FEDERAL DEPOSIT INSURANCE CORPORATION
INSURING AMERICA'S FUTURE

PRIVACY IMPACT ASSESSMENT

Everbridge Emergency Notification System (ENS)

April 2014

FDIC External System

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System Overview

The Everbridge Emergency Notification System (ENS) enables the timely reporting of emergencies to FDIC employees and contractors. It provides for multiple communication device notification to registered FDIC personnel during and after local, regional or national emergency events and security incidents, disseminates time sensitive information, provides personnel accountability and status during emergency events, and conducts communication tests. The system also provides for the receipt of real-time message acknowledgements and related management reports. The system provides automated roster notification capabilities enhancing FDIC's ability to improve emergence communications with its employees and contractors.

Personally Identifiable Information (PII) in ENS

ENS may contain personally identifiable information (PII) and non-PII about FDIC employees and contractors, as well as their emergency contacts, such as: full name, phone number(s) (non-work), and email address (non-work).

Purpose & Use of Information in ENS

The contact information contained in ENS is maintained for FDIC use only, and will be used when an emergency arises and FDIC must notify employees and contractors, providing situational awareness, guidance, and direction.

Sources of Information in ENS

Information contained in ENS is initially uploaded via an Excel spreadsheet from the previous emergency notification system into this new ENS (Everbridge) by authorized users/administrators from the FDIC Department of Administration Security and Emergency Preparedness Section. All changes/additions/deletions after are handled manually by authorized users.

The ENS has the capability for personal contact information (alternate email address and/or phone number) to be "voluntarily" entered by the FDIC employee/contractor through a secured website. The name and phone number of an emergency contact may also be included.

Work contact information is collected from the FDIC's Global Address List (GAL). This information contains employee/contractor name, work phone number, and work office location.

Notice & Consent

Individuals do have the opportunity to "opt out" of providing their personal data or to consent to particular uses of their information. All FDIC employees/contractors will have their name, work phone number, and work office location in the ENS; however,

individuals are not obligated to submit their personal phone number and/or personal email address, as well as an emergency contact, to the Security and Emergency Preparedness Unit for input to the system. These individuals may choose to provide this data to DOA of their own accord.

Access to Data in ENS

The data will be accessible by authorized FDIC Division of Administration (DOA), Corporate Services Brand, Security and Emergency Preparedness Sections personnel who administer the system and FDIC managers, who use the system. FDIC managers use the information in the emergency notification database to place FDIC employees and contractors into groups for notification purposes and to identify all devices on which the individuals may be contacted.

The data is accessible by authorized FDIC Contractors providing direct support to the DOA Corporate Services Branch, Security and Emergency Preparedness Section personnel in the administration of the system.

The vendor, Everbridge, have access to the data in their capacity as the administrator and service provider for the system.

Data Sharing

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

System Name	System Description	Type of Information Processed
Global Address List (GAL)	The GAL is part of FDIC's email system. The ENS is populated with non-sensitive work contact information extracted from the GAL.	Name, work phone number, work email address, and work office location

Data Accuracy in ENS

Work Contact Information is collected via a Lightweight Directory Access Protocol (LDAP) exported data set from the FDIC's Global Address List (GAL). The dataset extracted from the GAL contains name, work phone number, work email address, and work office location; and is batch loaded to the system using an Excel spreadsheet. Employees and contractors have the ability to review and update their own personal and emergency contact information that they have voluntarily place in the system.

Data Security for ENS

The vendor, Everbridge, has gone through the security review required by the FDIC's Outsourced Information Service Provider Assessment Methodology to determine

and/or verify their having appropriate physical, technical, and administrative security measures to safeguard FDIC-provided PII and other sensitive data.

Within FDIC, the Everbridge Program Manager/Data Owner, Technical Monitors, Oversight Manager, and Information Security Manager are collectively responsible for assuring proper use of the data. In addition, it is every FDIC user's responsibility to abide by FDIC data protection rules which are outlined in the FDIC's Information Security and Privacy Awareness training course which all employees take annually and certify that they will abide by the Corporation's Rules of Behavior for data protection.

System of Records Notice (SORN)

ENS operates under the FDIC Privacy Act SORN 30-64-0033: *FDIC Emergency Notification System*.

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.