

SYSTEM NAME AND NUMBER:

Information Technology Service Ticket System~~FTC~~ (FTGVII-7).

SECURITY CLASSIFICATION:

Unclassified.

SYSTEM LOCATION :

Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

System data are currently maintained offsite by an FTC contractor.

For other locations where records may be maintained or accessed, see Appendix III (Locations of FTC Buildings and Regional Offices), available on the FTC's website at <https://www.ftc.gov/aboutftc/foia/foia-readingrooms/privacyact-systems> and at 80 FR 9460, 9465 (Feb. 23, 2015).

SYSTEM MANAGER(S):

Core Engineering and ISSO Services Program Manager, Office of the Chief Information Officer, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, email: SORNs@ftc.gov

AUTHORITY FOR MAINTENANCE OF THE SYSTEM :

Federal Trade Commission Act, 15 U.S.C. 41 et seq.

PURPOSE(S) OF THE SYSTEM

To register, track and control usage of office telephones, cell telephones and other telecommunication devices by individual users; to record the receipt of requests for information technology (IT) service by the FTC's enterprise service desk (i.e., help desk) and the actions taken to resolve those requests; to provide agency management with information identifying trends in questions and problems for use in managing the Commission's hardware and software

resources. The FTC's help desk, currently operated by a contractor, generates and maintains these records ("service tickets") in the course of fulfilling requests or orders to create or close e-mail and other network accounts when an individual begins or ends employment at the FTC answer questions or provide assistance when FTC staff have problems with computer or network access or other FTC IT equipment or software issues, etc.

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<https://www.ftc.gov/about-ftc/foia/foia-readingrooms/privacyact-systems> and at 83 FR 55542-55543 (Nov. 6, 2018).

POLICIES AND PRACTICES FOR STORAGE OF RECORDS:

Data are entered and stored in the system electronically by the FTC's help desk contractor using proprietary software in a structured database.

POLICIES AND PRACTICES FOR RETRIEVAL OF RECORDS :

Indexed by employee name and tracking number assigned to each service request.

POLICIES AND PRACTICES FOR RETENTION AND DISPOSAL OF RECORDS :

Records are retained according to GRS 5.8 and are destroyed 1 year after resolved, or when no longer needed for business, whichever is appropriate.

ADMINISTRATIVE, TECHNICAL, AND PHYSICAL SAFEGUARDS :

Access is restricted to agency personnel and contractors whose responsibilities require access. Electronic access to FTC records in the contractor's database is provided via the Internet, using unique IDs and password combinations, and can be accessed only from Internet Protocol (IP) addresses belonging to the FTC. When not in use, access automatically "times out" (cuts off) after 30 minutes. The contractor's servers have firewalls and intrusion detection, and are maintained in locked rooms secured with electronic card access.

RECORD ACCESS PROCEDURES

CONTESTING RECORD PROCEDURES:

See § 4.13 of the FTC's Rules of Practice, 16 CFR 4.13. For additional guidance, see also Appendix II (How To Make A Privacy Act Request), available on the FTC's website at <https://www.ftc.gov/aboutftc/foia/foia-readingrooms/privacyact-systems> and at 73 FR 33592, 33634 (June 12, 2008).

NOTIFICATION PROCEDURES :

See § 4.13 of the FTC's Rules of Practice, 16 CFR 4.13. For additional guidance, see also Appendix II (How To Make A Privacy Act Request), available on the FTC's website at <https://www.ftc.gov/aboutftc/foia/foia-readingrooms/privacyact-systems> and at 73 FR 33592, 33634 (June 12, 2008).

EXEMPTIONS PROMULGATED FOR THE SYSTEM :

None.

HISTORY :

80 FR 94609465 (February 23, 2015)

73 FR 3359133634 (June 12, 2008).