



DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
WASHINGTON, D.C. 20224

May 15, 2018

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Affected IRM: 8.10.1

MEMORANDUM FOR APPEALS EMPLOYEES

FROM: Anita M. Hill /s/ *Anita M. Hill*
DIRECTOR, CASE AND OPERATIONS SUPPORT

SUBJECT: Retirement of Appeals Diagnostics and Balanced Appeals Measures Report System (D&BAM/DBAM) & Appeals Ad-Hoc

This memorandum updates guidance on the available report systems.

Purpose: Appeals Business Systems Planning is retiring the D&BAM Crystal Reports system, hereafter referred to as D&BAM Classic. Reports previously contained in standalone D&BAM Classic will now be available as Web Intelligence (WEBI) reports. Appeals managers and analysts can access this information from the Appeals Business Objects Environment (BOE) system.

Procedural Change: Users previously needed multiple 5081s to access separate systems. Now, only one 5081 is required to access the Appeals BOE. References to D&BAM and Appeals Ad-Hoc have been removed throughout IRM 8.10.1.

Effect on Other Documents: This interim guidance affects policy in IRM 8.10.1, Appeals Reports and Projects, Internal Reports.

Effective Date: May 15, 2018

Contact: Appeals employees should follow existing procedures to elevate questions through their management chain and follow established procedures on [How to Contact an Analyst](#).

Attachment(s): Summary of Changes

cc: www.irs.gov

Summary of Changes

IRM 8.10.1.15, *ACDS Diagnostics & Balanced Appeals Measures Report System (D&BAM/DBAM) BOE Updated to:*

8.10.1.15 (MM-DD-YYYY)

Appeals Diagnostics & Balanced Appeals Measures (D&BAM/DBAM) Web Intelligence (WEBI) Reports

- (1) D&BAM WEBI reports are used by Appeals managers and analysts to research ACDS data via standardized reports. APPEALS D&BAM WEBI reports are available in the Appeals BOE.
- (2) The D&BAM WEBI reports provide summary statistical data for Appeals business results, process measures and feedback loop reporting. Each set of reports is designed to meet a particular reporting need and may be generated based upon the segmentation selected by the user. Reports may be generated for the current and prior fiscal years. The reports available from D&BAM include:
 - Business Results Reports [C]
 - Process Measures (PROMS) Reports [P]
 - Collection Workstreams (Feedback Loop Reports) [Q]
- (3) D&BAM month end processing is generally performed on the third business day of each month. D&BAM reports are available immediately after month end processing completes.

Following IRM Sections are Removed:

8.10.1.16, *Appeals Monthly Reports (AMR)*

8.10.1.17, *ACDS AdHoc Report Sub-System for ACDS (AdHoc)*

8.10.1.18, *Diagnostics & Balanced Appeals Measures Report System (D&BAM)*

References to Ad-Hoc and D&BAM will be removed throughout IRM 8.10.1 and updated to Appeals Business Object Environment (BOE) system.