

Department  
of the  
Treasury

Internal  
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Service

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Chief Counsel

# Notice

CC-2011-001

October 12, 2010

**Subject:** Requirement To Provide Updated Information On Personal Voice Mail And Outlook  
**Cancel Date:** Effective until further notice

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This CCDM notice announces a Counsel-wide policy requiring employees to update personal messages on voicemail (VMS) and on Outlook via the out-of-office assistant tool. As a part of Counsel's mission to provide service to the IRS, it is helpful for representatives of the client who contact us, internal Counsel contacts, and the public to receive updated information whenever a telephone or email contact is made to a particular employee. This policy will go into effect immediately for non-bargaining employees. This is already an established practice for both bargaining unit and non-bargaining unit employees in some organizations but the policy will go into effect for all Counsel bargaining unit employees after discussions with NTEU about appropriate arrangements for implementation.

The expectations are:

1. All employees will update their VMS messages on their direct dial line on at least a weekly basis. This update will be made at the end of the day on Friday or upon arriving at work on Monday. For individuals who do not work a full Monday – Friday week, the updates will be made either at the end of the last work day in the week or at the beginning of the first work day in the week.
2. The updated VMS message will provide the employee's name, general organization, the date, and a statement about whether the employee will or will not be in the office that week (or on any particular day in that week). If an employee will be out for less than one work day, detailed information is not necessary. If the employee will be out of the office for one day or more in a week, an alternate contact name and number should be given. Instructions about how to update VMS and examples of the type of messages that are acceptable have been posted to the main Counsel intranet page.
3. Employees who plan in advance to be absent from work on leave or plan, due to other business matters, to be unavailable by email for one day or more should use the Out-of-Office Assistant to provide information to anyone who contacts them by email. At a minimum, the out-of-office assistant message should provide information on the length and dates of the employee's planned absence and an alternate contact name.

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Distribute to:  All Personnel  
 Electronic Reading Room

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