

## Privacy Threshold Analysis

*(To be used to determine whether a privacy impact assessment is required in accordance with the E-Government Act of 2002.)*

**Date submitted for review:** July 9, 2019

**Name of Project/System:** FIX-IT/Clean-It

**Sponsoring Office:** Office of Administration (ADM)

**Project manager name and phone number:**

Business Manager – Richard Branch (301-415-8389)  
Technical POC – Karen Cudd (301-415-5362)

**1) Describe (in detail) the project/system and its purpose:**

FIX-IT/Clean-It is a portal that can be accessed via an Internet browser. It enables employees to report building problems, for example problems relating to heating, air conditioning, lighting, trash pickup, cleaning, pest control, electrical, or plumbing.

Corrigo manages and owns both the software and hardware from their headquarters and serves as an external system service provider (ESP). CorrigoNet service management software streamlines maintenance operations and service management of NRC facilities (e.g., door or refrigerator repair) by coordinating work-orders between all the players in the service delivery process: customers, service and dispatch agents, technicians and vendors, and NRC management. The facilities contractors, Warren Wiggins Contractors (WWC), reside onsite during work hours and possess an NRC clearance. The WWC serve as the system administrator on behalf of the NRC.

**2) What agency function does it support:**

Facilities Management

**3. Status:**

New development effort.

Existing system.

- **Date first developed:** June 6, 2003
- **Date last updated:** July 9, 2019

- **Provide a general description of the update:**

PTA was updated as part of the implementation and security assessment for the FIT-IT/Clean-It service. System information remains the same.

**4. Do you have an NRC Enterprise Architecture (EA)/Inventory number?**

Yes

- 1. If yes, please provide Enterprise Architecture (EA)/Inventory number.**

20060046

- 2. If no, please contact [EA Service Desk](#) to get Enterprise Architecture (EA)/Inventory number.**

**5. Could the project/system relate in any way to individuals?**

No

Yes

- **Provide a general description of the way the project could relate to an individual.**

N/A

**6. Does this project collect, process, or retain information on: (Check all that apply)**

NRC employees?

Other Federal employees?

Contractors working on behalf of NRC?

Members of the public or "other individuals"?

System does not contain any such information.

**7. Does this project use or collect Social Security Numbers (SSNs)? (This includes truncated SSNs, such as the "last four.")**

No

Yes

- **Why is the SSN collected or used? Provide the function of the SSN and the legal authority to do so.**

N/A

- **Is the SSN full or partial SSN?**

N/A

- 7. What information about an individual could be collected, generated or retained? Provide a detailed description of the information that might be collected, generated, or retained such as names, addresses, phone numbers, etc.**

NRC employee/contractor names, office/cubicle locations, office emails and office phone numbers

- 8. Does the system share personally identifiable information with any other NRC systems?**

No

Yes

- **Identify the systems:**

N/A

- 9. Does this system relate solely to infrastructure? [For example, is the system a Local Area Network (LAN) or Wide Area Network (WAN)]?**

No

Yes

- **If yes, is there a log kept of communication traffic?**

N/A

- **If yes, what type of data is recorded in the log? List the data elements in the log.**

N/A

- 10. Can the system be accessed remotely?**

No

Yes

- **If yes, how?**

This service request website can be accessed remotely via the Internet

**11. Can you map this system to an applicable retention schedule in [NRC's Comprehensive Records Disposition Schedule\(NUREG-0910\)](#), or NARA's [General Records Schedules](#)?**

Yes

- If yes, please provide the schedule number, approved disposition, and describe how this is accomplished

No

- If no, please contact the [Records and Information Management \(RIM\)](#) staff at [ITIMPolicy.Resource@nrc.gov](mailto:ITIMPolicy.Resource@nrc.gov).

**12. Is there an Authority to operate record?**

Unknown

No

In progress

Yes: **Indicate the impact levels approved by CSO – Computer Security Organization for the following:**

Confidentiality:	<input checked="" type="checkbox"/> Low	<input type="checkbox"/> Moderate	<input type="checkbox"/> High	<input type="checkbox"/> Undefined
Integrity:	<input checked="" type="checkbox"/> Low	<input type="checkbox"/> Moderate	<input type="checkbox"/> High	<input type="checkbox"/> Undefined
Availability:	<input checked="" type="checkbox"/> Low	<input type="checkbox"/> Moderate	<input type="checkbox"/> High	<input type="checkbox"/> Undefined

