

**Submit the completed PIA to  
Privacy's SharePoint Customer Center**

**LSMS PIA**

**1. Contact Information**

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| <p><b>A/GIS/IPS Director</b><br/>Bureau of Administration<br/>Global Information Services<br/>Office of Information Programs and Services</p> |
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**2. System Information**

- (a) Name of system: Language Services Management System
- (b) Bureau: Bureau of Administration
- (c) System acronym: LSMS
- (d) iMatrix Asset ID Number: 5290
- (e) Reason for performing PIA: Click here to enter text.
  - New system
  - Significant modification to an existing system
  - To update existing PIA for a triennial security reauthorization
- (f) Explanation of modification (if applicable): Click here to enter text.

**3. General Information**

- (a) Does the system have a completed and submitted Security Categorization Form (SCF)?
  - Yes
  - No - Contact IRM/IA at [IASolutionCenter@state.gov](mailto:IASolutionCenter@state.gov) for assistance.
- (b) What is the security Assessment and Authorization (A&A) status of the system?

The triennial Assessment and Authorization process is underway and LSMS is expected to receive an Authorization-To-Operate by September 2016.
- (c) Describe the purpose of the system:

This comprehensive management system that integrates the components necessary for the Office of Language Services (LS) to complete all aspects and business processes involved in the lifecycle of their tasks.

This system allows contractors and potential clients to apply for interpreting, translation, and entry level officer (ELO) positions.

Major functions of LSMS include the following: a web-based portal that will allow users and contractors to track and retrieve their work; a Test Tracking module and process where potential applicants may apply for positions; a central Management Studio for the execution of all tasks, jobs, billing, reporting and administration; an interface for sending correspondence; several custom predefined templates for translation jobs; other ad hoc user features.

- (d) Describe the personally identifiable information (PII) that the system collects, uses, maintains, or disseminates:

The information that is collected is: Name, Address, SSN, DOB, telephone number and email address.

- (e) What are the specific legal authorities and/or agreements that allow the information to be collected?

22 U.S.C. 3291 (Management of Foreign Service)

22 U.S.C. 2651a (Organization of the Department of State)

- (f) Is the information searchable by a personal identifier (e.g., name or Social Security number)?

Yes, provide:

- SORN Name and Number: State-37 Translator and Interpreter Records
- SORN publication date (found under the Volume Number and above the Public Notice Number on the published SORN): October 24, 2012

No, explain how the information is retrieved without a personal identifier.

[Click here to enter text.](#)

- (g) Does the existing SORN need to be amended to reflect the inclusion of this new or significantly modified system?  Yes  No

If yes, please notify the Privacy Division at [Privacy@state.gov](mailto:Privacy@state.gov).

- (h) Is there a records retention schedule submitted to or approved by the National Archives and Records Administration (NARA) for this system?  Yes  No

(If uncertain about this question, please contact the Department's Records Officer at [records@state.gov](mailto:records@state.gov).)

If yes provide:

- Schedule number (e.g., (XX-587-XX-XXX)): A-06-007
- Length of time the information is retained in the system: A) For case files on contract interpreters and translators – Destroy 5 years after expiration of the contract. B) For Transcripts – Retire master set to RSC after 2 years; destroy all other copies when no longer needed for distribution. C) For Requests for Translation service – destroy when 2 years old.
- Type of information retained in the system: Case files on Contract Interpreters and Translators; Transcripts and Requests for Translation services.

#### 4. Characterization of the Information

- (a) What entities below are the original sources of the information in the system? Please check all that apply.

- Members of the Public  
 U.S. Government employees/Contractor employees  
 Other (people who are not U.S. Citizens or LPRs)

- (b) If the system contains Social Security Numbers (SSNs), is the collection necessary?

- Yes  No

- If yes, under what authorization?

5 C.F.R. § 731; E.O. 10450; E.O. 12968

- (c) How is the information collected?

The system collects the information from an approved contractor application. The contractor completes the application, form DS-7651, and submits it in person to language services staff that then enters the information into the system.

- (d) Where is the information housed?

- Department-owned equipment  
 FEDRAMP-certified cloud  
 Other Federal agency equipment or cloud  
 Other

- If you did not select "Department-owned equipment," please specify.

[Click here to enter text.](#)

- (e) What process is used to determine if the information is accurate?

The information will be verified by the administrative assistant and the contractor. If the administrative assistant has any questions on the information then he/she will verify the information with the contractor.

- (f) Is the information current? If so, what steps or procedures are taken to ensure it remains current?

Yes, the information is current. The system requires current information in order for the contract translators and interpreters to get paid. Therefore, if something is not current, the contractor will contact Language Services' administrative staff to make the adjustments.

- (g) Does the system use information from commercial sources? Is the information publicly available?

No, the system does not use information from commercial sources nor is the information publicly available.

- (h) Is notice provided to the individual prior to the collection of his or her information?

Individuals are provided notice in the form of the Privacy Act statement on the DS-7651 used when they apply to be a contractor.

- (i) Do individuals have the opportunity to decline to provide the information or to consent to particular uses of the information?  Yes  No

- If yes, how do individuals grant consent?

-If no, why are individuals not allowed to provide consent?

The information they provide is required for their employment. If they decline to provide the requested information employment with Language Services is impeded.

(j) How did privacy concerns influence the determination of what information would be collected by the system?

Privacy concerns dictated collecting as little information as possible; however, given the nature of what the system does, some PII is required.

## 5. Use of information

(a) What is/are the intended use(s) for the information?

The information in the system is used to process contractor interpreter and translator applications, as well as tracking internal interpretation and translating requests, once an applicant has been hired.

(b) Is the use of the information relevant to the purpose for which the system was designed or for which it is being designed?

Yes, the use of the information is in line with the purpose for which the system was designed.

(c) Does the system analyze the information stored in it?  Yes  No

If yes:

(1) What types of methods are used to analyze the information?

(2) Does the analysis result in new information?

(3) Will the new information be placed in the individual's record?  Yes  No

(4) With the new information, will the Department be able to make new determinations about the individual that would not have been possible without it?  
 Yes  No

## 6. Sharing of Information

(a) With whom will the information be shared internally and/or externally? Please identify the recipients of the information.

The information is not shared internally or externally.

(b) What information will be shared?

None.

(c) What is the purpose for sharing the information?

No information is shared.

(d) The information to be shared is transmitted or disclosed by what methods?

Not applicable.

(e) What safeguards are in place for each internal or external sharing arrangement?

Not applicable.

- (f) What privacy concerns were identified regarding the sharing of the information? How were these concerns addressed?

No information is shared.

## 7. Redress and Notification

- (a) What procedures allow individuals to gain access to their information?

Individuals cannot gain direct access to the information; however, both active and former contractors must let the office know when they need to update information.

- (b) Are procedures in place to allow an individual to correct inaccurate or erroneous information?

Yes  No

If yes, explain the procedures.

They would need to contact Language Services so that an administrator of the system can update their administrative information as individuals cannot gain direct access to the information.

If no, explain why not.

[Click here to enter text.](#)

- (c) By what means are individuals notified of the procedures to correct their information?

The individual is informed, verbally, upon hire that they must notify the office of language services when they require a change to their administrative information/materials. In addition, access and redress procedures are outlined in the covering SORN, State-37, Translator and Interpreter Records.

## 8. Security Controls

- (a) How is the information in the system secured?

At rest, the data is stored in an encrypted SQL server. In transit, information is TLS 1.2 encrypted.

- (b) Describe the procedures established to limit access to only those individuals who have an “official” need to access the information in their work capacity.

Only translators, interpreters and admin staff have access to the system. LS in house translators direct translating jobs to contract translating staff. Both government and contractor translators have the translating role and can only see/use the translating features. Similarly, in house interpreters assign work to contract interpreting staff. The Admin staff is a group that does the billing work associated with paying the contract translators and interpreters. With their admin role, they can see the work hours associated with contract translators and interpreters. They cannot view the corresponding materials of other roles.

- (c) What monitoring, recording, and auditing safeguards are in place to prevent the misuse of the information?

The system uses appropriate monitoring, recoding and auditing safeguards such as monitoring by the Enterprise Server Operations Center via Hewlett Packard's Sentry suite, NetIQ IT Operations Management, and the U.S. Department of State's IPOST system. The system keeps audit logs in text files as well as the windows audit log.

- (d) Explain the privacy training provided to authorized users of the system.

Users of LSMS are required to take the annual cyber security course, PS800, and PA459 Protecting Personally Identifiable Information course offered by FSI.

- (e) Are any security controls, such as encryption, strong authentication procedures, or other controls, in place to make the information unusable to unauthorized users?  Yes  No  
If yes, please explain.

At rest, the data is stored in an encrypted SQL server. In transit, information is TLS 1.2 encrypted.

- (f) How were the security measures above influenced by the type of information collected?  
The security measures above influenced the system design by making sure that the data is encrypted in transit and at rest.

## 9. Data Access

- (a) Who has access to data in the system?

A/EX/ITS system staff and A/OPR/LS authorized users.

- (b) How is access to data in the system determined?

Access to data in the system is determined by role based security in which users are placed in a group according to the type of position that they fill.

- (c) Are procedures, controls or responsibilities regarding access to data in the system documented?  Yes  No

- (d) Will all users have access to all data in the system, or will user access be restricted?  
Please explain.

Access is restricted to the role they serve within the organization. There are four limited access roles within the application: 1) Admin Billing Staff 2) Interpreters 3) Translators and 4) System Admin.

- (e) What controls are in place to prevent the misuse (e.g. unauthorized browsing) of data by users having access to the data?

Access is restricted by need to know. Users can only see/access the information that they have been authorized to see. The system is rated moderate and complies with the applicable National Institute of Standards and Technologies guidance to include rules of behavior and audit logs.