



**Privacy Impact Assessment Update  
for the**

# **Enterprise Person (ePerson) System**

**DHS/USSS/PIA-016(b)**

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## Abstract

The United States Secret Service (USSS) Enterprise Person (ePerson) Suite of web-based applications delivers an agency-wide employee records management solution that meets the protective, investigative, and personnel management needs of the organization. The ePerson application allows users to search, view, and maintain USSS employee information and data related to the protective, investigative, and personnel management functions of the organization. USSS is conducting this PIA Update to describe a new interconnection with the Department of Homeland Security (DHS) Performance and Learning Management System (PALMS).

## Overview

The ePerson application maintains USSS employee and contractor information. The various types of information stored within ePerson include: Personal Summary (basic demographic data, office assignment, Entry on Duty (EOD), pay grade), Personnel Recovery Information, Skills and Training, Business and Personal Contact Information, Emergency Contacts, Firearms/Marksmanship Score, Physical Fitness Assessment Score, Identification, Gas Tracking for USSS-issued vehicles, Career Tracking, Passport and Visa Information, and Personal Assets (such as assigned desktop computers, laptops, tablets, mobile devices, computer monitors, and commission books/official credentials for law enforcement personnel).

Functions within the overarching ePerson application include: Organization, Career Tracking, Phase Entry Group (PEG) Search, Bids, Field Management, Firearms Tracking, Fitness Tracking, Gas Tracking, Monthly Activity Reporting System (MARS), Uniformed Division Leave, and Passport. User access and permissions vary across functionality within the ePerson application based on an individual's current roles within the organization; no individual outside of the USSS has access to this information.

The ePerson application maintains employee data records in a secure database environment that is referenced under the Application Provisioning Services (APS) FISMA boundary. To ensure maximum accuracy with employee demographic data, the Information Technology Operations (ITO) conducts a nightly secure file transfer of HR Connect<sup>1</sup> data from the U.S. Department of the Treasury-operated human resources system to ePerson. HR Connect is an approved HR Line of Business Shared Service Center that DHS uses for HR and payroll services. This is a one-way transmission of information to ePerson from HR Connect; no data is sent back to HR Connect. USSS also receives a daily input from the DHS Enterprise Information Exchange (EIE) feed, which provides updates (create, inactivate, and modify record) to the five different user categories in ePerson (user, other user, supervisors, organizations, and simple user). Once information is

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<sup>1</sup> See Department of Treasury, HR Connect PIA-2011, available at <https://www.treasury.gov/SitePolicies/Documents/HRC%20PIA%202011.pdf>.



populated into the ePerson database, the updated information is available to the end user upon request.

USSS will also now receive daily the following data from PALMS for USSS employees: external learning history, SF-182, courses, equivalency, training progress, and required training assigned. This data is used to populate the skills and training tab in ePerson and to provide data for Office of Strategic Planning and Policy (OSP) and Office of the Chief Information Officer (CIO) data dashboard/reporting within ePerson. USSS has an Information Sharing Agreement (ISA) with DHS for USSS data sent daily to PALMS and for data stored or created in PALMS. ePerson will send demographic data to PALMS for ingestion into the profile portion of PALMS.

The ePerson Application connects with a number of other USSS major applications associated with USSS FISMA systems to allow them to query the ePerson database for employee demographic data. Systems that query ePerson for demographic information include: the Enterprise Resource Management System (ERMS, formerly Uniform Division Resource Management System);<sup>2</sup> the Travel Manager, Oracle Financials, Procurement Request Information System Management (PRISM),<sup>3</sup> and Sunflower (TOPS, formerly Enterprise Financial System);<sup>4</sup> the Field Investigative Reporting System (FIRS);<sup>5</sup> the Enterprise Case (eCase) management system; and the Agent Manpower and Protection Support (AMPS).<sup>6</sup> ePerson is used as a source/repository for these systems.

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<sup>2</sup> ERMS is an enterprise tool for requesting and tracking work assignments.

<sup>3</sup> PRISM is the application managing the federal acquisition lifecycle process at USSS.

<sup>4</sup> Sunflower is the application tracking the physical property. TOPS is the overarching system encompassing four applications that allow the USSS to conduct financial management functions: the Concur Travel Manager supports the processing of travel vouchers for USSS employees; Oracle Financials processes day to day financial transactions; PRISM manages the federal acquisition lifecycle process; and Sunflower tracks the physical property. See DHS/ALL/PIA-053 DHS Financial Management Systems, available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>5</sup> FIRS is a suite of capabilities designed to support law enforcement by digitizing, categorizing cases, threat assessments, crime patterns, standard operating procedures, and lessons learned. The eCase system is a case management tool that includes background cases, hospital surveys, White House surveys, and other miscellaneous cases serving as a management database in which users can edit, close, and create new cases. See DHS/USSS/PIA-009(a) Field Investigative Reporting System (FIRS), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>6</sup> AMPS is used by the Presidential Protective Division (PPD), Vice-Presidential Protective Division (VPD) and the Dignitary Protection Division (DPD) to plan, direct, coordinate, and track the execution of security operations for their corresponding protectees.



## Reason for the PIA Update

The ePerson Application will now have an interconnection with DHS PALMS. This enables ePerson to ingest USSS federal employee and contractor training data. The main purpose of the PALMS feed is supplying ePerson with the completed training as classes are being taken in PALMS. The data collected from the PALMS application for USSS Employees and contractors includes:

- Last name
- First name
- Middle initial
- Date of birth
- Email address
- Organization ID
- Gender
- Termination date
- EOD date
- Skills and training- history of all the training completed

USSS currently receives the daily DHS EIE feed, which provides updates (create, inactivate, and modify record) to the five different user categories (user, other user, supervisors, organizations, and simple user). USSS will also now receive daily the following data from PALMS for USSS employees: external learning history, SF-182, courses, equivalency, training progress, and required training assigned. This data is used to populate the skills and training tab in ePerson and to provide data for Office of Strategic Planning and Policy (OSP) and Office of the Chief Information Officer (CIO) data dashboard/reporting.

ePerson also sends demographic data to PALMS for ingestion, which makes up the profile portion in PALMS. Demographic data sent to PALMS is limited to:

- First Name;
- Last Name; and
- Email address.

## Privacy Impact Analysis

### Authorities and Other Requirements

There is no change to the authorities with this update. SORN Coverage continues to be provided by the General Personnel Records,<sup>7</sup> General Information Technology Access Account

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<sup>7</sup> See OPM/GOVT-1 General Personnel Records, 77 FR 73694 (December 11, 2012).



Records System,<sup>8</sup> Personnel Emergency Contact Information,<sup>9</sup> Official Passport Application and Maintenance Records,<sup>10</sup> E-Authentication Records,<sup>11</sup> and Personnel Recovery Information<sup>12</sup> SORNs.

## Characterization of the Information

The only change to the characterization of information with this update is that the PALMS connection will allow ePerson to ingest all completed training data for employees/contractors (last name, first name, middle initial, date of birth, email address, organization ID, Gender, termination date, EOD date, and skills and training). Training data is retrieved via flat files from the PALMS SFTP site.

**Privacy Risk:** There is a risk that ePerson receives more information from PALMS than is necessary to populate ePerson.

**Mitigation:** This risk is partially mitigated. Although USSS receives additional fields for federal employees, they are not uploaded into ePerson. The extra fields are staged and stored in the ePerson development environment for one week and are overwritten once a week.

## Uses of the Information

As stated above ePerson will now collect training data on USSS employees/contractors. The training data is uploaded and added to the skills portion of ePerson. There are no additional assigned roles and responsibilities with this interconnectivity.

## Notice

There are no changes to notice with this update beyond the publication of this PIA.

## Data Retention by the project

There are no changes in the retention by ePerson. Training data received will have the same retention schedule as the other ePerson data.

## Information Sharing

The only change to information sharing is the interconnection to DHS PALMS. ePerson sends demographic data to PALMS for ingestion, which makes up the profile portion in PALMS, while PALMS feeds ePerson with course completion and training status information.

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<sup>8</sup> See DHS/ALL-004 General Information Technology Access Account Records System (GITAARS), 77 FR 70792 (November 27, 2012).

<sup>9</sup> See DHS/ALL-014 Personnel Emergency Contact Information System of Records, 83 FR 11780 (March 16, 2018).

<sup>10</sup> See DHS/ALL-032 Official Passport Application and Maintenance Records, 76 FR 8755 (February 15, 2011).

<sup>11</sup> See DHS/ALL-037 E-Authentication Records System of Records, 79 FR 46857 (August 11, 2014).

<sup>12</sup> See DHS/ALL-040 DHS Personnel Recovery Information System of Records, 82 FR 49407 (October 25, 2017).



## **Redress**

There are no changes to redress.

## **Auditing and Accountability**

There are no changes to Auditing and Accountability.

## **Responsible Official**

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## **Approval Signature**

Original, signed copy on file with the DHS Privacy Office

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