

PRIVACY IMPACT ASSESSMENT

Appointment Scheduling System (APSS)

January 2011

FDIC Internal System

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System Overview

The Federal Deposit Insurance Corporation (FDIC) Division of Resolutions and Receiverships (DRR) Customer Service Center (CSC) utilizes the Appointment Scheduling System (APSS) to schedule appointments with customers following the failure of a financial institution. To support the wide fluctuations in the number of calls, DRR CSC has contracted with a Call Center to take calls and to create, update and/or delete appointments when there is insufficient FDIC staff to perform these tasks.

The Call Center contractor accesses an external web-site link to APSS to create, update and delete appointments in APSS. FDIC staff use APSS to create, update and delete appointments as well as to perform administrative and security maintenance.

When customers call to make an appointment, their name and telephone number are recorded. APSS may also collect a home address related to a specific failure or circumstance. An appointment time is assigned to the customer at the time the call is placed.

Personally Identifiable Information (PII) in APSS

There is no confidential PII stored in APSS. In most cases, only the name and telephone number of a customer making an appointment are recorded. This information is provided verbally by the caller. At times, the home address may also be recorded in APSS, though this is not usually required to make an appointment.

Purpose & Use of Information in APSS

The data in APSS is both relevant and necessary for the purpose for which the system was designed, namely to schedule, reschedule or cancel appointments for customers with FDIC Representatives.

Sources of Information in APSS

Information in APSS is obtained directly from the customer via telephone to make an appointment. No data is derived, and no additional data is added to APSS after the telephone call has concluded.

Notice & Consent

Individuals have the opportunity to opt out of providing their data or consenting to particular uses of their information. Information maintained in APSS is obtained directly from the customer requesting an appointment. The customer may make an appointment by providing just a last name and initial and may use a cell-phone number rather than a home telephone number. The address of the customer is not required to make an appointment. If insufficient information is provided by the customer at the time the appointment is made, it may cause some delay of service

during the actual appointment as it must be assured that data from that particular customer is the only data revealed during the appointment.

Access to Data in APSS

Authorized FDIC employees in the Division of Resolutions and Receivers (DRR), Customer Service personnel and contractors with a “need to know” have access to the data in APSS to support customers of the failed financial institution to schedule, change or cancel an appointment. Bank closing staff access the data in APSS to manage on-going appointments. APSS uses a role-based access control system and limits access to the minimum necessary to perform their duties.

All users of APSS must obtain approval from their manager and from the APSS Program Manager/Data owner to be granted access to this system in order to carry out their duties. Contractors performing work on the Corporation’s behalf must sign a Contractor Confidentiality Agreement, annually, to be granted access to APSS. Additionally, access to the application is controlled through the FDIC Identity Access Management System (IAMS) process and follows FDIC’s Access Control Policies and Procedures.

Data Sharing

Other Systems that Share or Have Access to Data in the System:

No other system currently shares or has access to the data within APSS.

System Name	System Description	Type of Information Processed
N/A	N/A	N/A

Data Accuracy in APSS

Data is collected directly from individuals/customers from FDIC-insured failed financial institutions. These individuals are responsible for the accuracy of the information provided.

Data Security for APSS

The APSS information owner and program manager share overall responsibility for protecting the privacy rights of individuals by developing data access guidelines and standards which must be followed. All authorized employees and contractors who have access to information in a Privacy Act System of Record bear some responsibility for protecting personal information covered by the Privacy Act.

Additionally, it is every user’s responsibility to abide by FDIC data protection rules which are outlined in the Annual Security Awareness which all employees take and certify that they will abide by the corporation’s Rules of Behavior for data protection.

Call Center Contractors access is limited to the period of the time when appointments are made. Access is terminated when contractors are no longer required to make and update appointments for customers. Contractors employed for the purpose of maintenance and development support in APSS do not have access to the data in APSS. All contractors are required to sign the Contractor Confidentiality and Non-Disclosure Agreements.

System of Records Notice (SORN)

APSS operates under the FDIC Privacy Act of Records 30-64-0013, *Insured Bank Liquidation Records*.

Contact Us

To learn more about the FDIC's Privacy Program, please visit:

<http://www.fdic.gov/about/privacy/>.

If you have a privacy-related question or request, email Privacy@fdic.gov or one of the [FDIC Privacy Program Contacts](#). You may also mail your privacy question or request to the FDIC Privacy Program at the following address: 3501 Fairfax Drive, Arlington, VA 22226.

