



Privacy Impact Assessment
for the

USCIS Customer Relationship Interface System
(CRIS)

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Abstract

The United States Citizenship and Immigration Services (USCIS) has developed the Customer Relationship Interface System (CRIS) to provide USCIS customers with the status of pending applications and petitions for benefits and processing time information. USCIS is updating this PIA due to a Presidential initiative to add text messaging as a capability to the Case Status Service Online module of the CRIS system.

Overview

The USCIS Information and Customer Service Division owns and operates the Customer Relationship Interface System (CRIS). CRIS is a web based system, accessible through the USCIS.gov website, which provides:

1. Customers with pending immigration benefit application case status information and estimated processing times;
2. A web-based method for customers to report a change of address;
3. A service request tool for the National Customer Service Center (NCSC) toll-free call center representatives to record reported issues with pending cases such as typographical errors or non receipt of a document; and
4. A process for USCIS personnel to record the issue resolution, such as a response letter, email or telephone conversation to the customer who reported the issue.

USCIS is updating this PIA due to a Presidential initiative to add text messaging as a capability to the Case Status Service Online (CSSO) module of CRIS. In order to satisfy this requirement, USCIS added one new field to the CRIS database: Mobile Telephone Number. This new piece of data is collected only if a customer chooses to provide the information when updating or creating a portfolio account within the Case Status Service Online (CSSO) module, which is further described below. The new data will be used only if the customer decides to sign up for the text messaging capability.

If a customer chooses to use the text messaging capability, the CRIS system will send a text message alert to the customer's mobile phone each time an update is made to the case (i.e., immigration benefit application or petition) they have added to their portfolio. The text message will alert the customer that a change has been made to the case and provide the receipt number of the case that was updated. The text message will advise the customer to login to their CSSO portfolio account for more detailed information. This is the same update CRIS currently sends to users via email.

Users of CRIS are USCIS customers, i.e., applicants and or petitioners, their legal representatives, and USCIS personnel.

USCIS Customers and their legal representatives consist of:

- applicants and petitioners for immigration benefits,
- employers who have filed for benefits on behalf of non-US citizen employees,



- attorneys representing applicants or petitioners,
- community based organizations (CBO) representing applicants or petitioners, and
- translators and care givers of applicants or petitioners.

USCIS personnel who use CRIS include:

- Tier 1 Customer Service Representatives (CSR): USCIS contract staff who are the first level of customer service support for the NCSC call center. Tier 1 customer service representatives record reported issues from USCIS customers and their legal representatives.
- Tier 2 personnel: USCIS employees providing additional expertise for customer service;
- Immigration Information Officers (IIO): USCIS employees who are trained to provide immigration information on pending cases.
- Supervisory Immigration Information Officers (SIIO): USCIS employees with additional expertise and provide oversight of the IIO staff within their office; and,
- USCIS headquarters personnel.

Customers can access the system via the Internet to check the applicant's or petitioner's case status, estimated processing time, or to notify USCIS of a change of address. USCIS personnel access the system via the DHS intranet.

Customer personally identifiable information (PII) collected by CRIS includes:

- Customer biographic information, such as name, current and previous address, date of birth, country of birth, country of citizenship, Alien Number (A-Number), name of school or employer the customer attends or works for, port of entry into the United States, date of entry, and length of stay;
- Receipt number, which is a number assigned by USCIS upon receipt of each application according to when and where the application was received;
- Contact information, such as home and work phone numbers and email addresses; and
- System access information, such as login identification (ID), password, and security questions and answers.

CRIS System Components

Users may interface with CRIS in two ways: via the Internet at www.USCIS.gov, or via the phone by calling the NCSC at (800) 375-5283 or 1-800-767-1833 (TTY). Customers may request CRIS send them notifications when their case status has changed, and these notices may occur by email or by a text message sent to their mobile phone. There are four components to CRIS: Case Status Service Online (CSSO) and Change of Address Online (CoA), where the customer interfaces with directly via the Internet or mobile telephone, and Customer Service Gateway and Service Request Management Tool (SRMT), where are only accessible to USCIS personnel who interface with the customer primarily over the phone.

Customer Interfaces

Case Status Service Online (CSSO)

CSSO provides status updates on pending immigration benefits applications and petitions to USCIS customers and their representatives. Individual customers and their representatives can

