

## ServiceNow

### PRIVACY IMPACT ASSESSMENT (PIA) SUMMARY

**System Name:** ServiceNow

**Managing Office:** Information Technology Service Management (ITSM)

**Date PIA Completed:** August 28, 2018

### OVERVIEW

#### **ServiceNow – Core modules:**

Information Technology Service Management (ITSM) at USAID directly supports the Agency's strategic goals by strengthening, monitoring, evaluating, and increasing transparency, with the goal of improving decision making at all levels within the Agency. ITSM furthers the decision-making process by obtaining, analyzing, using and sharing meaningful information about program performance and impact to the Agency mission.

Specific to the Information Technology (IT) organization, ITSM directly supports the Agency's Strategic Plan, Target Architecture, and Enterprise Transition Roadmap. This is part of an overall project to transition USAID to a cloud-based ITSM solution that more efficiently allows USAID to complete their current and future goals.

#### **ServiceNow – HCTM Module**

The Office of Human Capital and Talent Management (HCTM) strives to find, develop and retain the best people to work at USAID. HCTM handles all aspects of personnel activities, from recruitment and workforce planning to policy development, assignment evaluation, promotion, discipline, career development, and retirement policies and programs for USAID's Foreign and Civil Service employees.

The Office of Workforce Planning, Policy, and Systems Management (PPSM) within HCTM is responsible for coordinating interdisciplinary teams to launch key initiatives within HCTM, including supporting continuous process improvement efforts and ensuring that special projects are effectively coordinated and managed to meet Agency requirements.

The Systems Management division within PPSM leads strategic planning as it relates to HCTM's automated personnel systems. The Division develops, administers, and oversees automated personnel systems and procedures. The Division also coordinates with other Agency operating units, on matters involving the automated personnel systems. This Division provides systems management, systems education, systems integration support, as well as Information Management (IM) and IT Knowledge Management.

## **AUTHORITY FOR COLLECTION OF PERSONALLY IDENTIFIABLE INFORMATION (PII)**

5 U.S.C. 1302, 2951, 3301, 3372, 4118, 8347, and Executive Order 9397, as amended. The Foreign Assistance Act of 1961, 22 U.S.C. section 2151 et seq; 22 U.S.C. sections 2385 and 2386.

## **INFORMATION COLLECTION (WHAT)**

The system collects names, Social Security Numbers, dates of birth, home addresses, personal email addresses, work phone numbers, work email addresses, passport numbers or Green Card numbers, employee numbers or other identifier, employment or salary records, military records, financial records, education records, sex or gender, age, marital status or family information, and citizenship.

## **INFORMATION COLLECTION (WHY)**

### **ServiceNow Core:**

This system contains USAID organizational information. As an enterprise solution for IT service management (ITSM), the system will collect and display first and last name, USAID email address, work street address, department, and business telephone number. This information is automatically collected from USAID's Active Directory of user objects.

For the Incident Management, and the Service Catalog applications, first and last name, USAID e-mail, work street address, department, and USAID business telephone number are used to properly route tickets and resources to the right individuals.

Name, telephone number, and email address allows the system to send automated e-mails informing the user on the status of their ticket.

Personal email address is only ever collected when an AMS Officer enters a Customer Move Request (Move from Mission to HQ) or a request for the user to receive an RSA Token. In the case of RSA tokens, users are remote and therefore may not have a work e-mail address at the time of request.

### **HCTM Module: Getting to Post (G2P).**

G2P will use an electronic questionnaire form for employees to initiate their Getting to Post process. This paperless questionnaire will be submitted online to automatically generate a cable, for a more streamlined customer service experience. Once the information is collected from the Foreign Service Officer, HCTM will review the information, and then submit a task to the M/CIO cable room to issue the cable through the State Department's SMART cable system.

### **HCTM Module: The HR Self-Service Module and Portal.**

HCTM will pull comma separated values (CSV) files from the Office of Personnel Management (OPM) and National Finance Center (NFC). The CSV files are pulled by HCTM staff over a secure connection, encrypted and provided to designated system administrator to load into ServiceNow. The columns in the CSV file are mapped to appropriate tables and columns in the ServiceNow database, and imported to the system. After upload into ServiceNow, the CSV file is deleted by selecting the file and pressing Shift+Delete, and emptying the recycle bin.

When initiating a change, the HR self-service module ticketing system (which is completely separate from the CIO Help Desk incident tracking/service request ticketing module) collects an individual's name, telephone number, and email address. This allows the system to send automated e-mails informing the user on the status of their ticket.

This process will also collect the information an employee wishes to change. For example – a ticket may be created to change an address. That address change may need to be made in a variety of other systems. ServiceNow will be the tracking and accountability mechanism used to ensure the tasks associated with an address change get done.

As a result, direct hires will be able to update their own information either directly via the self-service module's portal or by creating a ticket for HCTM personnel to update the data. HCTM will use the data to update USAID's HR records and also sends the updated data for processing by OPM and NFC. There are no logical connections between HCTM systems and USDA/NFC systems – HCTM staff manually enters data to these systems.

An individual's Social Security Number (SSN) may be printed on standard Office of Personnel Management (OPM) forms that are scanned and attached to a ticket in ServiceNow. Government-wide forms often require SSNs for processing personnel actions, updating health benefits elections or updating beneficiary information. Attachments are encrypted in ServiceNow with AES 256 encryption.

Social Security Numbers are also required for processing personnel actions, updating health benefits elections, and updating beneficiary information. Without the data, HCTM will be unable to process personnel actions or update an employees' health and benefits information.

## **HCTM Module: Performance Management (ePerformance).**

FSOs and/or their raters will enter their performance information into the Quarterly Conversation Records (QCRs) form, Annual Accomplishment Records (AARs) form, and Annual Performance Evaluations (APEs) form (see Attachment 7a, 7b, and 7c). The ePerformance landing page will display the individual's name, grade level, position, supervisor name, and rating official. It will also display a task dashboard for their tasks related to the performance management process.

In the initial release, Foreign Service Officers and Rating Officials will be able to complete the following actions, and additional functionality will be added over time:

- Confirm quarterly check-in conversations with one-click and take notes that are viewable and editable by both the Rating Official and employee;
- Complete and submit Quarterly Conversation Records (QCRs), Annual Accomplishment Records (AARs), and Annual Performance Evaluations (APEs); and
- Request and complete 360 Feedback.

## **AGENCY INTENDED USE**

### **ServiceNow Core:**

USAID uses information collected to directly support the Agency's Strategic Plan, Target Architecture, and Enterprise Transition Roadmap.

### **ServiceNow – HCTM Module**

USAID uses information collected to find, develop and retain the best people to work at USAID. HCTM handles all aspects of personnel activities, from recruitment and workforce planning to policy development, assignment evaluation, promotion, discipline, career development, and retirement policies and programs for USAID's Foreign and Civil Service employees.

## **INFORMATION SHARING**

USAID shares data (via "air gap") with the Department of State's SMART cabling system to create an assignment cable. The data are sent over a secure connection and attachments are encrypted to meet USAID's mandatory data encryption policy.

USAID also sends official personnel action data to the Office of Personnel Management (OPM), and payroll data to the National Finance Center (NFC). This is done manually by HCTM staff at the Ronald Reagan building, over a secure connection.

## **NOTICE OF OPPORTUNITIES FOR CONSENT**

### **ServiceNow Core:**

No; individuals are not contacted to gather their consent to the collection and sharing of PII. USAID employees and contractors fill out employment forms as a requirement of employment at USAID. Information from the forms is stored in Active Directory and synchronized with ServiceNow. The individual does not have a chance to opt-out from an account in ServiceNow. USAID employees, (PSC, institutional contractor, FSO) are all assigned an FLname@usaid.gov account that is used across all Apps within the ServiceNow system. The only required information is first name, last name, work email, work phone and work address, as provided from AIDNet Active Directory via hourly sync.

Information comes directly from the individual (with their consent) when they create ServiceNow tickets.

### **HCTM Module:**

Individuals can update their employee, life circumstance, and dependent information through the HR self-service module. Individuals also provide their own information during the G2P process. This collection is voluntary, however if individuals do not provide the data they will be unable to update their employee information or complete their performance evaluations.

Consent was granted at the beginning of these collections:

- From the National Finance Center (NFC) – NFC handles USAID’s payroll processing needs. .
- From the Office of Personnel Management (OPM) – OPM is the federal government’s main custodian of federal employee information.

## **SYSTEM OF RECORDS NOTICE (SORN)**

1. USAID-01 - Foreign Service Personnel Records, 80 FR 11387, April 2, 2015.
2. USAID-16 - Employee Time, Attendance, and Payroll Records, 80 FR 481, February 15, 2015
3. OPM/GOVT-1 - General Personnel Records, 77 FR 73694, January 10, 2013.
4. Treasury.001 - Treasury Personnel and Payroll System
5. USDA/OP-1 - Personnel and Payroll System for USDA Employees