

## PRIVACY IMPACT ASSESSMENT (PIA)

**PRESCRIBING AUTHORITY:** DoD Instruction 5400.16, "DoD Privacy Impact Assessment (PIA) Guidance". Complete this form for Department of Defense (DoD) information systems or electronic collections of information (referred to as an "electronic collection" for the purpose of this form) that collect, maintain, use, and/or disseminate personally identifiable information (PII) about members of the public, Federal employees, contractors, or foreign nationals employed at U.S. military facilities internationally. In the case where no PII is collected, the PIA will serve as a conclusive determination that privacy requirements do not apply to system.

**1. DOD INFORMATION SYSTEM/ELECTRONIC COLLECTION NAME:**

Air Force Financial Management (FM) Customer Relationship Management Suite (CRMS)

**2. DOD COMPONENT NAME:**

United States Air Force

**3. PIA APPROVAL DATE:**

04/01/20

AFDW SAF/FMFS

### SECTION 1: PII DESCRIPTION SUMMARY (FOR PUBLIC RELEASE)

**a. The PII is:** (Check one. Note: foreign nationals are included in general public.)

- From members of the general public  From Federal employees and/or Federal contractors  
 From both members of the general public and Federal employees and/or Federal contractors  Not Collected (if checked proceed to Section 4)

**b. The PII is in a:** (Check one)

- New DoD Information System  New Electronic Collection  
 Existing DoD Information System  Existing Electronic Collection  
 Significantly Modified DoD Information System

**c. Describe the purpose of this DoD information system or electronic collection and describe the types of personal information about individuals collected in the system.**

The Customer Relationship Management Suite (CRMS) is a secure cloud based set of tools and services established to automate key financial management processes, workflows, and reporting in support of U.S. Air Force Financial Management (FM) mission requirements. The purpose of the CRMS is to support Air Force military personnel; Active Duty, Reserve, Air National Guard, Government Contractors, Federal Civilian Employees with inquiries about the status and disposition of certain pay and travel expense reimbursement transactions being processed by the U.S. Air Force FM customer service representatives. The CRMS functionality includes: ability to communicate with Comptroller squadrons on required tasks related to financial operations, requests for active duty training and tour for Reserve component personnel, Execution Plan development and unfunded requirements tracking in support of Air Force Budget Corporate Process, roll-up and roll-down metrics tracking related to both organization and functional unit effectiveness, internal graphical display of unit names and locations based on organizational and functional chains of command. CRMS utilizes Business Intelligence (BI) visualizations to provide easy to read metrics for leadership at all levels.

Categories of records in the system could include full name, Service Number, DoD Identification Number (DODID) [also known as the Electronic Data Interchange/Personnel Identifier (EDIPI)], Social Security Number (SSN), date of birth, rank, date of rank, Active Federal Service date, projected rank, e-mail address, phone number, organization name, base name, employment information, full resident address to include city, state, and country, and phone number, marital status, banking information, personal documents (e.g. marriage license, divorce decree, adoption paperwork, tax information, etc.), number of dependents, home and unit location data, case inquiry identification number.

**d. Why is the PII collected and/or what is the intended use of the PII?** (e.g., verification, identification, authentication, data matching, mission-related use, administrative use)

Personal data collected is used for verification, identification, authentication, data matching, reporting, and workflow routing. PII information is needed to process pay related transactions in the systems of record (MILPDS/DJMS/DCPS/DTS/RTS/DEAMS/DCPDS/AROWS/AROWS-R/ etc.)

**e. Do individuals have the opportunity to object to the collection of their PII?**  Yes  No

(1) If "Yes," describe the method by which individuals can object to the collection of PII.

(2) If "No," state the reason why individuals cannot object to the collection of PII.

If user objects to collection of PII they maintain the ability to provide documents directly to the CPTS. DODID number is the only required field as it is used as the personnel identifier in the system user profile.

**f. Do individuals have the opportunity to consent to the specific uses of their PII?**  Yes  No

(1) If "Yes," describe the method by which individuals can give or withhold their consent.

(2) If "No," state the reason why individuals cannot give or withhold their consent.

The user has the ability to upload PII or not, by uploading they are consenting. A Privacy Act statement will be shown to notify the individual about the authority to collect the information requested, the purpose for which it will be used, other routines uses of the information, and the consequences of declining the provided information.

**g. When an individual is asked to provide PII, a Privacy Act Statement (PAS) and/or a Privacy Advisory must be provided.** (Check as appropriate and provide the actual wording.)

Privacy Act Statement       Privacy Advisory       Not Applicable

Authority: 10 U.S.C. § 9013, Armed Forces, Secretary of the Air Force; 31 U.S.C. § 902, Authority and Functions of Agency Chief Financial Officers, as amended; 31 U.S.C. § 3325, Vouchers; 31 U.S.C. § 3528, Responsibilities and Relief from Liability of Certifying Officials; Public Law 101-576, Chief Financial Officers Act of 1990; 31 U.S.C., chapters 5 (Office of Management and Budget), 9 (Agency Chief Financial Officers), 11 (The Budget and Fiscal, Budget, and Program Information), and 35 (Accounting and Collection); also 5 U.S.C. § 5313-5315, Positions at level II, III & IV; 42 U.S.C. § 3533, Officers of Department; Government Management Reform Act of 1994, 31 U.S.C. § 331, Reports; Federal Managers' Financial Integrity Act, 31 U.S.C. § 3512 (b), (c), Executive agency accounting and other financial management reports and plans; Title VIII; Federal Information Security Modernization Act of 2014.; Executive Order 10450, Security Requirements for Government Employment; DoD Financial Management Regulation 7000.14-R, Vol. 5, Disbursing Policy

Principle Purpose: To record names, signatures, and other identifiers for the purpose of validating the trustworthiness of individuals requesting access to Department of Defense (DoD) systems and information and to maintain a record of appointment and termination of appointment of persons to any of the Accountable Officials and Key Signatories of Financial Documents positions, and to identify the duties associated with these appointments. NOTE: Records may be maintained in both electronic and/or paper form. All Air Force and DOD financial forms contain the privacy act statement within.

Routine Uses: In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act of 1974, as amended, these records contained therein may specifically be disclosed outside the DoD as a routine use pursuant to 5 U.S.C. 552a(b)(3) as follows:

- a. To the appropriate Federal, State, local, territorial, tribal, foreign, or international law enforcement authority or other appropriate entity where a record, either alone or in conjunction with other information, indicates a violation or potential violation of law, whether criminal, civil, or regulatory in nature.
- b. To any component of the Department of Justice for the purpose of representing the DoD, or its components, officers, employees, or members in pending or potential litigation to which the record is pertinent.
- c. In an appropriate proceeding before a court, grand jury, or administrative or adjudicative body or official, when the DoD or other Agency representing the DoD determines that the records are relevant and necessary to the proceeding; or in an appropriate proceeding before an administrative or adjudicative body when the adjudicator determines the records to be relevant to the proceeding.
- d. To the National Archives and Records Administration for the purpose of records management inspections conducted. This routine use complies with 44 U.S.C. 2904 and 2906.
- e. To a Member of Congress or staff acting upon the Member's behalf when the Member or staff requests the information on behalf of, and at the request of, the individual who is the subject of the record.
- f. To appropriate agencies, entities, and persons when (1) The DoD suspects or has confirmed that the security or confidentiality of the information in the System of Records has been compromised; (2) the DoD has determined that as a result of the suspected or confirmed breach there is a risk of harm to individuals, the DoD (including its information systems, programs, and operations), the Federal Government, or national security; and (3) the disclosure made to such agencies, entities, and persons is reasonably necessary to assist in connection with the DoD's efforts to respond to the suspected or confirmed breach or to prevent, minimize, or remedy such harm.
- g. To another Federal agency or Federal entity, when the DoD determines that information from this Systems of Record is reasonably necessary to assist the recipient agency or entity in: (1) responding to a suspected or confirmed breach; or (2) preventing, minimizing, or remedying the risk of harm to individuals, the recipient agency or entity (including its information systems, programs and operations), the Federal Government, or national security, resulting from a suspected or confirmed breach.

Disclosure: Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of system access request or may preclude appointments.

SORN: Customer Relationship Management Suite (CRMS), F065 AF FMP B

**h. With whom will the PII be shared through data exchange, both within your DoD Component and outside your Component? (Check all that apply)**

- |   |          |  |
|---|----------|--|
| <input checked="" type="checkbox"/> Within the DoD Component  | Specify. | Air Force Financial Systems Operations (AFFSO), Financial Management (FM) Systems  |
| <input checked="" type="checkbox"/> Other DoD Components  | Specify. | DFAS   |
| <input type="checkbox"/> Other Federal Agencies   | Specify. |  |
| <input type="checkbox"/> State and Local Agencies   | Specify. |  |
| <input checked="" type="checkbox"/> Contractor (Name of contractor and describe the language in the contract that safeguards PII. Include whether FAR privacy clauses, i.e., 52.224-1, Privacy Act Notification, 52.224-2, Privacy Act, and FAR 39.105 are included in the contract.) | Specify. | Idea Entity<br>The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items: 52.224-3;52.239-1 |
| <input type="checkbox"/> Other (e.g., commercial providers, colleges).  | Specify. |  |

**i. Source of the PII collected is: (Check all that apply and list all information systems if applicable)**

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Individuals                      | <input type="checkbox"/> Databases          |
| <input checked="" type="checkbox"/> Existing DoD Information Systems | <input type="checkbox"/> Commercial Systems |
| <input type="checkbox"/> Other Federal Information Systems           |   |

MILPDS, DJMS, DCPS, DTS, RTS, DEAMS, DCPDS, AROWS/AROWS-R

**j. How will the information be collected? (Check all that apply and list all Official Form Numbers if applicable)**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> E-mail  | <input type="checkbox"/> Official Form (Enter Form Number(s) in the box below) |
| <input checked="" type="checkbox"/> Face-to-Face Contact                          | <input checked="" type="checkbox"/> Paper                                      |
| <input type="checkbox"/> Fax  | <input type="checkbox"/> Telephone Interview                                   |
| <input checked="" type="checkbox"/> Information Sharing - System to System        | <input checked="" type="checkbox"/> Website/E-Form                             |
| <input type="checkbox"/> Other (If Other, enter the information in the box below) |  |

Forms that may be uploaded into CRMS:

- AF Form 32 - Certificate for Travel Under Classified Orders
- AF Form 220- Request, Authorization, and Pay Order Basic Allowance for Subsistence (BAS)
- AF Form 594- Application & Authorization to Start, Stop, or Change Basic Allowance for Housing or Recertification or Dependency Determination or ESM Start/Stop for Members Assigned/Terminating Unaccompanied Personnel Housing
- AF Form 988- Leave Request/Authorization
- AF Form 1039-Advance Housing Allowance
- AF Form 1089- Leave Settlement Option
- AF Form 1209- Document Transmittal
- AF Form 1745-Address Change
- AF Form 1881-Hostile Fire Pay Certification and MPO
- AF Form 1969- Officer Uniform Allowance Certification
- AF Form 2282- Statement of Adverse Effect - Use of Government Facilities
- AF Form 2451-Financial Statement - Remission of Indebtedness
- Civilian Clothing Allowance Template
- DD Form 114- Military Pay Order
- DD Form 117- Military Pay Voucher
- DD Form 1131- Cash Collection Voucher
- DD Form 1351- Travel Voucher
- DD Form 1351 - DITY Advance
- DD Form 1351 - DLA Advance
- DD Form 1351-2- Travel Voucher or Subvoucher
- DD Form 1351-2c- Travel Voucher or Subvoucher
- DD Form 1561- Statement to Substantiate Payment of Family Separation Allowance (FSA)
- DD Form 1705- Reimbursement for Real Estate Sale and/or Purchase Closing Cost Expenses
- DD Form 2058- State of Legal Residence Certificate
- DD Form 2058-1- State Income Tax Exemption Test Certificate

DD Form 2058-2- Native American State Income Tax Withholding Exemption Certificate  
DD Form 2367-Individual Overseas Housing Allowance (OHA) Report  
DD Form 2558- Authorization to Start, Stop, or Change an Allotment  
DD Form 2560- Advance Pay Certification/Authorization  
DD Form 2789- Waiver/Remission of Indebtedness Application  
DD Form 2851- Initial Report of Suspected  
DD Form 2912- Claim for Temporary Quarters Subsistence Expense (TQSE) (Sub-Voucher)  
Debt Notification Letter  
OF 1164- Claim for Reimbursement for Expenditures on Official Business  
SF 182- Authorization, Agreement, and Certification of Training  
SF 1034- Public Voucher for Purchases and Services Other Than Personal  
SF 1199A- Direct Deposit Form  
TSP-1 - Thrift Savings Plan Election Form  
TSP-1-C- Thrift Savings Plan Catch-Up Contribution Election  
TSP-U-1- Thrift Savings Plan Election Form  
TSP-U-1-C- Thrift Savings Plan Catch-Up Contribution Election  
W4- Employee's Withholding Allowance Certificate

**k. Does this DoD Information system or electronic collection require a Privacy Act System of Records Notice (SORN)?**

A Privacy Act SORN is required if the information system or electronic collection contains information about U.S. citizens or lawful permanent U.S. residents that is retrieved by name or other unique identifier. PIA and Privacy Act SORN information must be consistent.

Yes  No

If "Yes," enter SORN System Identifier

SORN Identifier, not the Federal Register (FR) Citation. Consult the DoD Component Privacy Office for additional information or <http://dpcl.d.defense.gov/Privacy/SORNs/>  
or

If a SORN has not yet been published in the Federal Register, enter date of submission for approval to Defense Privacy, Civil Liberties, and Transparency Division (DPCLTD). Consult the DoD Component Privacy Office for this date

If "No," explain why the SORN is not required in accordance with DoD Regulation 5400.11-R: Department of Defense Privacy Program.

**I. What is the National Archives and Records Administration (NARA) approved, pending or general records schedule (GRS) disposition authority for the system or for the records maintained in the system?**

(1) NARA Job Number or General Records Schedule Authority.

(2) If pending, provide the date the SF-115 was submitted to NARA.

(3) Retention Instructions.

T 65 - 07 R 06.00 - Copies of Financial Statements -- Destroy after 1 year.

NOTE: Sections 1 above is to be posted to the Component's Web site. Posting of these Sections indicates that the PIA has been reviewed to ensure that appropriate safeguards are in place to protect privacy. A Component may restrict the publication of Sections 1 if they contain information that would reveal sensitive information or raise security concerns.