the user against the USAID Active Directory infrastructure. Multi-factor authentication will be used for authenticating users into the Google Apps system.

Personal Address Books will be created using web client sessions over SSL encryption.

Access to the Personal Address Books will require a user to authenticate through a Single Sign-on system (PingFederate) in use at USAID and will authenticate the user against the USAID Active Directory infrastructure. Multi-factor authentication will be used for authenticating users into the Google Apps system.

SYSTEM OF RECORDS NOTICE (SORN)

USAID-30, Google Apps Business Edition (76 FR 44888)