

# 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  
6401 Security Boulevard  
Baltimore, MD 21235

- **System background description or purpose**

The Mass Emergency Notification System (MENS), an integral part of the Social Security Administration's (SSA) emergency communication strategy is a web-based, software as a service (SaaS), notification system that SSA (SSA) uses to notify individuals, such as employees, contractors, students, vendors, volunteers and any others affiliated with an SSA site or property of any urgent or emergency situation affecting SSA headquarters or offices within our ten regions. SSA uses MENS to notify voluntarily registered individuals or groups using SSA office phone, SSA email, SSA Cell phone, Teletype (TTY), optional private email, cell phone, and home phone.

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.**

We provided Everbridge an initial dataset containing individuals' names, SSA office phone, SSA email and SSA Cell phone. The individuals whose basic information we provided to Everbridge reserved the right to register, voluntarily, to receive critical communications and notifications. Employees and contractors may now voluntarily enroll in MENS after they receive their permanent security badge.

MENS only contains additional information from those individuals who choose to register. 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; work email and phone; private email and phone; official business location; and, other contact information. We will only use the information identified above to notify registered individuals of a crisis or emergency at SSA headquarters or at offices within our ten regions.

- **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 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 and privacy 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 with access to databases containing PII must annually sign a Systems Sanctions Violations – Agency Policy and Acknowledgement 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 to users of MENS. 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 their personal information. Individuals provide their own information on a voluntary basis, thus we anticipate minimal impact on individuals' privacy.

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

We advise individuals that we will not disclose their information without their prior written consent unless we have specific legal authority to do so (e.g., per the Privacy Act). Individuals do have the opportunity to "opt out" of providing their personal data. MENS contains all SSA employees and contractors' first name, last name, and work (SSA) email address. However, registration to use the system and any additional information a user provides is voluntary. Individuals are not obligated to use MENS or submit any additional information.

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

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 PRIVACY OFFICER, SSA:**

 Nov. 29, 2019  
SIGNATURE DATE

**PIA REVIEWED BY SENIOR AGENCY PRIVACY OFFICIAL, SSA:**

 November 29, 2019  
SIGNATURE DATE