



**Internal
Revenue
Service**

The IRS-PRIME ALLIANCE



TASK ORDER DESCRIPTIONS



Approved/Funded Projects & Program Business Requirements

- ◆ **Security & Technology Infrastructure Release (STIR)**
 - ◆ Design a customer-focused technical infrastructure for secure telephony and electronic interaction among employees, tax practitioners and taxpayers.
 - ◆ Alliance Partner: Northrop Grumman IT

- ◆ **Enterprise Systems Management (ESM), Release 1**
 - ◆ Develop and deploy a comprehensive design for an integrated ESM environment and provide network and systems management for modernized systems.
 - ◆ Alliance Partner: IBM

- ◆ **Internet Refund Fact of Filing (IRFOF)**
 - ◆ Provides instant refund status information to taxpayers via the Internet.
 - ◆ Alliance Partner: SAIC

- ◆ **E-Services 2002 release**
 - ◆ Revolutionize how taxpayers transact and communicate with the IRS; reduce burden to the taxpayer; and increase operational efficiency.
 - ◆ Alliance Partner: Unisys



Approved/Funded Projects & Program Business Requirements (con't)

- ◆ **Customer Relationship Management (CRM Exam 1120)**
 - ◆ A near-term initiative to provide a commercial-off-the-shelf (COTS) solution to resolve tax calculation deficiencies in the existing IRS report generation system.

- ◆ **Customer Account Management (CAM) Milestone 2**
 - ◆ The main focus of the CAM project is to modernize one of IRS' most crucial and criticized customer-facing processes, customer service. CAM addresses this objective by deploying the organizational changes, processes, and technologies to enable the IRS to provide comprehensive account and tax-law assistance to customers and better manage information about customers.

- ◆ **Filing and Payment Compliance (FPC)**
 - ◆ Modernize the filing and payment activities



Approved/Funded Projects & Program Business Requirements (con't)

◆ Customer Account Data Engine (CADE)

- ◆ Create authoritative data stores for tax account, tax return information, and perform tax administration.
- ◆ Alliance Partner: IBM

◆ Electronic Data Warehouse / Custodial Accounting Project, (EDW/CAP) Release 1

- ◆ Implements a single, integrated data repository of taxpayer account information, integrated with the general ledger and accessible for management analysis and reporting.
- ◆ Alliance Partner: Northrop Grumman IT

◆ Integrated Financial System (IFS)

- ◆ Select/Implement a commercial-off-the-shelf soft package that will be provided to users.
- ◆ Alliance Partner: BearingPoint

◆ Customer Communications (CC) 2002

- ◆ Enhance the telephone customer service system and process identified by GAO. Improve self-service telephone and internet services. Design of Internet Refund Fact of Filing.
- ◆ Alliance Partner: SAIC