



**Item 13 – Inventory of Scheduled and Unscheduled Electronic Systems
(EIS)**

ITEM 13

Inventory of scheduled and unscheduled systems

<p>Name of System</p> <p>Identify the system by its official title.</p>	<p>Department of Labor Customer Relations Management aka Cloud Customer Relations Management</p>
<p>Acronym</p> <p>Identify the short name, or acronym, for this database.</p>	<p>DOLCRM aka CloudCRM</p>
<p>Contact Information: Name, Organization, Phone, E-mail</p> <p>Identify the person or persons who are responsible for the administration or maintenance of the system and who are familiar with the business practices for which the system is used (i.e. System Administrator, Information Management Official, Information Resource Steward). Include both phone numbers and e-mail addresses.</p>	<p>Tracy Parker (System Administrator) 202-693-0658, Parker.Tracy@dol.gov</p> <p>Marc Huete (Information Security Officer) 202-693-1158, Huete.marc@dol.gov</p>
<p>Hardware</p> <p>Identify the environment on which this system resides, e.g. stand-alone workstation/PC (non-network), server-based, mainframe.</p>	<p>FedRAMP-approved federal cloud</p>
<p>Software</p> <p>Identify software currently used to build, operate, store and deliver the system.</p>	<p>SalesForce.com customer platform</p>
<p>Where is this system used?</p> <p>For example, Agency-wide, region, local office</p>	<p>Headquarters</p>
<p>What is the purpose or function of the system?</p> <p>Provide a brief executive summary describing the type of information in the system; the primary uses made of the system; who adds data, and why.</p>	<p>Track customer contact with the agency, whether by phone, email, or Internet.</p>
<p>What are the program and/or legal authority for the creation of this system?</p> <p>List any statutes, regulations or other</p>	<p>The collection of information falls under the Privacy Act of 1974, PL 93-0579, as amended.</p>

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governing authority for the creation of the system.	
<p>What is the source of system input and how is it entered into the system?</p> <p>Is the input keyed into the system, scanned, or migrated? Where does the data originate (e.g., states, regulated community)</p>	Data is inputted by the customer, or agency employees in headquarters.
<p>Does the system contain electronic signatures?</p> <p>Are electronic signatures used for verification?</p>	No
<p>What are the major outputs (e.g., reports, publications)?</p> <p>Describe (1) the kinds of searches that are routinely run on this system and any features of its search (filter) capabilities, and (2) the format(s) in which the data or results of searches of the data can be produced (e.g., comma-delimited, tab-delimited, hard copy, etc.). Is there a preferred format? Does that format require the use of proprietary software? If so, is there an alternative format for production? Can the data be exported to a standard format such as comma delimited?</p>	<p>Searches to assist in servicing a particular customer, or following up on open requests.</p> <p>Statistical analysis to address service gaps.</p>
<p>How are the data arranged or sorted?</p> <p>Is there a primary key for sorting or analysis?</p>	Yes, tracking number.
<p>What are the system dates?</p> <p>When was the system created, and what is the date range of the information in the system?</p>	<p>Creation: 4/2/2014</p> <p>Date range is 2014 to present.</p>
<p>What are the update and/or backup processes?</p> <p>For example, are you able to obtain "historical snapshots" of data as they existed in the system at any time in the past (i.e., Once the system is updated, does it retain a file with the</p>	<p>Data is backed up in real time to the backup servers, which are maintained in "hot" status. During an incident, traffic is automatically changed over.</p> <p>Customer data is available for 15 days with no special requirements, then 90 days for an</p>

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<p>pre-existing version of the data)? If yes, describe any limitations on the earlier versions that can be retrieved.</p> <p>In the ordinary course of business, is there routine archiving, destruction, purging, overwriting or alteration of information in the system that could result in the loss of data as it currently exists?</p>	<p>additional expense for restoration. At that point the data is purged from backup.</p> <p>OFCCP does not currently purge data, as the records management time period has not been reached.</p>
<p>Is the system linked to other systems, and if so, which systems?</p> <p>For example, is data migrated to another system?</p>	<p>DOLCRM does not transmit data to other systems. However, it will pull data from OFIS.</p>
<p>Does the system produce a public version of the data?</p> <p>For example, is a public version of the data available on DOL's Internet site?</p>	<p>No</p>
<p>What kind of documentation is available? For example, user manual, data dictionary</p>	<p>User manual, Salesforce documentation, security documentation.</p>
<p>Are there any restrictions on the data?</p> <p>Does transfer of this data in any format raise any security issues? Are the data encrypted?</p>	<p>Data is not transmitted to other systems.</p>
<p>What are the retention requirements for the data in the system?</p> <p>Do you know of an existing NARA-approved records schedule for this system?</p> <p>If there isn't an existing records schedule, how long does the information need to be retained and why?</p>	<p>Retention periods are defined in:</p> <ul style="list-style-type: none"> • N1-448-01-2, Office of Federal Contract Compliance Programs • GRS04-2, Information Access and Protection Records (PA and FOIA Included) • GRS 3.1 General Information Technology Management Records • GRS03-2 Information Systems Security Records

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<p>Name of System</p> <p>Identify the system by its official title.</p>	<p>OFCCP Information System</p>
<p>Acronym</p> <p>Identify the short name, or acronym, for this database.</p>	<p>OFIS</p>
<p>Contact Information: Name, Organization, Phone, E-mail</p> <p>Identify the person or persons who are responsible for the administration or maintenance of the system and who are familiar with the business practices for which the system is used (i.e. System Administrator, Information Management Official, Information Resource Steward). Include both phone numbers and e-mail addresses.</p>	<p>Primary POC/ISO: Marc Huete, OFCCP, 202-693-1158, Huete.marc@dol.gov</p> <p>System Owner: Michael S. Jones, OFCCP, 202-693-1143, Jones.Michael.S@dol.gov</p> <p>Administrator: Narayana Moola, OFCCP (Contractor), 202-693-0205, Moola.Narayana@dol.gov</p>
<p>Hardware</p> <p>Identify the environment on which this system resides, e.g. stand-alone workstation/PC (non-network), server-based, mainframe.</p>	<p>Server-based</p>
<p>Software</p> <p>Identify software currently used to build, operate, store and deliver the system.</p>	<p>Delphi, DB2</p>
<p>Where is this system used?</p> <p>For example, Agency-wide, region, local office</p>	<p>Agency-wide</p>
<p>What is the purpose or function of the system?</p> <p>Provide a brief executive summary describing the type of information in the system; the primary uses made of the system; who adds data, and why.</p>	<p>OFIS automates the process of assigning, tracking and reporting compliance evaluations and complaint investigations performed by OFCCP compliance officers.</p> <p>OFIS currently consists of three components;</p> <ul style="list-style-type: none"> • OFCMS is used for entering, assigning, tracking, and monitoring compliance and

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	<p>complaint investigations information</p> <ul style="list-style-type: none"> • OFEIS is a management reporting and analysis engine used to view, generate, and print reports. • OFADM is an account management module accessible only to system administrators and is used to assign system access rights and privileges
<p>What are the program and/or legal authority for the creation of this system?</p> <p>List any statutes, regulations or other governing authority for the creation of the system.</p>	<ul style="list-style-type: none"> •Americans With Disabilities Act Of 1990 •Executive Order (EO) 11246 •Section 503 of the Rehabilitation Act of 1973, as amended •38 USC 4212 – The Vietnam Era Veterans' Readjustment Assistance Act of 1974 including subsequent amendments •Notice of Employee Rights Concerning Payment of Union Dues -- EO 13496
<p>What is the source of system input and how is it entered into the system?</p> <p>Is the input keyed into the system, scanned, or migrated? Where does the data originate (e.g., states, regulated community)</p>	<p>Inputted from the keyboard via agency compliance officers</p>
<p>Does the system contain electronic signatures?</p> <p>Are electronic signatures used for verification?</p>	<p>No</p>
<p>What are the major outputs (e.g., reports, publications)?</p> <p>Describe (1) the kinds of searches that are routinely run on this system and any features of its search (filter) capabilities, and (2) the format(s) in which the data or results of</p>	<p>Case progress reports, listing of contractor companies that have been reviewed as 'in compliance'.</p>

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<p>searches of the data can be produced (e.g., comma-delimited, tab-delimited, hard copy, etc.). Is there a preferred format? Does that format require the use of proprietary software? If so, is there an alternative format for production? Can the data be exported to a standard format such as comma delimited?</p>	
<p>How are the data arranged or sorted? Is there a primary key for sorting or analysis?</p>	<p>Yes</p>
<p>What are the system dates? When was the system created, and what is the date range of the information in the system?</p>	<p>System was created prior to 1998. It is still active.</p>
<p>What are the update and/or backup processes? For example, are you able to obtain "historical snapshots" of data as they existed in the system at any time in the past (i.e., Once the system is updated, does it retain a file with the pre-existing version of the data)? If yes, describe any limitations on the earlier versions that can be retrieved. In the ordinary course of business, is there routine archiving, destruction, purging, overwriting or alteration of information in the system that could result in the loss of data as it currently exists?</p>	<p>Data is backed up by OASAM. It is backed up incrementally every night, with a full backup weekly. Data is maintained for a minimum of one month.</p>
<p>Is the system linked to other systems, and if so, which systems? For example, is data migrated to another system?</p>	<p>The National Pre-Award Registry is exported to the Internet. It shares data with the Master Data Repository and the Cloud CRM Solution. It is hosted on the OASAM ECN/DCN GSS.</p>
<p>Does the system produce a public version of the data? For example, is a public version of the data</p>	<p>Yes, the National Pre-Award Registry is posted to the DOL.gov website. This includes only a list of contract companies. It does not include any PII.</p>

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available on DOL's Internet site?	
What kind of documentation is available? For example, user manual, data dictionary	User manuals, system design documents, security documentation, contingency planning documents.
Are there any restrictions on the data? Does transfer of this data in any format raise any security issues? Are the data encrypted?	Interconnections are secured using TLS v1.1.
What are the retention requirements for the data in the system? Do you know of an existing NARA-approved records schedule for this system? If there isn't an existing records schedule, how long does the information need to be retained and why?	Data retention requirements are established in SORN DOL/OFCCP-1.

OFCCP shared systems used:

- WebTA (time and attendance) – OASAM
- AMS (procurement) – OASAM
- NCFMS (accounting, budget execution) – OCFO
- DEBS (budget formulation and performance tracking/reporting) – OCFO/DBC
- E-2 (travel) – OCFO
- SIMS (correspondence) – Executive Secretariat
- DOORS (human resources) – OASAM
- HR Works (human resources) – OASAM