

VA Privacy and Information Security Awareness and Rules of Behavior



Privacy and Information Security Resources

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Table 1. VA Phone Numbers

Office of Inspector General (IG) Hotline (to report fraud, waste, or mismanagement of resources)

(800) 488-8244

VA National Service Desk (to request computer, network, or access support, or to report privacy and security incidents to the Network Security Operations Center [NSOC])

(800) 877-4328

Table 2. VA Web Links

CRISP information*

<https://vaww.sde.portal.va.gov/oitauditprep/SitePages/Home.aspx>

FSS HISD SharePoint site for MDPP guidance*

<https://vaww.portal2.va.gov/sites/infosecurity/fieldsecurity/HISD.aspx>



Table 2. VA Web Links	
Information Security Portal*	https://vaww.portal2.va.gov/sites/infosecurity/index.aspx
ITWD's role-based training*	http://vaww.infoshare.va.gov/sites/ittrainingacademy/rbt/Pages/default.aspx
Locator to identify ISOs*	https://vaww.portal2.va.gov/sites/infosecurity/ISO-PO-Locator/default.aspx
Locator to identify POs*	https://vaww.portal2.va.gov/sites/infosecurity/ISO-PO-Locator/Privacy%20Officers/Forms/AllItems.aspx
PIV cards	http://www.va.gov/PIVPROJECT/index.asp
Remote access solutions*	https://vpnportal.vansoc.va.gov/Default.aspx?strSource=u+ICXXnt3TlrIVosSsqAABgrAfO5eugrcalEYQjZ0d7TQ+n8hKoNYUEUKNucaA2wE7Cdx4vj6MmCL1waoAFIw
Rights Management Service (RMS)*	http://go.va.gov/o2ip
Role Definitions PDF document*	http://vaww.infoshare.va.gov/sites/ittrainingacademy/rbt/Shared%20Documents/Role%20Definitions.pdf

*These links are only accessible on the VA Intranet



Table 3. VA TMS Courses

Available at: https://www.tms.va.gov/
TMS ID 10203, Privacy and HIPAA Training
TMS ID 336914, An Introduction to Rights Management Service—RMS
TMS ID 1256927, Getting Started with Public Key Infrastructure
TMS ID 2626967, Social Networking and Security Awareness
TMS ID 3858544, Social Engineering—Hacking Human Nature
TMS ID 3926743, Mobile Training: Apple Native Email Client
TMS ID 3926744, Mobile Training: Security of Apps on iOS Devices



Table 4. Privacy Laws and Regulations

Available at: http://www.privacy.va.gov/privacy_resources.asp

Freedom of Information Act (FOIA)

Requires federal agencies to disclose records requested in writing by anyone, subject to certain exemptions and exclusions.

Health Information Technology for Economic and Clinical Health Act (HITECH)

Describes when and how hospitals, doctors, and certain others may safely exchange individuals' health information. It also limits the use of personal medical information for marketing purposes and increases fines for unauthorized disclosures of health information.

Health Insurance Portability and Accountability Act (HIPAA)

Establishes requirements for protecting privacy of personal health information.

Paperwork Reduction Act

Establishes the governance framework and the general principles, concepts, and policies that guide the federal government in managing information and its related resources, including records.

Privacy Act

Requires federal agencies to establish appropriate safeguards to ensure the security and confidentiality of the records they maintain about individuals, establishes restrictions on the disclosure and use of those records by federal agencies, and permits individuals to access and request amendments to records about themselves.



Table 5. Information Security Laws, Regulations, and Related Statutes/Specifications

Federal Information Security Management Act (FISMA)

http://www.dhs.gov/files/programs/gc_1281971047761.shtm

Requires federal agencies to have a program to assess risk and protect information and information security assets that support agency operations.

FIPS 140-2, Security Requirements for Cryptographic Modules

Federal Records Act of 1950

<http://www2.ed.gov/policy/gen/leg/fra.html>

Describes federal agency responsibilities for making and preserving records and for establishing and maintaining active, continuing programs for the economic and efficient management of the records agency. (Related regulations: 44 U.S.C. Chapters 21, 29, 31, 33 and 35 (Federal Records Act); 36 CFR Chapter XII, Subchapter B - Records Management Part 1220-1238; and OMB Circular A-130 Management of Federal Information)

Internal Revenue Code (IRC) Specifications

IRC at 26 U.S.C.A. § 6103 (p)(4).

http://www.patentofficelawsuit.info/irs_6103.htm

Requires specific security protection for income tax return information (as defined in § 6103 [b] [2]) that is provided to VA electronically under income verification matching (IVM) agreements with the Internal Revenue Service and the Social Security Administration. Tax information submitted to VA by the taxpayer is protected by the Privacy Act, but does not require the specialized care specified by § 6103.



Table 5. Information Security Laws, Regulations, and Related Statutes/Specifications

IRC at 26 U.S.C.A. §§ 7213, 7431.

http://www.patentofficelawsuit.info/irs_7431.htm

Describes penalties for disclosing tax return information without permission from the individual.

United States Code (U.S.C.): Veterans Confidentiality Statutes

Title 38 U.S.C. § 5701: VA Claims Confidentiality Statute

<http://us-code.vlex.com/vid/sec-confidential-nature-claims-19233871>

Information about any claims processed by VA must be kept confidential.

Title 38 U.S.C. § 5705: Confidentiality of Medical Quality Assurance Records

<http://www.gpo.gov/fdsys/pkg/USCODE-2010-title38/pdf/USCODE-2010-title38-partIV-chap57-subchapl-sec5705.pdf>

Information generated during a medical quality-assurance program may not be disclosed except when authorized.

Title 38 U.S.C. § 7332: Confidentiality of Certain Medical Records

<http://www.gpo.gov/fdsys/pkg/USCODE-2011-title38/pdf/USCODE-2011-title38-partV-chap73-subchapl-sec7332.pdf>

Health records with respect to an individual's drug abuse, alcoholism or alcohol abuse, infection with the human immunodeficiency virus (HIV), or Sickle Cell Anemia must not be disclosed improperly.

Table 6. Selected VA Privacy Handbooks and Directives

Available at: <http://www1.va.gov/vapubs/index.cfm>

VA Directive 6066, Protected Health Information (PHI)

VA Directive 6300, Records and Information Management

VA Directive 6371, Destruction of Temporary Paper Records

Table 6. Selected VA Privacy Handbooks and Directives

VA Handbook 6300.4, Procedures for Processing Requests for Records Subject to the Privacy Act
VA Handbook 6300.5, Procedures for Establishing and Managing Privacy Act System of Records
VA Handbook 6300.6/1, Procedures for Releasing Lists of Veterans' and Dependents' Names and Addresses
VA Handbook 6500, Risk Management Framework for VA Information Systems – Tier 3: VA Information Security Program and Appendix D, VA National Rules of Behavior
VA Handbook 6500.1, Electronic Media Sanitization
VA Handbook 6500.2, Management of Data Breaches Involving Sensitive Personal Information
VA Handbook 6502, VA Enterprise Privacy Program
VA Handbook 6502.4, Privacy Act Review
VA Handbook 6512, Secure Wireless Technology
VA Handbook 6609, Mailing of Personally Identifiable and VA Sensitive Information
VHA Directive 1605, VHA Privacy Program
VHA Handbook 1605.1, Privacy and Release of Information
VHA Handbook 1605.02, Minimum Necessary Standard for Protected Health Information

Table 7. Additional Selected VA Handbooks and Directives

Available at: http://www1.va.gov/vapubs/index.cfm
VA Directive 0701, Office of Inspector General Hotline Complaint Referrals
VA Directive 0735, Homeland Security Presidential Directive 12 (HSPD-12) Program
VA Directive 6515, Use of Web-Based Collaboration Technologies
VA Handbook 5011/5, Hours of Duty and Leave

Table 7. Additional Selected VA Handbooks and Directives

VA Handbook 5011/26, Telework Policy (also known as the Alternative Workplace Arrangement policy)
VA Handbook 5021.3, Employee/Management Relations
VA Handbook 5021.6, Employee/Management Relations, Appendix A
VA Handbook 6300.1, Records Management Procedures
VA Handbook 6500, Appendix F, VA System Security Controls
VA Handbook 6500.6, Contract Security and Appendix D, Contractor Rules of Behavior

Table 8. Forms and Memorandum

Available at: <http://www1.va.gov/vapubs/index.cfm>

VA Form 0244, Records Transmittal and Receipt
VA Form 0740 New Telework Request Agreement, Aug 2013
VA Form 7468, Request for Disposition of Records
VAIQ 7581492, Use of Personal Email
VAIQ 7633050, Mandatory Use of PIV Card Authentication for VA Information System Access