

Survey PCLIA ID Number: 3760
Date of Approval: April 17, 2019

SURVEY DESCRIPTION

Full name and acronym of the Survey.

Automated Collection System (ACS) Text Chat Survey, SU-3760

Type of Survey:

Survey

Note: the remaining questions will be simplified to refer to *the Survey* but still apply to Telephone Interview or Focus Group. If Telephone Interview or Focus Group, a copy of Interview Questions or the Moderator's Guide will be requested by the Privacy Analyst.

Is this a new Survey?

Yes

Is this a reoccurring Survey?

Yes

List the schedule or requested operational date(s) of when the Survey will be administered.

Daily beginning November 2018

Does this survey have an SOI (Statistics of Income) control number?

No

Does the Information Collection Request require OMB clearance?

Yes

What is the OMB Clearance number?

1545-2208

GENERAL BUSINESS PURPOSE

What is the general business purpose of this Survey? Provide a clear, concise description of the Survey, the reason for the Survey, and the benefits to the IRS mission.

As communication needs between the IRS and the taxpayer community continues to grow, the IRS needs to utilize new online technologies to more efficiently and securely communicate with taxpayers and tax professionals. These technologies will allow the IRS to significantly lower costs by reducing paper mail correspondence, deflecting phone calls and walk-in visits as well as enhance the taxpayer experience by offering more modern ways of communicating and transmitting digital documents. Small Business Self Employed (SBSE) ACS has been piloting an unauthenticated chat process since November 2017. In order to evaluate the effectiveness of the text chat pilot the survey will be used to evaluate the taxpayer experience. Determine whether the taxpayer is satisfied with their experience, if their issues are addressed appropriately and provide an opportunity for taxpayers to submit suggestions for improvements. The survey will be offered to the taxpayer after the completion of the unauthenticated chat where as a pop-up box displays asking if taxpayer would like to participate and offering a link to the survey. Taxpayers are then taken to the ForeSee application where they are asked a series of questions.

PII Details

Is Personally Identifiable Information (PII) used, collected, received, displayed, stored, maintained, or disseminated in the Survey; or is PII used to select participants? (i.e. names, addresses, email addresses, etc.)?

No

PRIVACY ACT & SYSTEM OF RECORDS

Is there a System of Records Notice(s) or SORN(s) that addresses the PII records in this Survey?

No

Explain why the Survey does not have a SORN:

There are no records containing PII in this survey.

PRIVACY ACT NOTICE

Based on the information you have provided, does the Survey require a Privacy Act Notice to be provided to the participants?

No

Please add the Disclosure office agreement date:

12/7/2018

RESPONSIBLE PARTIES

OFFICIAL USE ONLY

Incoming PII Interfaces

Does the employee/taxpayer PII come from the IRS, Treasury, or other Government system(s), application(s) or data base(s)?

No

Does the data come from other sources?

No

PII SENT TO EXTERNAL ORGANIZATIONS

Are the Survey results disclosed to any other Federal or State Government? (For example, the Federal Viewpoint Survey/Questionnaire - OPM gets the results.)

No

Are any external resources used to create the database of the participants?

No

SURVEY PARTICIPATION

Who will the Survey be administered to?

Taxpayers

Explain how participants are selected. Include a detailed description of the method and reason of selection. If selection is random, please explain.

Each taxpayer that participates in unauthenticated text chat will be provided a link after the text chat is completed to take a survey.

How are participants notified of the Survey?

They are notified at the end of their text chat that a survey is available and provided a link

Is the Survey voluntary?

Yes

How is notice given that the Survey is optional?

The following statement will be displayed on the page with the link "Completing this survey is voluntary and your identity will remain private. To help ensure your privacy, please do not include any personal information, e.g. Name, SSN, address, phone number, etc. in your responses." This statement will be displayed on the page holding link.

How will the Survey be conducted?

Web Based

Explain the procedure:

. Link provided to the vendor (ForeSee) site. Cookies are not used.

SURVEY PROCESS

Does the IRS administer or perform analysis of the survey?

Analysis

Provide the name of the IRS office:

SBSE Headquarters (HQ) Collections, Automated Collection Systems System and Inventory (ACSSI)

Does a contractor/vendor administer or perform analysis of the survey?

Both

Provide the name of the contractor/vendor:

ForeSee

Has a Contracting Officer or Contracting Officer's Representative (COR) verified:

That all applicable FAR requirements are met to engage a contractor to perform the survey?

Yes

That all required "non-disclosure" clauses are contained in the contract.

Yes

That all contractor employees who will have access to the data have signed non-disclosure agreements and the non-disclosure forms are on file with the COR.

Yes

INFORMATION PROTECTION

What information/results will be provided to the business owners (IRS Requestors) of the Survey?

Summary of results of answers to questions. Verbatim comments of open-ended comments (systemically scrubbed of potential PII prior to being submitted to the vendor).

Can you confirm that employees or taxpayers who participate in the survey cannot be identified under any circumstances?

Yes

Can you confirm that no adverse actions can be taken against participants regarding the participant's answer?

Yes

For employee or taxpayer Satisfaction Surveys, can you verify that no "raw" or un-aggregated employee or taxpayer data will be provided to any IRS office?

Yes

Are there any employee or taxpayer identifiers that are obtained as a result of responding to the survey?

No

RECORDS SCHEDULE

Are the Survey records covered under the General Records Schedule (GRS), or have a National Archives and Records Administration (NARA) archivist approved a Record Control Schedule for the retention and destruction of official agency records stored in this Survey?

Yes

How long are the records required to be held under the corresponding RCS and how are they disposed of? Explain how long any PII data will be retained by the contractor if they are conducting the Survey on behalf of the IRS. In your response, please include the complete IRM number and specific item number and title.

All records for the ACS Text Chat Survey will be deleted or destroyed in accordance with approved retention periods. Any records will be managed according to requirements under IRM 1.15.1 and 1.15.6 and will be destroyed using General Records Schedule (GRS) 6.5, Item 010 and as coordinated with the IRS Records and Information Management (RIM) Program and IRS Records Officer. Temporary. Destroy 1 year after resolved, or when no longer needed for business use, whichever is appropriate.

DATA SECURITY

How does the administrator of the survey guarantee that the PII regarding employees or taxpayers will not be compromised, lost or stolen when housed on IRS computers? Where and how is it stored and protected?

No PII is stored or maintained as part of the survey administration.

Does a contractor/vendor administer or perform analysis of the survey?

Yes

Please provide the Cyber security approved security and encryption used when data is transferred electronically from IRS to Contractors and back to the IRS.

No PII is contained in the survey data or results. Analysis is a summary of the answers.

When data is not sent electronically, provide in detail the information regarding the transfer back and forth from the IRS to contractors?

Not Applicable

How is the survey PII protected and stored when it is housed at a contractor's site, on contractor's computers? Please provide detailed information that the contractor uses regarding the physical and electronic security and protection of the data before, during, and after the survey.

No PII is collected or stored.

CIVIL LIBERTIES

Does the Survey maintain records describing how an individual exercises rights guaranteed by the First Amendment (including, but not limited to information regarding religious and political beliefs, freedom of speech and of the press, and freedom of assembly and petition)?

No

Will this Survey have the capability to identify, locate, and monitor individuals or groups of people?

No