

Checkster

PRIVACY IMPACT ASSESSMENT (PIA) SUMMARY

System Name: Checkster

Managing Office: USAID/HCTM

Date PIA Completed: July 8, 2011

OVERVIEW

Checkster is an automated reference checking system. It provides organizations the ability to best assess future employees in order to deliver the best services. It is a best practice way to move away from a paper and phone process to an electronic process. It is used as a stand-alone tool. Managers will send the Candidate an email inviting them to register with Checkster online. Once registered the system will ask the Candidate to participate in our reference check process. Once the references respond to the survey, the manager will receive an email notifying them the report is available to generate.

AUTHORITY FOR COLLECTION OF PERSONALLY IDENTIFIABLE INFORMATION (PII)

Please refer to OPM/GOVT-5 (Recruiting, Examining, and Placement Records (June 19, 2006, 71 FR 35351).

INFORMATION COLLECTION (WHAT)

Name, email, some optional employment history and optional telephone numbers. The following information is required to participate in the reference process.

INFORMATION COLLECTION (WHY)

Checkster is an online system to request constructive, confidential feedback on a prospective employee's past work performance – from the peers and colleagues who know the prospective employee and his or her talents best.

AGENCY INTENDED USE

Checkster is an online system to request constructive, confidential feedback on a prospective employee's past work performance – from the peers and colleagues who know the prospective employee and his or her talents best.

INFORMATION SHARING

Hiring managers only:

Checkster acts as a confidential third party

As Checkster is a third party that insures raters' confidentiality, employees receive more truthful feedback. The hiring managers only use the reference PII if needed for additional question on the Candidate. The information is not shared externally.

Integrated terms and conditions

Each employee must accept the terms and conditions in order to proceed. This protects the raters and the employer from any potential legal action.

Best practice methodology limits bias

Checkster's 360 Checkup survey's development methodology and technology results in a questionnaire that allows the raters to focus on the strengths, performance, and limitations of the employee while at the same time limiting rater bias.

NOTICE OF OPPORTUNITIES FOR CONSENT

One an individual is selected as a Reference for the Candidate, the next step will be to sign onto the Checkster system to start the Survey. There is a banner page available prior to starting the process, which states; You are not using a Government system, and you have the option to go forward with the survey at this time, or provide information back on a candidate by contacting the selecting official by email or phone. The PII data in Checkster will be stored up to 2 years on the Checkster server and available at any time for USAID proper. The information collected is on a voluntary basis to complete the reference process.

INFORMATION SECURITY

Administrative controls are in place which will only allow the COTR to access the data. The COTR is the only USAID Administrative USER. The currently is a direct hire.

SYSTEM OF RECORDS NOTICE (SORN)

Please refer to OPM/GOVT-5 (Recruiting, Examining, and Placement Records (June 19, 2006, 71 FR 35351).