

**Federal Labor Relations Authority  
Privacy Impact Assessment  
E-Gov Travel Services 2  
July 2020**

**The Federal Labor Relations Authority**

The Federal Labor Relations Authority (FLRA) is an independent administrative federal agency created by Title VII of the Civil Service Reform Act of 1978 (also known as the Federal Service Labor-Management Relations Statute) (the Statute). Pub. L. 95-454, 5 U.S.C. §7101 *et seq.* The Statute allows certain non-postal federal employees to organize, bargain collectively, and participate through labor organizations of their choice in decisions affecting their working lives.

The Statute establishes distinct components within the FLRA, including the Authority, the Office of the General Counsel of the Authority, and the Federal Service Impasses Panel (Panel). Presidential appointees are included in each of these three components. The FLRA structure also includes an Office of Administrative Law Judges. These components are depicted below in the order in which cases generally process through the FLRA. The business of the FLRA, and thus the FLRA mission, is to carry out five (5) primary statutory responsibilities as efficiently as possible and in a manner that gives full effect to the rights afforded employees and agencies under the Statute. Those five primary responsibilities are:

1. Resolving complaints of unfair labor practices (ULPs)
2. Determining the appropriateness of units for labor organization representation (REP)
3. Adjudicating exceptions to arbitrators' awards (ARB)
4. Adjudicating legal issues relating to the duty to bargain (NEG)
5. Resolving impasses during negotiations (Impasse)

The FLRA components exercise statutorily independent prosecutorial and adjudicative responsibilities, with different and separate legal roles. The Statute, however, requires the President to designate one of the Authority Members to serve also as the FLRA Chairman, the head of the agency. As the FLRA's chief executive and administrative officer, the FLRA Chairman is responsible for decisions regarding agency-wide

administrative functions, such as purchasing, human resources, budgeting, finance, information technology, leasing of office space, and agency performance management. The Chairman carries out these duties through the Office of the Executive Director. The Chairman has designated the FLRA's Solicitor to serve as Senior Agency Official for Privacy. The immediate staffs of the Authority Members, the Office of the General Counsel, and the Panel are under the general, day-to-day supervision of their respective Members or component heads. In addition, the Authority Members appoint Administrative Law Judges (ALJs) to hear and prepare decisions in cases involving alleged ULPs, as well as decisions involving applications for attorney fees filed pursuant to the Back Pay Act or the Equal Access to Justice Act. The FLRA also provides full staff support to two other organizations - - the Foreign Service Impasse Disputes Panel and the Foreign Service Labor Relations Board. The Authority, Office of the General Counsel, and Panel maintain their respective headquarters offices at a common site in Washington, DC. The FLRA Office of the General Counsel also includes staff in five regional offices (Atlanta, Chicago, Denver, San Francisco, Washington, D.C.).

The Agency's Information Resources Management Division (IRMD), led by its Chief Information Officer (CIO), operates and maintains the necessary Information Technology (IT) services to support the mission, including the Agency's network, servers, applications, databases, computers, and communication facilities.

#### **E-Gov Travel Services/Concur Government Edition**

E-Gov Travel Services 2 (ETS2) utilizes Concur Government Edition (CGE), which is a government-wide, web-based, end-to-end travel management service that has consolidated and automated travel management. The result will be an end-to-end travel service available to FLRA travelers, for processing their voucher, as well as, supporting all phases of travel from planning, authorizations and reservations.

The ETS2 provides an automated end-to-end travel system facilitating further stabilization that:

- Complies with OMB mandates and Federal Travel Regulations.
- Provides Federal travel processes, on-line reservations, and travel management expertise.
- Integrates to FLRA's Financial, Human Capital, and Identity, Credential, and Access Management (ICAM) systems.
- Supports mobile platforms for mobile devices allowing creation of reservations, approvals, as well as electronic receipting.
- Filters listing of available expenses ensuring only agency policy-compliant expenses are chosen.
- Provides the capability to support FLRA's current business processes.
- Provides enhanced reporting capabilities.

**Privacy**

Collection contains the following: (check the applicable items)	Date of Birth, Financial account information, Home mailing address, Name, Work e-mail address, Work mailing address, and Work phone number
The application/website/information system stores, collects, or maintains Information in Identifiable Form (IIF).	Yes
Information is collected on the following:	Government Employees, Members of the Public (excluding contractors and partners), and FLRA Contractors
The collection of PII is justified.	Yes
Law, regulation, or Government-wide policy justifies the collection of the information.	26 U.S.C. 6011 and 6109; and 5 U.S.C. Chapter 57 as implemented by Federal Travel Regulations.
FLRA will use the information in the following ways:	FLRA will use the information to provide end-to-end travel management service to the FLRA travel community. The result will be an end-to-end travel service on the desktop of every FLRA traveler, for processing their voucher, as well as, supporting all phases of travel from planning, authorizations and reservations.
The collection is the minimum necessary to accomplish the purpose of the collection.	Yes

<b>Consent</b>	
The IIF is collected.	Voluntary, Comment: At GoLive information is entered on behalf of the user. Data sources might include the Federal Payroll and Personnel System (FPPS). Also initial upload and periodic updates of financial, HR, and travel card account data, to permit proper Electronic Fund Transfer (EFT) payments to the travel card vendor and to the traveler. After GoLive, the user will request access to the system and the data will be input and/or populated for the user upon approval.
There is a process in place for the following	
Ensuring consent is obtained from the individuals whose IIF is stored, collected, or maintained.	Yes (When a user requests access to the system, a "Rules of Behavior Acknowledgement" must be reviewed and accepted. Each year the user must acknowledge review and acceptance for continued use. The way information is stored, collected or maintained is indicated in the "Rules of Behavior")
Allowing the individual whose IIF is stored, collected, or maintained to choose how their IIF is used.	Yes (When a user requests access to the system; the user must accept a "Rules of Behavior Acknowledgement" that must be accepted. Each year the user must acknowledge acceptance for continued use.)
<b>Security Controls</b>	
Monitor and Response to privacy and/or security incidents policies.	Yes
Access controls:	Yes
Technical controls (safeguards) are in place to minimize the possibility of unauthorized access, use, or dissemination of the IIF in the application/website/information system/cloud system.	Yes

Information Sharing Practices	
The application/website/information system/cloud systems collects IIF from other resources (e.g., databases, websites)	Yes (IIF is collected from the Federal Personnel and Payroll System. There may be initial uploads (manual and/or programmatic) and periodic updates of data from financial and HR systems of participating Federal agencies.)
The application/website/information system/cloud system populates data for other resources (e.g., databases, websites, or external agencies, people, or organizations).	No
Accessibility, Redress, Complaints	
There is a process in place for periodic reviews of IIF in the system to ensure data integrity, availability, accuracy, and relevance.	Yes (There are technology controls, such as auditing, in place which will reveal the misuse of data in a timely manner.  The administrator allows access control on a need-to-know basis. These are periodically reviewed and updated. Logs are audited for inappropriate or unauthorized activity.)
Privacy Act of 1974	
Records on individuals are or will be routinely retrieved from the system by using individual's name or other unique identifier (e.g., personal account number, UUPIC, SSN, etc. is used to locate information about an individual in the application/website/information system/paper record).	Yes
The records in the system are covered by an existing published System of Records Notice (SORN).	Yes
The SORN Name.	Contracted Travel Services Program (August 2, 2006, 71 FR 48764)
The SORN Number.	GSA/GOVT-4

**Web Measurement and Customizing Technology**

The Application/Website/Information System Utilizes Web Measurement and Customization Technology (Cookies/Persistent Tracking).

Yes

**Approval and Signature Page**

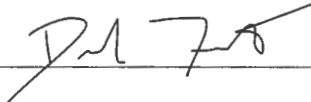
Certification: I have read and understand the purpose of this assessment. I have also accurately listed the personal data elements.

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Date: 22 July 2020