

FTC-VII-7

System name:

Service Order System -- FTC.

Security classification:

Not applicable.

System location:

Federal Trade Commission, 6th Street and Pennsylvania Avenue, NW., Washington, DC 20580.
Categories of individuals covered by the system:

Individuals who, at the time the records are added to the system, are Commission employees who requested service related to the automated information equipment and systems available to the staff.

Categories of records in the system:

Records include employee name, organization code, telephone number, date of reported problem, nature of problem, and action taken to resolve problem.

Authority for maintenance of the system:

Federal Trade Commission Act.

Purpose(s):

To record the receipt of requests for service 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.

Routine uses of records maintained in the system, including categories of users and the purposes of such uses:

In addition to the disclosures generally permitted under *5 U.S.C. 552a(b)*, records or information in these records may be specifically disclosed pursuant to *5 U.S.C. 552a(b)(3)* as described in Appendix I of this notice, provided that no routine use specified therein shall be construed to limit or waive any other routine use.

Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:

Storage:

On computer disk and tape.

Retrievability:

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

Safeguards:

Access to computerize records controlled by "user id" and password combination and restricted to staff whose duties require access.

Retention and disposal:

Records are retained indefinitely.

System manager and address:

Director, Automated Systems Division, Federal Trade Commission, 6th Street and Pennsylvania Avenue, NW., Washington, DC 20580.

Notification procedure; record access procedure; and contesting record procedure:

See Appendix II.

Record source categories:

Individual about whom the record is maintained and staff who responded to the request for service.