

**U.S. Small Business Administration
Business Gateway Initiative
Privacy Impact Assessment**

Name of Project: Business Gateway Initiative

Project's Unique ID:

Once the PIA is completed and the signature approval page is signed, please provide copies of the PIA to the following:

- SBA IT Security Manager
- SBA OCIO IT Portfolio Division
- SBA Privacy Act Officer

Do not email the approved PIA directly to the Office of Management and Budget email address identified on the Exhibit 300 form. One transmission will be sent by the OCIO Portfolio Management Division

Also refer to the signature approval page at the end of this document.

A. CONTACT INFORMATION:

1) Who is the person completing this document?

Nancy Sternberg
Program Manager, Business Gateway Initiative
409 3rd Street S.W.
Washington, DC 20416
(202) 205-6285

2) Who is the System Owner?

Christine Liu, Chief Information Officer

3) Who is the System Manager for this system or application?

Nancy Sternberg

4) Who is the IT Security Manager who reviewed this document?

David McCauley

5) Who is the Bureau/Office Privacy Act Officer who reviewed this document?

Ethel Mathews

6) Who is the Reviewing Official?

Christine Liu

B. PIA PROCESS APPLICATION/GENERAL INFORMATION:

1) Does this system contain any information about individuals?

This system does not contain any information about individuals.

a. Is this information identifiable to the individual!?

No information identifiable to an individual is contained in the system.

b. Is the information about individual members of the public?'

No information about individual members of the public is contained in the system.

c. Is the information about employees?

No information about employees is contained in the system.

2) What is the purpose of the Business Gateway Initiative?

The Business Gateway Initiative is one of 25 Presidential E-government Initiatives aimed at improving the delivery of information and services to citizens. Through Business.gov, a one-stop resource for compliance information, forms, and government contacts, businesses are able to save time and money and focus on running their businesses. In conjunction with the Small Business Paperwork Relief Act, businesses are able to use Business.gov to find points of contact from across the federal government to assist them with business compliance issues. The U.S. Small Business Administration is the managing partner for this E-government initiative and partners with 21 other federal agencies to obtain relevant content and determine the strategic direction for the web site.

The Business Gateway Initiative offers the following benefits to the public:

- Federal Compliance Resources: directs businesses to a one-stop, common access point for government compliance information and resources - Business.gov
- Federal Forms Catalog: enables businesses to easily find more than 5,000 federal forms via an online catalog of public-facing business forms
- Data Harmonization: streamlines and automates reporting processes so that the data businesses provide electronically can be shared across agencies (federal, state, and local), thereby reducing the reporting burden.

3) What: legal authority authorizes the purchase or development of this PIA Process?

According to the Small Business Paperwork Relief Task Force, chaired by OMB, businesses and citizens spend 8.2 billion hours per year filling out paperwork and complying with government regulations¹. Legislation has been created to address this issue, including the Small Business Paperwork Relief Act of 2002 ("SBPRA"), which is intended to recognize

¹ Page 4 of the Final Report of the Small Business Paperwork Relief Task Force, June 27, 2003

and to help reduce the Federal paperwork burden requirements imposed on small businesses. According to the SBA, the average “highly regulated” business (e.g., restaurants, gas stations, and dry cleaners) applies for, receives, and maintains an average of 10 to 15 licenses and permits. It can be difficult, time consuming and ultimately very costly for businesses to determine which laws and regulations apply and what steps are required to comply. The Business Gateway Initiative was conceived to create tools and services to reduce this burden by guiding businesses through the maze of government rules and regulations.

Business Gateway is one of 25 Presidential E-government initiatives emanating from the President’s Management Agenda. The overall objective of the initiative is to improve service delivery to small businesses through technology. These initiatives are committed to helping businesses interact efficiently and effectively with the federal Government by helping reduce businesses’ burden and by providing one-stop access to information. Business.gov provides businesses unrestricted online access to federal compliance assistance resources and the federal forms needed to comply with federal requirements for their business. Compliance assistance is defined as information that helps businesses understand their obligations under Federal laws and regulations. Business.gov’s compliance assistance focuses on mandatory, government-enforced regulations.

C. DATA in the PROCESS:

1) What categories of individuals are covered in the application?

End user access to the systems of the Business Gateway Initiative – i.e., Business.gov and Forms.gov - do not require authentication. Neither system requires electronic signatures or authentication that requires the validation of personal identity.

2) What are the sources of the information in the application?

a. Is the source of the information from the individual or is it taken from another source? If not directly from the individual, source then what other source.

The systems neither collect nor store personally identifiable data.

b. What Federal agencies are providing data for use in the process?

No Federal agencies provide personally identifiable data.

c. What State and local agencies are providing data for use in the process?

No State or local agencies provide personally identifiable data.

d. From what other third party sources will data be collected? None

No other third party sources provide personally identifiable data.

e. What information will be collected from the employee and the public?

No information is collected from employees or the public.

3) Accuracy, Timeliness, and Reliability

a. How will data collected from sources other than SBA records be verified for accuracy?

No personally identifiable data is gathered.

b. How will data be checked for completeness?

No personally identifiable data is gathered.

c. Is the Data Current? What steps or procedures are taken to ensure the data is current and not out-of-date? Name the document (e.g., data models)

No personally identifiable data is gathered.

d. Are the data elements described in detail and documented?

No personally identifiable data is gathered.

D. ATTRIBUTES OF THE DATA

1) Is the use of the data both relevant and necessary to the purpose for which the process is being designed?

No personally identifiable data is gathered or stored on Business Gateway Initiative systems.

2) Will the system derive new data or create previously unavailable data about an individual through aggregation from the information collected, and how will this be maintained and filed?

No.

3) Will the new data be placed in the individual's record?

Not applicable.

4) Can the system make determinations about employees/public that would not be possible without the new data?

Not applicable.

5) How will the new data be verified for relevance and accuracy?

Not applicable.

6) If the data is being consolidated, what controls are in place to protect the data from unauthorized access or use?

Data is not consolidated.

7) If processes are being consolidated, are the proper controls remaining in place to protect the data and prevent unauthorized access through the process? Explain.

Processes are not consolidated.

8) How will the data be retrieved? Does a personal identifier retrieve the data? If yes, explain and list the identifiers that will be used to retrieve information on the individual.

No personally identifiable data is gathered or stored on Business Gateway Initiative systems, so there is no personal information retrieval.

9) What kinds of reports can be produced on individuals? What will be the use of these reports? Who will have access to them?

Not applicable.

10) What opportunities do individuals have to decline to provide information (i.e., where providing information is voluntary) or to consent to particular uses of the information (other than required or authorized uses), and how individuals can grant consent.)

Not applicable.

E. MAINTENANCE AND ADMINISTRATIVE CONTROLS (N/A)

1) If the information in the process operated in more than one site, how will consistent use of the date be maintained in all sites?

There is only one production system for Business.gov and Forms.gov.

2) What are the retention periods of data in the system?

There are no personally identifiable data gathered or stored on Business Gateway Initiative systems, so there is no retention schedule.

3) What are the procedures for disposition of the data at the end of the retention period? How long will the reports produced be kept? Where are the procedures documented?

There are no personally identifiable data gathered or stored on Business Gateway Initiative systems, so there is no need to dispose of data, reports or keep related procedures.

4) Are the systems in the process using technologies in ways that the SBA has not previously employed (e.g., monitoring software, Smart Cards, Caller-ID)?

No.

5) How does the use of this technology affect public/employee privacy?

Not applicable.

6) Will this system in the process provide the capability to identify, locate, and monitor individuals? If yes, explain

No.

7) What kinds of information are collected as a function of the monitoring of individuals?

Not applicable.

8) What controls will be used to prevent unauthorized monitoring?

Not applicable.

9) Under which Privacy Act systems of records notice does the system operate? Provide number and name

Since the Business Gateway Initiative systems do not gather personally identifiable information, there is no system of record notice.

10) If the system is being modified, will the Privacy Act Systems of records notice require amendment or revision? Explain.

Business Gateway Initiative systems do not gather personally identifiable information; therefore, no system of record notice exists that would require amendment or revision.

F ACCESS TO DATA:

1) Who will have access to the data in the System?

Internal and external users.

2) How is access to the data by a user determined?

Data/information is available to the public.

3) Will users have access to all data on the system or will the user's access be restricted? Explain

Yes. Data available on Business.gov consists of business compliance information – e.g., agency policies and regulations. There is no personally identifiable data on the system to access. All users have access to the business compliance information.

4) What controls are in place to prevent the misuse (e.g., unauthorized browsing) of data by those having access?

No controls are required.

5) Are contractors involved with the design and development of the system and will they be involved with the maintenance of the system?

Contractors do design, develop and maintain the systems; however, personally identifiable data does not exist on the system.

6) Do other systems share data or have access to the data in the system? If yes, explain.

No.

- 7) **Who will be responsible for protecting the privacy rights of the public and employees affected by the interface?**

Not applicable.

- 8) **Will other agencies share data or have access to the data in this: system?**

Other agencies do have access to the data. It is open to the public.

- 9) **How will the data be used by the other agency?**

Agencies use the data to help educate customers about business compliance requirements.

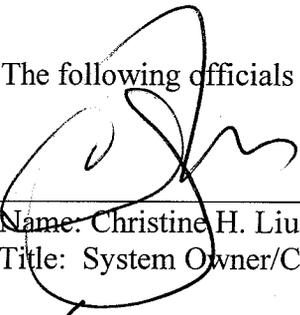
- 10) **Who is responsible for assuring proper use of the data?**

The system owner is responsible for ensuring proper use of the data.

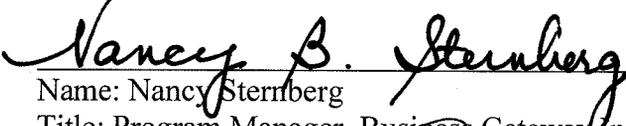
See Attached Approval Page

SBA BUSINESS GATEWAY PIA

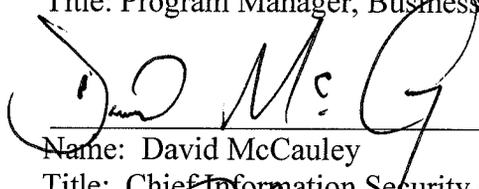
The following officials have approved this document:


Name: Christine H. Liu
Title: System Owner/Chief Information Officer

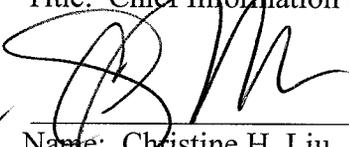
8/17/07


Name: Nancy Sternberg
Title: Program Manager, Business Gateway Initiative

8/6/2007


Name: David McCauley
Title: Chief Information Security Officer (CISO)

8/15/2007


Name: Christine H. Liu
Title: Chief Privacy Officer

8/17/07