

Mass Emergency Notification System

- **Name of project.**

Mass Emergency Notification System

- **Unique project identifier.**

RAS 2002 PID 5001

- **Privacy Impact Assessment Contact.**

Office of Security and Emergency Preparedness
Social Security Administration
6410 Security Boulevard
Baltimore, MD 21235

- **System background description or purpose**

The Mass Emergency Notification System (MENS), the official Agency means of emergency communications, is a web-based, software as a service (SaaS), notification system that SSA uses to notify current SSA employees, contractors, and any others who may be affected by emergency or urgent situations at an SSA site or property. SSA uses MENS to notify registered individuals or groups using their selected, specified and prioritized communications channels (personal telephone number, personal email address, business phone number, business email address, etc.).

We contract with Everbridge Inc. (Everbridge) to host MENS. However, we retain ownership of all SSA information and Everbridge segregates our data in their electronic environment, which reduces the risk of our information being inappropriately shared or disclosed.

- **Describe the information we collect, why we collect the information, how we use the information, and with whom we share the information.**

To facilitate the agency's compliance with Homeland Security Presidential Directive 5, Occupational Safety and Health Administration Act of 1970, Presidential Policy Directive 40, and Federal Continuity Directive 1, we provided Everbridge an initial dataset containing current employees' and current PIV card holding contractors' names and SSA email addresses. The individuals whose basic information we provided to Everbridge then register in MENS to receive critical communications and notifications. Current employees must access their MENS profile, verify existing information and update with

valid, after-hours contact information. Contractors may register in MENS after they receive their permanent security badge.

Employees, volunteers, students, vendors and contractors, with proper credentialing to access SSA's network, have the ability to review, add, and update their own personal and emergency contact information within the system.

MENS may contain the additional following information from individuals: first and last name; business email and telephone number; personal email and telephone number; business location; and, other contact information. MENS may also obtain emergency contact information on individuals from entities whose personnel or visitors could be affected by emergency or urgent situations at an SSA site or property, such as third party childcare facilities operated at SSA sites. Our primary use of the information identified above is to notify registered individuals of a crisis or emergency at an SSA site or property.

- **Describe the administrative and technological controls we have in place to secure the information we collect.**

Everbridge is Federal Risk and Authorization Management Program (FedRAMP) certified. Everbridge ensures MENS complies with the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53, Security and Privacy Controls, as prescribed by FedRamp.

The Federal Information Processing Standards (FIPS 199) impact level for MENS is Moderate. FedRAMP requires that all cloud vendors implement a set of controls that exceed the requirements of NIST Security and Privacy Controls for Federal Information Systems and Organizations to protect agency data in transit and at rest within the Everbridge system.

MENS has undergone authentication and security risk analyses. The latter includes an evaluation of security and audit controls proven effective in protecting the information collected, stored, processed, and transmitted by our information systems. These include technical, management, and operational controls that permit access to those users who have an official "need to know." Audit mechanisms are in place to record sensitive transactions as an additional measure to protect information from unauthorized disclosure or modification.

As described above, MENS records are generally accessible only to those employees and contractors who require the information to perform their official duties. We annually provide our employees and contractors with appropriate security awareness training that includes reminders about the need to protect personally identifiable information

(PII) and the criminal penalties that apply to unauthorized access to, or disclosure of PII. Furthermore, employees and contractors with access to databases maintaining PII must annually sign a Systems Sanctions Violations – Agency Policy and Acknowledgment Statement, acknowledging their accountability for inappropriately accessing or disclosing such information.

- **Describe the impact on individuals' privacy rights.**

We collect information only where we have specific legal authority to do so in order to provide critical communications and notifications at SSA. When we collect personal information from individuals, we advise them of our legal authority for requesting the information, the purposes for which we will use and disclose the information, and the consequences of their not providing any or all of the requested information. Individuals can then make informed decisions as to whether or not they should provide the information.

- **Do we afford individuals an opportunity to consent to only particular uses of the information?**

We advise individuals that we will not disclose this information without their prior written consent unless we have specific legal authority to do so (e.g., per the Privacy Act). All current SSA employees and current PIV card holding contractors will have their first name, last name, and work (SSA) email address in MENS.

- **Does the collection of this information require a new system of records under the Privacy Act (5 U.S.C. § 552a) or an alteration to an existing system of records?**

MENS does not require a new or an alteration to an existing Privacy Act system of records notice. The Mass Emergency Notification System (MENS), 60-0386 SORN covers the information collected and maintained in this system.

**PIA CONDUCTED BY EXECUTIVE DIRECTOR, OFFICE OF PRIVACY & DISCLOSURE,
SSA:**



SIGNATURE

September 14, 2021

DATE

PIA REVIEWED BY SENIOR AGENCY PRIVACY OFFICIAL, SSA:



SIGNATURE

September 22, 2021

DATE