

policies, practices, and matters affecting working conditions.

POLICIES AND PRACTICES FOR STORAGE OF RECORDS:

Records are maintained electronically on computer storage devices such as servers and cloud storage. The computer storage devices are located at the FSC-Austin; iMove backups will be maintained at a disaster recovery site designated by Microsoft Azure Government. Computer records are maintained in a secure password protected environment.

POLICIES AND PRACTICES FOR RETRIEVAL OF RECORDS:

These records may be retrieved using various combinations of name or charge card number of the individual on whom the records are maintained. Electronic file records are retrieved by name and/or travel authorization number.

POLICIES AND PRACTICES FOR RETENTION AND DISPOSAL OF RECORDS:

Records in this system are retained and disposed of in accordance with the schedule approved by the Archivist of the United States, General Records Schedule 1.1, Item number 10.

ADMINISTRATIVE, TECHNICAL, AND PHYSICAL SAFEGUARDS:

Access to these records is restricted to authorized VA employees or contractors, on a “need to know” basis. Offices where these records are maintained are locked after working hours and are protected from outside access by the Federal Protective Service, other security officers and alarm systems. Access to computerized records is restricted to authorized VA employees or contractors, by means of unique user identification and passwords.

Security controls used to protect personal sensitive data are commensurate with those required for an information system rated moderate for confidentiality, integrity, and availability, as prescribed in NIST Special Publication, 800–53, “Recommended Security Controls for Federal Information Systems,” Revision 4. Administrative controls include the policies and procedures governing the agency program and systems operated within, background investigations for privileged users, and rules of behavior. Technical controls include role-based, user access controls and data encryption.

RECORD ACCESS PROCEDURES:

Individuals seeking information on the existence and content of records in this system pertaining to them should

contact the system manager in writing as indicated above. A request for access to records must contain the requester’s full name, address, telephone number, be signed by the requester, and describe the records sought in sufficient detail to enable VA personnel to locate them with a reasonable amount of effort.

CONTESTING RECORD PROCEDURES:

Individuals seeking to contest or amend records in this system pertaining to them should contact the system manager in writing as indicated above. A request to contest or amend records must state clearly and concisely what record is being contested, the reasons for contesting it, and the proposed amendment to the record.

NOTIFICATION PROCEDURES:

Generalized notice is provided by the publication of this notice. For specific notice, see Record Access Procedure, above.

EXEMPTIONS PROMULGATED FOR THE SYSTEM:

None.

HISTORY:

70 FR 7320 (February 11, 2005); 74 FR 14618 (March 31, 2009); 80 FR 54370 (September 9, 2015); 86 FR 52550 (September 21, 2021).

[FR Doc. 2023–20052 Filed 9–14–23; 8:45 am]

BILLING CODE P

DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900–0829]

Agency Information Collection Activity Under OMB Review: Income and Asset Statement in Support of Claim for Pension or Parents’ Dependency and Indemnity Compensation (DIC)

AGENCY: Veterans Benefits Administration, Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: In compliance with the Paperwork Reduction Act (PRA) of 1995, this notice announces that the Veterans Benefits Administration, Department of Veterans Affairs, will submit the collection of information abstracted below to the Office of Management and Budget (OMB) for review and comment. The PRA submission describes the nature of the information collection and its expected cost and burden and it includes the actual data collection instrument.

DATES: Written comments and recommendations on the proposed collection of information should be

received on or before September 5, 2023.

FOR FURTHER INFORMATION CONTACT:

Maribel Aponte, Office of Enterprise and Integration, Data Governance Analytics (008), 810 Vermont Ave. NW, Washington, DC 20420, (202) 266–4688 or email maribel.aponte@va.gov. Please refer to “OMB Control No. 2900–0829” in any correspondence.

SUPPLEMENTARY INFORMATION:

Authority: U.S. Code: 38 U.S.C. 1503; U.S. Code: 38 U.S.C. 1541; U.S. Code: 38 U.S.C. 1543; U.S. Code: 38 U.S.C. 1315.

Title: VA Form 21P–0969, Income and Asset Statement in Support of Claim for Pension or Parents’ Dependency and Indemnity Compensation (DIC).

OMB Control Number: 2900–0829.

Type of Review: Revision of a currently approved collection.

Abstract: The Department of Veterans Affairs (VA) through its Veterans Benefits Administration (VBA) administers an integrated program of benefits and services, established by law, for Veterans, service personnel, and their dependents and/or beneficiaries. Title 38 U.S.C. 5101(a), 38 CFR 1502, 38 CFR 1503 provides that a specific claim in the form provided by the Secretary must be filed in order for benefits to be paid to any individual under the laws administered by the Secretary. VA Form 21P–0969, Income and Asset Statement in Support of Claim for Pension or Parents’ Dependency and Indemnity Compensation (DIC), is the prescribed form for Veterans Pension applications.

The following updates were made:

- Reorganized the layout to group instructions first, then questions.
- Income and asset types reorganized for easier completion by claimants and faster processing.
- Income and Asset information has been expanded.
- Updated instructions.
- New standardization data points; to include optical character recognition boxes. This is a non-substantive change.
- Date range added to better aid in processing and allows for claimants to report historical information.
- Specific options provided for specific questions to reduce ambiguity.
- Questions regarding trusts and annuities expanded to reduce development.
- Signature blocks added to allow for standalone submissions.

An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The **Federal Register** Notice with a 60-day comment period soliciting comments on this collection

of information was published at 88 FR 43171 on July 6, 2023, pages 43171–43172.

Affected Public: Individuals and households.

Estimated Annual Burden: 22,917 hours.

Estimated Average Burden per Respondent: 25 minutes.

Frequency of Response: One time, or as needed.

Estimated Number of Respondents: 55,000.

By direction of the Secretary.

Maribel Aponte,

VA PRA Clearance Officer, Office of Enterprise and Integration, Data Governance Analytics, Department of Veterans Affairs.

[FR Doc. 2023–20001 Filed 9–14–23; 8:45 am]

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DEPARTMENT OF VETERANS AFFAIRS

Privacy Act of 1974; System of Records

AGENCY: Department of Veterans Affairs (VA), Veterans Health Administration (VHA).

ACTION: Notice of a modified system of records.

SUMMARY: Pursuant to the Privacy Act of 1974, notice is hereby given that the VA is modifying the system of records entitled, “Customer Relationship Management System (CRMS)-VA” (155VA10NB). This system is used for historical reference, quality assurance, training, and statistical reporting.

DATES: Comments on this modified system of records must be received no later than 30 days after date of publication in the **Federal Register**. If no public comment is received during the period allowed for comment or unless otherwise published in the **Federal Register** by the VA, the modified system of records will become effective a minimum of 30 days after date of publication in the **Federal Register**. If VA receives public comments, VA shall review the comments to determine whether any changes to the notice are necessary.

ADDRESSES: Comments may be submitted through www.Regulations.gov or mailed to VA Privacy Service, 810 Vermont Avenue NW, (005X6F), Washington, DC 20420. Comments should indicate that they are submitted in response to “Customer Relationship Management System (CRMS)-VA” (155VA10NB). Comments received will be available at regulations.gov for public viewing, inspection or copies.

FOR FURTHER INFORMATION CONTACT: Stephania Griffin, Veterans Health Administration (VHA) Chief Privacy Officer, Department of Veterans Affairs, 810 Vermont Avenue NW, Washington, DC 20420; telephone 704–245–2492 (*Note:* this is not a toll-free number) or Stephania.griffin@va.gov.

SUPPLEMENTARY INFORMATION: VA is amending the system of records by revising the System Number; System Location; System Manager; Purpose of the System; Categories of Records in the System; Records Source Categories; Routine Uses of Records Maintained in the System; Policies and Practices for Retention and Disposal of Records; and Administrative Technical and Physical Safeguards. VA is republishing the system notice in its entirety.

The System Number is being updated from 155VA10NB to 155VA10 to reflect the current VHA organizational routing symbol.

The System Location and the Administrative, Technical and Physical Safeguards sections are being updated to replace Health Resource Center with VHA Member Services. The System Location will also be updated to include, “Information from these records or copies of these records may be maintained at VA Enterprise Cloud Data Centers/Amazon Web Services, 1915 Terry Avenue, Seattle, WA 98101.”

The System Manager is updated to replace Chief Business Officer (10NB), with Deputy Under Secretary for Health and Operations, VHA Member Services. Also, Director, Health Resource Center is replaced with Director, VHA Member Services.

The Purpose of the System is being modified to include, “tracking and managing inbound and outbound customer contacts across channels (*e.g.*, telephone, email, mail, chat), and maintaining customer support history. These records are used by Member Services Call Center agents to provide customer support to Veterans and their family members by allowing agents to resolve inbound calls and achieve first-call resolution as well as provide an efficient desktop, workflow, contact history and knowledge management capabilities. These records are also used to answer Veteran questions about VA and their care and enhance VA’s ability to provide timely, valid responses to Veteran inquiries about benefits, eligibility and other matters.”

The Categories of Records in the System is being updated to include name and Social Security Number.

The Record Source Categories is being modified to include, “VA information

systems, including but not limited to, Health Data Repository, Veterans Experience Integration Solution, VA Profile, Consolidated Copayment Processing Center System, and Master Person Index.”

Routine Use number 8 is being removed, which states, “Disclosure may be made to those officers and employees of the agency that maintains the record who have a need for the record in the performance of their duties.” Routine use number 8 will now be replaced with a new routine use to state, “To another Federal agency or Federal entity, when VA determines that information from this system of records is reasonably necessary to assist the recipient agency or entity in (1) responding to a suspected or confirmed breach or (2) preventing, minimizing, or remedying the risk of harm to individuals, the recipient agency or entity (including its information systems, programs and operations), the Federal Government, or national security, resulting from a suspected or confirmed breach.”

Policies and Practices for Storage of Records is being updated to remove the VA Office of Information Technology (OIT) approved location.

Policies and Practices for Retention and Disposal of Records is being updated to remove, “Electronic Service Records are purged when they are no longer needed for current operation.” This section is updated to state, “CRMS records will be maintained and disposed of in accordance with the schedule approved by the Archivist of the United States, Records Control Schedule (RCS) 10–1, 1925.1, Destroy 1 year after resolved, or when no longer needed for business use, whichever is appropriate.”

Administrative, Technical and Physical Safeguards is being updated to include number 6, “VA Enterprise Cloud data storage conforms to security protocols as stipulated in VA Directives 6500 and 6517. Access control standards are stipulated in specific agreements with cloud vendors to restrict and monitor access.”

The Report of Intent to Amend a System of Records Notice and an advance copy of the system notice have been sent to the appropriate Congressional committees and to the Director of the Office of Management and Budget (OMB) as required by 5 U.S.C. 552a(r) (Privacy Act) and guidelines issued by OMB (65 FR 77677), December 12, 2000.

Signing Authority

The Senior Agency Official for Privacy, or designee, approved this document and authorized the