

Department of the Treasury
BUREAU OF ENGRAVING AND PRINTING

BEP Tour Scheduling System



September 15, 2014

Privacy Impact Assessment (PIA)

A. Contact Information

System/Project Name	BEP Tour Scheduling System
OMB Unique Identifier	N/A

1. Who is the person completing this document?	
Name / Title	Rohan Stewart, Information Security Analyst
Office/Division	Office of Critical Infrastructure & IT Security (OCIITS), IT Audit and Compliance Division (ITAC)
Phone Number	(202) 874-2809
Email Address	Rohan.Stewart@bep.gov

2. Who is the system owner?	
Name / Title	Teresa Dean, Chief
Office/Division	Office of External Relations
Phone Number	(202) 874-1718
Email Address	Teresa.Dean@bep.gov

3. Who is the system manager for this system or application?	
Name / Title	Julie R. Borchard, Manager, Public Service Division (DCF); Carol Riggs, Manager, External Affairs Division (WCF)
Office/Division	Office of External Relations, Public Service Division (DCF); External Affairs Division (WCF)
Phone Number	(202) 874-3816 - DCF; (817) 847-3881 - WCF
Email Address	Julie.Borchard@bep.gov; Carol.Riggs@bep.gov

4. Who is the Information System Security Manager who reviewed this document?	
Name / Title	Michael Pease, Chief
Office/Division	Office of Critical Infrastructure and IT Security (OCIITS)
Phone Number	(202) 874-2651
Email Address	Michael.Pease@bep.gov

5. Who is the Office/Bureau Privacy Officer who reviewed this document?	
Name / Title	Leslie J. Rivera-Pagán, Attorney/Adviser
Office/Division	Office of the Chief Counsel-Privacy Office
Phone Number	(202) 874-2946
Email Address	Leslie.Rivera-Pagan@bep.gov

6. Who is the IT Reviewing Official?	
Name / Title	David Redding, Manager
Office/Division	Office of Critical Infrastructure & IT Security (OCIITS)/IT Audit and Compliance Division (ITAC)
Phone Number	(202) 874-2953
Email Address	David.Redding@bep.gov

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B. System Application/General Information

1. Does this system contain any PII? No Yes

2. What is the purpose of the system/application?

The Bureau of Engraving and Printing's (BEP), Office of External Relations (OEX) - Public Service Division, Eastern Currency Facility (DCF) and External Affairs Division, Western Currency Facility (WCF) are responsible for preparing and overseeing all facets of BEP's Tour Program.

The OEX uses the BEP Tour Scheduling System (DCF-WCF), the Group Reservation Request Form (DCF), the Congressional Tour Reservation Form (DCF), and telephone (DCF-WCF) to collect information from the primary and secondary contacts of group of visitors or congressional groups, member of congress, and congressional staffer scheduling the following tours with the BEP's Tour and Visitor Center in Washington, D.C. and Fort Worth, TX facilities:

- Special Gallery Tours (DCF & WCF);
- Group Tours (DCF & WCF);
- Congressional Tours (DCF & WCF);
- Front-of-Line Tours (DCF)
- Floor Tours (DCF & WCF); and
- VIP Tours (WCF).

The BEP Tour Scheduling System was formerly known as the Public Service Division Tracking System (PSTDS). The OEX will use the BEP Tour Scheduling System to automate the: 1) Group Reservation Request Form (DCF); 2) Congressional Tour Reservation Form (DCF); 3) Group Tour Confirmation Form (DCF); 4) Congressional Tour Confirmation Form (DCF); 5) Floor Tour Confirmation Form (DCF); 6) Front-of-line Tour Confirmation Form (DCF); 7) Special Gallery Tour Confirmation Form (DCF); 8) Group Tour Confirmation Form (WCF); 9) VIP Tour Confirmation Form (WCF); and 10) Congressional Tour Confirmation Form (WCF).

The BEP Tour Scheduling System, the Group Reservation Request Form, and the Congressional Tour Reservation Form will help OEX to: 1) record the daily number of visitors who take the group and congressional tour at BEP's DCF and WCF; 2) accommodate the visitors in a group or congressional tour; 3) anticipate the number of visitors expected on a specific day and timeframe; 4) provide accommodations for individuals with disabilities who take a group tour; 5) identify whether the visitors are a group or congressional tour; 6) send confirmation notices (i.e. Group Confirmation Form-DCF and Congressional, VIP, and Group Confirmation Form-WCF) to the point of contact of the group of visitors or congressional staffer; and 7) send to the point of contact of the group of visitors or congressional staffer advance notices of any changes that may affect reservations.

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The OEX will not require individual members of a group scheduling or taking tours to present identification or sign entry logs or registers to be able to take any tour within the DCF or WCF. See 31 C.F.R. § 605.1.

3. What legal authority authorizes the purchase or development of this system/application?

5 U.S.C. § 301, 31 U.S.C. § 321.

4. Under which SORN does the system operate? (Provide name and number)

The BEP Tour Scheduling System is covered under the BEP System of Records Notice, Treasury/BEP .049-BEP Tour Scheduling System, 78 Fed. Reg. 78512 (December 26, 2013).

The Group Reservation Request Form and the Congressional Tour Reservation Form are not subject to the provisions of the Paperwork Reduction Act (PRA), 44 U.S.C. § 3401 *et. seq.* The collection of this information used to identify individuals does not require PRA clearance as it is not considered “information” under the PRA. See 5 C.F.R. § 1320.3(h). All forms contain a Privacy Act statement in accordance with 5 U.S.C. § 552a (e)(3).

C. Data in the System

1. What categories of individuals are covered in the system? (e.g., BEP employees, contractors, and individuals from the public, other)

Primary and secondary contacts of group of visitors or congressional groups and members of congress and congressional staffers scheduling tours with the BEP’s Tour and Visitor Center in Washington, D.C. and Fort Worth, TX.

2. What are the sources of information in the system?

a. Is the source of the information from the individual or is it taken from another source? If not directly from the individual, then what other sources?

The information contained in the system originates from the individual scheduling the group or congressional tour reservation.

b. What Federal agencies are providing data for use in the system?

None.

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- c. What state and/or local agencies, tribal governments, foreign governments, or international organizations are providing data for us in the system?

None.

- d. From what other third party sources will data be collected?

None.

- e. What information will be collected from employees, government contractors and consultants, and the public?

The following information is collected from the public and congressional members and staffers:

Information/Data	BEP Tour Scheduling System (DCF & WCF)	Group Reservation Request Form (DCF)	Congressional Tour Reservation Request Form (DCF)	Group Tour Confirmation Form (DCF)	Congressional Confirmation Form (DCF)	Floor Tour Confirmation Form (DCF)	Front-of-Line Confirmation Form (DCF)	Special Gallery Confirmation (DCF)	Group Tour Confirmation Form (WCF)	VIP Tour Confirmation Form (WCF)	Congressional Confirmation Form (WCF)
Name of Primary Contact of Group of Visitors	X	X		X		X	X	X	X	X	
Name of Group	X	X		X		X	X	X	X	X	
Name of Constituent/Primary Contact of Congressional Group	X		X		X						X
Name of Congressional Staffer	X		X		X						X
Name, Title, and State of Member of Congress	X		X		X						X
Phone Number, E-mail Address, Fax Number of Congressional Staffer	X		X		X						X
Phone Number, E-mail Address, Fax Number, Mailing Address, City, State, Zip Code of Primary Contact of Group of Visitors	X	X		X		X	X	X	X	X	
Date, Time, and Type of Tour	X	X	X						X	X	

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Information/Data	BEP Tour Scheduling System (DCF & WCF)	Group Reservation Request Form (DCF)	Congressional Tour Reservation Request Form (DCF)	Group Tour Confirmation Form (DCF)	Congressional Confirmation Form (DCF)	Floor Tour Confirmation Form (DCF)	Front-of-Line Confirmation Form (DCF)	Special Gallery Confirmation (DCF)	Group Tour Confirmation Form (WCF)	VIP Tour Confirmation Form (WCF)	Congressional Confirmation Form (WCF)
Date and Time of Tour				X	X	X	X	X	X	X	X
Number of Individuals in a Group	X	X	X	X	X	X	X	X	X	X	X
Information required to accommodate a disability of an Individual in a Group Tour, if applicable (i.e. wheel chair, hearing aid, etc.)	X	X	X	X	X	X	X	X	X	X	X
Confirmation Number	X		X	X	X	X	X	X	X	X	X
Name of Secondary Contact of Group of Visitors	X								X	X	
Phone number of Secondary Contact of Group of Visitors	X								X	X	
Grade of School Group	X								X	X	

3. Accuracy, Timeliness, and Reliability

a. How is data collected from sources other than from Treasury records going to be verified for accuracy?

Individuals can schedule tours with the WCF facility by telephone. Individuals scheduling tours with the DCF facility can submit the Group Reservation Request Form or Congressional Tour Reservation Form via fax, regular mail, e-mail, hand delivery, or provide the information by telephone.

OEX will send a Confirmation Letter once the individual schedules the tour. These forms also contain a Privacy Act statement in accordance with 5 U.S.C. § 552a (e)(3).

Individuals will provide the information in the Group Reservation Request Form and the Congressional Tour Reservation Form. The source of information used in the BEP Tour Scheduling System will be provided by telephone (DCF-WCF), the Group Reservation Request Form (DCF), or the Congressional Tour Reservation Form (DCF).

The OEX does not verify the accuracy of the information but rather relies on the

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information provided by the individual by telephone (DCF-WCF), the Group Reservation Request Form (DCF), and the Congressional Tour Reservation Form (DCF).

- b. **Is completeness required?** No Yes
- c. **What steps or procedures are taken to ensure the data is current and not out- of-date?**

The OEX relies on the individual to update the information in the Group Reservation Request Form and the Congressional Tour Reservation Form. The OEX validates the data in the BEP Tour Scheduling System which is the same as the data provided by telephone (DCF-WCF) or the forms (DCF) and makes any required modifications, if applicable.

Approximately two weeks prior to the tour, OEX contacts the primary or secondary contacts of the group of visitors, congressional group or congressional staffer to confirm the date and time of the tour and to validate that the data.

- d. **Are the data elements described in detail and documented? If yes, what is the name of the document?** No Yes

The data elements are described in detail and documented on the following forms:

- 1) Group Reservation Request Form; and
- 2) Congressional Tour Reservation Form.

D. Attributes of the Data

1. **Is the use of the data both relevant and necessary to the purpose for which the system is being designed?**

Yes. The data is needed to: 1) record the daily number of visitors who take the group and congressional tour at BEP's DCF and WCF; 2) accommodate the visitors in a group or congressional tour; 3) anticipate the number of visitors expected on a specific day and timeframe; 4) provide accommodations for individuals with disabilities who take a group tour; 5) identify whether the visitors are a group or congressional tour; 6) send confirmation notices to the point of contact of the group of visitors or congressional staffer; and 7) send to the point of contact of the group of visitors or congressional staffer advance notices of any changes that may affect reservations.

2. **Will the system derive new data or create previously unavailable data about an individual through aggregation from the information collected, and how will this be maintained and filed?** No Yes

The source of information used in the BEP Tour Scheduling System will be provided by telephone (DCF-WCF), the Group Reservation Request Form (DCF) and the Congressional Tour Reservation Form (DCF).

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Once the BEP Tour Scheduling System derives the new data from the information provided by telephone or forms, the system can create new data such as linking the date of the tour with the primary contact name of the group and congressional staffer.

The data will be maintained and filed as described below in Section E.

3. Will the new data be placed in the individual's record? No Yes

4. Can the system make determinations about employees/members of the public that would not be possible without the new data?

Yes. For example, the BEP Tour Scheduling System can link the date of the tour with the name of the primary or secondary contacts of the group.

5. How will the new data be verified for relevance and accuracy?

The source of information used in the BEP Tour Scheduling System will be provided by telephone (DCF-WCF), the Group Reservation Request Form (DCF), or the Congressional Tour Reservation Form (DCF).

The OEX does not verify the accuracy of the information but rather relies on the information provided by the individual by telephone (DCF-WCF), the Group Reservation Request Form (DCF) and the Congressional Tour Reservation Form (DCF). However, OEX verifies the data in the BEP Tour Scheduling System for relevance and accuracy with the data provided by telephone (DCF-WCF), the Group Reservation Request Form (DCF), and the Congressional Tour Reservation Form (DCF) and makes any required modifications, if applicable.

6. If the data is being consolidated, what controls are in place to protect the data from unauthorized access or use?

The data is protected by logical and physical security controls. The logical controls include that the BEP Tour Scheduling System requires authorized access for all uses of the information system. Connections to the system require a Personal Identifiable Verification (PIV) card and Personal Identification Number (PIN). Users request access to the system and must be approved by an authorized BEP official. The physical controls include the fact that the application is hosted on a web server that is physically protected in the BEP Data Center.

7. If processes are being consolidated, are the proper controls remaining in place to protect the data and prevent unauthorized access? Explain.

Processes are protected by logical and physical security controls. The logical controls include the fact that the BEP Tour Scheduling System requires authorized access for all uses of the information system. Connections to the system require a PIV card and PIN.

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Users request access to the system and must be approved by an authorized BEP official. The physical controls include the fact that the application is hosted on a web server that is physically protected in the BEP Data Center.

Computers are located in the BEP's OEX-Tour and Visitor Center at the DCF and WCF facilities. Security measures for the BEP Tour Scheduling System are provided for based on the following:

1) Physical Safeguards

The BEP employees and contractors are granted access to the BEP's OEX Tour and Visitor Center by first swiping their badges to gain physical access to the hallways where the offices are located. Surveillance cameras are mounted in the hallways outside of the offices. Office doors are locked at the end of each workday and police officers conduct daily sweeps of the hallways and offices.

2) Technical Safeguards

Logical access to the BEP Tour Scheduling System requires the use of PIV cards along with their associated PINs. Additionally, the information system has several access levels that are assigned pre-defined permissions. Users are assigned to an access level based on their roles. This mitigates the risk of a user being granted permissions above what is required to perform job functions.

3) Administrative Safeguards

An enterprise access control policy is developed and disseminated that addresses roles, responsibilities, and compliance issues. The policy specifies that access controls shall provide protection for confidentiality, integrity, and availability. In addition, BEP establishes conditions for group membership, identifies user of the Tour information system, requires appropriate approvals for requests to establish accounts, and grants access to the information system based on: i) a valid access authorization; ii) intended system usage; and iii) other attributes as required.

8. How will the data be retrieved? Is the data retrieved by a personal identifier? If yes, explain and list the identifiers that will be used to retrieve information on the individual.

The data in the BEP Tour Scheduling System can be retrieved by the following fields:

- 1) Name of Primary Contact of Group, Member of Congress, Congressional Staffer, Constituent – Primary Contact of Congressional Group;
- 2) Title and State of Member of Congress;
- 3) Date of Tour;
- 4) Time of Tour;
- 5) Type of Tour;

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- 6) Number in Group;
- 7) Name of Group;
- 8) Fax Number, E-mail Address, Phone Number, City, State, and Zip Code of Primary Contact of Group of Visitors;
- 9) E-mail Address and Phone Number of Congressional Staffer;
- 10) Approver/User ID of BEP employee or contractor;
- 11) Date when Record was Created or Modified;
- 12) Confirmation Number;
- 13) Name of Secondary Contact of Group of Visitors-WCF;
- 14) Phone Number of Secondary Contact of Group of Visitors-WCF; and
- 15) Grade of School Group-WCF.

9. What kinds of reports can be produced on individuals? What will be the use of these reports? Who will have access to them?

The BEP Tour Scheduling System can generate the following reports:

- 1) Group Report;
- 2) Congressional VIP Report;
- 3) Floor Tour;
- 4) Public Tour; and
- 5) Special Gallery.

These reports include data such as: 1) date, time, and type of tour; 2) name of primary contact and telephone number; 3) tour confirmation number; and 4) number in group.

The reports are generated to inform the OEX personnel of the tours that are scheduled for a specific day. Only authorized personnel of the OEX will have access to the reports.

E. Maintenance and Administrative Controls

1. If the system is operated in more than one site, how will consistent use of the system and data be maintained in all sites?

The DCF and WCF facilities use the BEP Tour Scheduling System, the Group Reservation Request Form, and the Congressional Tour Reservation Form. OEX authorized personnel from each facility have read and write privileges only to data pertaining to their respective facility.

2. What are the retention periods of data in the system?

Records are retained in accordance with BEP Agency Specific Records Schedule No. 21 (N1/318/04/21) as required by the National Archives and Records Administration (NARA).

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3. What are the procedures for disposition of the data at the end of the retention period? How long will the reports produced be kept? Where are the procedures documented?

Paper records for disposal are destroyed by shredding or maceration. Records in electronic media are electronically erased using accepted techniques. Reports are kept in accordance with the BEP Agency Specific Records Schedule No. 21 (N1/318/04/21) as required by NARA.

The procedures used to facilitate this process are documented in BEP Circular No. 80-05, Records Management Program (2006); BEP Circular No. 80-05.3, Records Storage (2007); BEP Circular No. 80-05.4, Policies and Procedures for Electronic Records and E-mail (2006).

The data in the Group Reservation Request Form and the Congressional Tour Reservation Form and corresponding reports will be destroyed once the information is transferred to the BEP Tour Scheduling System. The contact data in the BEP Tour Scheduling System will be destroyed automatically upon completion of the tour.

The OEX and the Office of Critical Infrastructure and IT Security are responsible for ensuring that records are preserved, records no longer of current use are promptly destroyed, retention schedules are implemented, and that the BEP complies with the recordkeeping requirements issued by the Department of the Treasury, the National Archives and Records Administration, the Office of Management and Budget, and the National Institute of Standards and Technology.

4. Is the system using technology in ways the office or bureau has not previously employed (e.g., monitoring software, Smart Cards, Caller-ID)? If yes, explain.

No.

5. How does the use of this technology affect public/employee privacy?

N/A.

6. Will the system provide the capability to identify, locate, and monitor individuals? If yes, explain.

The BEP Tour Scheduling System has the capability of identifying the public and members of congress and congressional staffers.

Users of BEP Tour Scheduling System are identified and authenticated prior to being granted access to the application.

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The BEP Tour Scheduling System monitors OEX employees and contractors by conducting audits that capture login access, modification, and deletion that is linked to the identity of the OEX user.

7. What kind of information is collected as a function of the monitoring of individuals?

The BEP Tour Scheduling System, the Group Reservation Request Form, and the Congressional Tour Reservation Form do not provide the ability to monitor individuals taking the tour.

However, the BEP Tour Scheduling System collects the following information as a function of monitoring OEX employees and contractors:

- 1) Identity of individuals accessing the system;
- 2) Date and time of access; and
- 3) Successful/unsuccessful user login/logout.

8. What controls will be used to prevent unauthorized monitoring?

OEX employees and contractors using the BEP Tour Scheduling System and forms participate in mandatory Annual Privacy Awareness Training sponsored by Department of the Treasury, Office of Privacy and Civil Liberties (OPCL). One objective of the training is to mitigate the risks of unauthorized monitoring.

In addition, access control list enforce user authorizations in the BEP Tour Scheduling System. Only OEX authorized users have access to the information technology.

9. Under which SORN does the system operate? (Provide name and number)

The BEP Tour Scheduling System is covered under the BEP System of Records Notice, Treasury/BEP .049-BEP Tour Scheduling System, 78 Fed. Reg. 78512 (December 26, 2013).

The Group Reservation Request Form and the Congressional Tour Reservation Form are not subject to restrictions of the Paperwork Reduction Act, 44 U.S.C. § 3401 *et. seq.* All forms contain a Privacy Act statement in accordance with 5 U.S.C. § 552a (e)(3).

10. If the system is being modified, will the SORN require amendment or revision? Explain.

The system is not being modified.

F. Access to Data

1. Who will have access to the data in the system? (e.g., contractors, users, managers, system administrators, developers, others).

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Authorized employees and contractors from the BEP's Office of External Relations-Public Service Division (DCF) and External Affairs Division (WCF) will have access to the BEP Tour Scheduling System and forms. IT personnel including managers, administrators, and system engineers will have access only to the BEP Tour Scheduling System, unless they are explicitly granted access privileges to the data.

2. How is access to the data by a user determined? Are criteria, procedures, controls, and responsibilities regarding access documented?

Access to the electronic and paper record system is determined by pre-authorized privileges granted to users based on their need to know to perform job functions.

The standard Identity Manager, System Access Request process (former BEP Form 8392) is used to review personnel requests to interface with the BEP Tour Scheduling System and to assign approved users to specific roles. Access to the data is determined by User ID and password verification and role assignment. The responsibilities and access to data for the individual users are dictated by the role they are assigned to.

Users are placed into groups based on their roles and job functions. These groups have pre-assigned privileges:

- a) Tours_DC_Admin: Capable of maintaining users, reference and tour data for DCF office.
- b) Tours_DC_Schedular: Capable of scheduling and viewing tour data for DCF office.
- c) Tours_DC_View: View tour data for DCF office.
- d) Tours_FW_Admin: Capable of maintaining user, reference and tour data for WCF office.
- e) Tours_FW_Schedular: Capable of scheduling and viewing tours for WCF office.
- f) Tours_FW_View: Capable of viewing tour data for WCF office.
- g) Tours_Support: CIO and application support personnel are capable of maintaining users, reference and tours for both offices (DCF and WCF).

The Software Requirements Specification (SRS) document version 1.0, dated 5/31/2012 documents the criteria, procedures, controls, and responsibilities regarding access to BEP Tour Scheduling System. .

3. Will users have access to all data on the system or will the user's access be restricted? Explain.

The DCF and WCF facilities use the BEP Tour Scheduling System (DCF and WCF); Group Reservation Request Form (DCF); Congressional Tour Reservation Request Form (DCF); Group Tour Confirmation Form (DCF); Congressional Tour Confirmation Form (DCF); Floor Tour Confirmation Form (DCF); Front-of-Line Tour Confirmation Form (DCF); Special Gallery Tour Confirmation Form (DCF); Group Tour Confirmation Form (WCF); VIP Tour Confirmation Form (WCF); and Congressional Tour Confirmation

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Form (WCF). OEX authorized personnel from each facility will have access only to the data pertaining to their respective facility. IT personnel access will be restricted based on roles and need to know.

4. What controls are in place to prevent the misuse (e.g., unauthorized browsing) of data by those having access? List procedures and training materials.

Users participate in mandatory Annual Privacy Awareness Training sponsored by Department of the Treasury, Office of Privacy and Civil Liberties (OPCL) and the Records Management-Employees and Contractors Training sponsored by the Department of the Treasury, Office of Privacy, Transparency, and Records (OPTR).

In addition, access control lists enforce user authorizations on the system. Authorized users are granted restricted access based on user roles and need to know.

5. Are contractors involved with the design and development of the system and will they be involved with the maintenance of the system?

Contractors are involved with the design, development, and maintenance of the BEP Tour Scheduling System. Contractors are required to complete the Annual Privacy Awareness Training sponsored by OPCL and the Records Management-Employees and Contractors Training sponsored by OPTR.

6. Do other systems share data or have access to the data in the system? If yes, explain.

No.

7. Who will be responsible for protecting the privacy rights of the public and employees affected by the interface?

N/A.

8. Will other agencies share data or have access to the data in this system?

No.

Federal State Local Other

9. How will the data be used by the other agency?

N/A.

10. Who is responsible for assuring proper use of the data?

Chief, Office of External Relations.

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The Following Officials Have Approved This Document

1. Program Manager/System Owner

Name: Teresa Dean

(Signature) Original Signed Copy on File with the Office of
the Chief Counsel-Privacy Office Date

2. System Manager

Name: Julie R. Borchard (DCF)
Carol Riggs (WCF)

(Signature) Original Signed Copy on File with the Office of
the Chief Counsel-Privacy Office Date

(Signature) Original Signed Copy on File with the Office of
the Chief Counsel-Privacy Office Date

3. Information System Security Manager

Name: Michael Pease

(Signature) Original Signed Copy on File with the Office of
the Chief Counsel-Privacy Office Date

4. Privacy Officer

Name: Leslie J. Rivera-Pagán

(Signature) Original Signed Copy on File with the Office of
the Chief Counsel-Privacy Office Date

5. IT Review Official

Name: David Redding

(Signature) Original Signed Copy on File with the Office of
the Chief Counsel-Privacy Office Date

6. Deputy Assistant Secretary for Privacy and Treasury Records (when necessary)

Name:

(Signature) Date