

1 System Overview

1.1 Describe the project/system and its purpose.

The Division of Consumer and Business Education (DCBE), a division within the FTC Bureau of Consumer Protection (BCP), develops print publications to inform consumers of their rights and to educate businesses about their responsibility to comply with laws enforced by the FTC. The FTC provides these materials to a variety of customers, which include individual members of the public, libraries, credit counseling services, police departments, Congressional offices, community-based organizations, trade associations, ~~corporati~~ as well as federal, state, and local government offices and institutions. These orders are received via bulkorder.ftc.gov, a ~~web~~-based order system that allows customers to select and order materials from a catalog of FTC publications. ¹In order to ensure that the FTC is wellstocked with the necessary publications and to maintain the capability to report analytical data, the agency uses the Print Tracking application developed on the ~~cloud-~~ServiceNow platform to track the type and number of publications printed, as part of the agency's ongoing migration of various on-site IT business support applications to ServiceNow.

Inventory levels are maintained and monitored by the FTC's publication distributor, the Government Publishing Office (GPO) in Pueblo, Colorado. On a weekly basis, FTC staff receive this information from GPO Pueblo and upload it to the Print Tracking application. A separate XML report containing all publication orders and associated publication data is generated from the Bulk Order system and also imported into the Print Tracking application. This information is used to create reports, identify trends, ~~and~~ and inventory levels in the Print Tracking application.

This PIA discusses the privacy impact of the agency's use of Print Tracking to compile, analyze, and report data about bulk print publications that members of the public may order online from the FTC.

1.2 What specific legal authority allows for the collection, maintenance, or dissemination of information for this project/system?

The information in this system is collected, maintained and disseminated pursuant to the Federal Trade Commission Act, 15 U.S.C. §§ 41-58 ~~and laws and regulations~~ the Commission enforces.

¹ For additional information, refer to the Publication Bulk Order Privacy Impact Assessment available at www.ftc.gov.

2 Data Type, Sources, and Use

2.1 Specify in the table below what types of personally identifiable information

(PII) ²may be collected, stored, processed, transmitted, or otherwise used by the system.

No, individuals do not have the opportunity to decline to provide information or consent to particular uses of their information

7 Website Privacy Evaluation

7.1 Does the project/system employ the use of a website? If so, describe any tracking technology used by the website and whether the technology is persistent or temporary (e.g., session cookie, persistent cookie, web beacon). Describe the purpose of using such tracking technology.

authentication solutions, including HSPID, already deployed to meet internal identification and authentication requirements. The use of enterprise directory service also allows