

Date of Approval: 12/16/2025  
Questionnaire Number: 2674

## Basic Information/Executive Summary

What is the name of your project (system, database, pilot, product, survey, social media site, etc.)?

eGain Solve-Chat-External

Acronym:  
eSC

Business Unit  
Information Technology

Preparer  
# For Official Use Only

Subject Matter Expert  
# For Official Use Only

Program Manager  
# For Official Use Only

Designated Executive Representative  
# For Official Use Only

Executive Sponsor  
# For Official Use Only

Executive Summary: Provide a clear and concise description of your project and how it will allow the IRS to achieve its mission.

The eGain Solve™ program is led by the IRS Office of Information Technology (IT) to bring the IRS in line with private companies by allowing taxpayers to communicate with the service via modern forms of internet-based communications. These proposed channels are not only an implementation of technology but also will transform the way the IRS conducts business with taxpayers. This technology enables taxpayers to be directed to an appropriate IRS.gov landing page for assistance in lieu of calling the toll-free number. The taxpayer participation is voluntary. The benefits of this functionality align with the IRS strategic goal of improving service to make voluntary compliance easier for taxpayers.

eGain Solve™ is an omnichannel customer engagement software suite which is implemented as a Managed Services solution, hosted in an Amazon Web Services

(AWS) GovCloud private cloud environment. eGain is the Managed Service Provider (MSP) that manages the system. This system is IRS owned and operated by eGain employees which are contractors. eGain Chat™ enables the Service to offer real-time chat assistance to website visitors. Agents can exchange text messages, files, web pages, and knowledge base articles with visitors to answer their queries, proactively as well as reactively.

Currently, the Service is offering both unauthenticated & authenticated chat to taxpayers in the Online Payment Agreement. Initially, the Chat begins as unauthenticated where the taxpayer can ask general questions, and the assistor provides online options to resolve the issue.

Taxpayer Digital Communication (TDC) Authenticated Web Chat is available to users who are creating or modifying on installment agreement within the Online Payment Agreement (OPA) application.

The only items that would be disclosed over chat would be the years a taxpayer may be required to file, balances on their account, status of their refund, and amounts the taxpayer would like to make pay during the installment agreement. Taxpayers can also attach and submit Forms for processing to the text chat, if applicable, for certain installment agreements.

After the chat is completed, taxpayers will not be able to access the chat transcript unless they have saved a local copy. While the chat transaction itself does not save, update, modify or delete any existing records, IRS chat assistants can take action on accounts based on the text chat discussions (e.g., revise installment agreement, update address of record, input direct debit agreements, etc.).

Due to the nature of these interactions, taxpayer information including financial information, PII and potentially taxpayer IDs will be transmitted between taxpayers and the IRS. All data will be processed and stored in a secure environment and never transmitted across domains. Additionally, all eGain records will be retained per IRS data retention policies.

Proactive Chat is unauthenticated and offered to taxpayers when they are on “The Additional Information on Payment Plans” webpage at <https://www.irs.gov/payments/payment-plans-installment-agreements>. If the Chat reaches a point where access to the taxpayer account is needed to resolve the issue, the assistor will request additional authentication from the user to allow them to view the taxpayer's IRS account(s) and help answer the inquiry.

Currently, authenticated chats are not offered to Power of Attorney (POA)s as they encounter error messages; these features are only available to individuals.

The user is provided with a link which takes them to the eGain system, which will systematically revalidate the eAuth session and takes the user to the text chat.

Note: On certain IRS.gov pages (e.g., Payments, Additional Information on Payment Plans, specific Notices), taxpayers can use an unauthenticated text chat for general questions in which an IRS assistor can provide online options to resolve the issue.

IRS implements Privacy Notice warning banners upon sign-up for Live Chat Agent interactions for Taxpayers, and at each subsequent system access event. Transcripts of interactions in which PII was shared are available to Taxpayers upon request.

## Personally Identifiable Information (PII)

Will this project use, collect, receive, display, store, maintain, or disseminate any type of Sensitive but Unclassified (SBU), Personally Identifiable Information (PII), or Federal Tax Information (FTI)?

Yes

Please explain in detail how this project uses sensitive data from inception to destruction (data lifecycle).

eGain Solve's - Chat is used as a communication platform to share information. Live chat offers the capability for live IRS assistors to perform taxpayer specific actions and/or provide taxpayer specific information only after the taxpayer successfully authenticates via Secure Access Digital Identity (SADI). Specific use of SBU/PII will be based on the IRS Business Operating Division (BOD) use case needs, system and process training, and standard operating procedures of the user groups. As this is a communication platform with file sharing capabilities, there are multiple document types that will be exchanged. These document types will contain the same or similar SBU/PII as what is currently contained in traditionally paper-based file sharing methods like correspondence via US or International mail, faxes, or documents provided via face-to-face meetings. Instead of these traditional methods, such documents will be sent and received by Secure Chat but only after the taxpayer or authorized representative has fully authenticated via Secure Access Digital Identity (SADI).

Please select all types of Sensitive but Unclassified data (SBU)/Personally Identifiable Information (PII)/Federal Tax Information (FTI) that this project uses.

Email Address  
Employer Identification Number  
Federal Tax Information (FTI)  
Internet Protocol Address (IP Address)  
Name  
Social Security Number (including masked or last four digits)  
Tax ID Number  
Telephone Numbers

Cite the authority for collecting SBU/PII/FTI (including SSN if relevant).

PII for federal tax administration - generally IRC Sections 6001 6011 or 6012  
SSN for tax returns and return information - IRC section 6109

## Product Information (Questions)

1 Is this PCLIA a result of a specific initiative or a process improvement?

No

1.1 What is the name of the Business Unit (BU) or Agency initiative?  
Information Technology

2 What type of project is this (system, project, application, database, pilot/proof of concept/prototype, power platform/visualization tool)?  
System

3 What Tier designation has been applied to your system? (Number)  
1

4 Is this a new system?  
No

4.1 Is there a previous Privacy and Civil Liberties Impact Assessment (PCLIA) for this project?  
Yes

4.11 What is the previous PCLIA number?  
1121

4.12 What is the previous PCLIA title (system name)?  
eGain Solve-Chat-External

4.2 You have indicated this is not a new system; explain what has or will change and why. (Expiring PCLIA, changes to the PII or use of the PII, etc.)  
eGain will begin to offload attachments associated with cases (secure message and chat) to Information Returns Processing System (IRPS). The attachments will be offloaded to IRS's storage location based on the business rules configured. IRS will be responsible for maintaining the attachments in their storage location After offloading to IRS, the eGain solution will ensure attachments are deleted from eGain storage.

5 Is this system considered a child system/application to another (parent) system?  
No

6 Indicate what OneSDLC State is the system in (Allocation, Readiness, Execution) or indicate if you go through Information Technology's (IT) Technical Insertion Process and what stage you have progressed to.  
Execution

7 Is this a change resulting from the OneSDLC process?  
No

8 Please provide the full name and acronym of the governance board or Executive Steering Committee (ESC) this system reports to.

User and Network Services (UNS) Governance Board and Strategic Development Executive Steering Committee (ESC)

9 If the system is on the As-Built-Architecture (ABA), what is the ABA ID number of the system? If this PCLIA covers multiple applications shown on the ABA, please indicate the ABA ID number(s) for each application covered separated by a comma. If the system is not in the ABA, then contact the ABA (<https://ea.web.irs.gov/aba/index.html>) for assistance.

The ABA Application ID number is identified as 211459 on the ABA.

10 Does this system disclose any PII to any third party outside the IRS?

Yes

10.1 Does the system have a process in place to account for such disclosures in compliance with IRC 6103(p)(3)(A) or Subsection c of the Privacy Act?

Yes

11 Does your project/system involve any use of artificial intelligence (AI), including virtual assistant, chat bot, and robotic process automation, as defined in Executive Order 13960 and 14110?

No

12 Does this system use cloud computing?

Yes

12.1 Please identify the Cloud Service Provider (CSP), FedRAMP Package ID, and date of FedRAMP authorization.

Amazon Web Services (AWS) GovCloud, F1603047866, 6/21/2016 eGain, FR2023601671, 12/15/2021

12.2 Does the CSP allow auditing?

Yes

12.21 Who has access to the CSP audit data (IRS or 3rd party)?

XXXX audits CSP audit data.

12.3 Please indicate the background check level required for the CSP (None, Low, Moderate or High).

High

13 Does this system/application interact with the public?

Yes

13.1 If the system requires the user to authenticate, was a Digital Identity Risk Assessment (DIRA) conducted?

Yes

13.11 Please upload the approved DIRA report using the Attachments button. Select "Yes" to indicate that you have or will upload the signed DIRA form.

Yes

13.2 If individuals do not have the opportunity to give consent to collect their information for a particular use, why not?

For eGain Chat, a message is displayed in the pre-chat screen with legally approved language before starting a chat session. The IRS notifies all individuals who file tax returns of such collection via the Privacy Act Notice which provides the legal right to ask for information under Internal Revenue Code sections 6001, 6011, and 6012(a), and their regulations. Under these sections, response is mandatory. Code section 6109 requires the individual provide an identifying number. SADI is the means of authentication and doing the collection of information. There is a notice informing taxpayer of the need to first verify their identity. If the source is a federal tax form, then notice was given. Users can decline the chat session if they don't want to share the required information.

13.3 If the individual was not notified of the following items prior to the collection of information, why not? 1) Authority to collect the information 2) If the collection is mandatory or voluntary 3) The purpose for which their information will be used 4) Who the information will be shared with 5) The effects, if any, if they don't provide the requested information.

Not Applicable. The information is collected voluntarily from the taxpayer.

14 Describe the business process allowing an individual to access or correct their information. (Due Process)

Processes are currently in place to ensure 'due process' is followed as it is done today via phone. These processes may be modified for eGain Solve but the rules for handling PII are the same. If a taxpayer views information as being incorrect, they will be able to communicate with IRS resources to make the requisite changes. eGain Solve is a communication platform only. IRS users also need to submit a BEARS request that is approved by management before being granted access to the system. Once access is granted, each user of eGain Solve is granted permission and roles that only allow them to see what they have permission for. Finally, all access to customer data is auditable with full tracking capability.

15 Is this system owned and/or operated by a contractor?

Yes

15.1 If a contractor owns or operates the system, does the contractor use subcontractors; or do you require multiple contractors to operate, test, and/or maintain this system?

No

15.2 What PII/SBU data does the subcontractor(s) have access to?

The contractor does not use subcontractors.

16 Identify what role(s) the IRS and/or the contractor(s) performs; indicate what access level (to this system's PII data) each role is entitled to. (Include details about completion status and level of access of the contractor's background investigation was approved for.)

IRS Employees: Users, Managers (Read and Write Access)

IRS Employees: Developers (Administrator Access)

Contractors: Contractor System Administrator (Read Only Access)/Background Level High

Contractors: Contractor Developers (Administrator Access)/Background Level High

17 The Privacy Act of 1974 (5 USC § 552a(e)(3)) requires each agency that maintains a system of records, to inform each individual requested to supply information about himself or herself. Please provide the Privacy Act Statement presented by your system or indicate a Privacy Act Statement is not used and individuals are not given the opportunity to consent to the collection of their PII.

IRS implements Privacy Notice warning banners upon sign-up for Live Chat Agent interactions for Taxpayers, and at each subsequent system access event. The chat is not for specific questions about your tax account and taxes you may owe. Representatives can only help you with general questions. We cannot access your online account. Please do not include any personal information such as your full name, address, Social Security number, date of birth, tax account, or banking information during this chat session. We are not your tax advisor and cannot help with specific questions about taxes you may owe or eligibility for credits.

18 How many records in the system are attributable to IRS Employees? Enter "Under 50,000", "50,000 to 100,000", "More than 100,000" or "Not Applicable".

Under 50,000

19 How many records in the system are attributable to contractors? Enter "Under 5,000", "5,000 to 10,000", "More than 10,000" or "Not Applicable".

Under 5,000

20 How many records in the system are attributable to members of the public? Enter "Under 100,000", "100,000 to 1,000,000", "More than 1,000,000" or "Not applicable".

More than 1,000,000

22 How is access to SBU/PII determined and by whom?

Access to eGain is requested via Business Entitlement Access Request System (BEARS). Data access is granted on a need-to-know basis. The BEARS enrollment process requires that an authorized manager approve access requests on a case-by-case basis. Access approval is based on the Users role(s) and responsibilities. Users are given the minimum set of privileges required to perform their regular and recurring work assignments; they are restricted from changing the boundaries of their access without management approval. Write, Modify, Delete, and/or Print) are defined on BEARS and set (activated) by the System Administrator prior to the user being allowed access. User privileges and user roles determine the types of data that each user has access to. Management monitors system access and removes permissions when individuals no longer require access.

23 Is there a data dictionary on file for this system? Note: Selecting "Yes" indicates an upload to the Attachment Section is required.

Yes

24 Explain any privacy and civil liberties risks related to privacy controls.

There are internal programming consistency checks and record counts to validate the data that is loaded into the system is accurate. eGain Chat Digital Identity Risk Assessment (DIRA)s have been attached to this Privacy and Civil Liberties Assessment (PCLIA). Plan of Actions and Milestones (POA&M IPT0024074) was reported because the eGain System Security Plan (SSP) does not accurately describe the controls and control implementation statements. IRS eGain SSP will be reviewed, revised, and updated to correct control summary information and control implementation statements, supporting artifacts will be completed. Est. Due Date: 12/31/2026

25 Please upload all privacy risk finding documents identified for the system (Audit trail, RAFT, POA&M, Breach Plan, etc.); click "yes" to confirm upload(s) are complete.

Yes

26 Describe this system's audit trail in detail. Provide supporting documents.

eGain has a Cybersecurity-approved audit plan last revised in Sept 2020. A complete audit trail of the use of the system is captured and ingested by SPLUNK. The system monitors for security risks and compliance violations to ensure that the use of the system takes place only for an approved purpose that is within the professional responsibility of each user It records all actions of the taxpayer/user in near-real-time and transmits to Enterprise Security Audit Trail (ESAT)/Security Audit and Analysis System (SAAS) logs for Cybersecurity review. The audit trail contains the audit trail elements as required in current 10.8.1.3.3, Audit and Accountability Policy and Procedures The content of the audit record includes the following data elements: USERID, USER TYPE, SYSTEM, EVENTID, TAXFILERTIN, TIMESTAMP (e.g., date and time of the event), ADDITIONAL APPLICATION DATA (action taken of user when

creating the event). The following transactions fall under the criteria of an Auditable Event: Log onto the system [Log in, Session Created] (Success, Fail), Log off the system [Log out, Session Completed] (Success, Fail), all agents (privileged) events, all system and data interactions concerning Personally Identifiable Information (PII) and Sensitive but Unclassified (SBU), to include external user data [Session Created, Session Completed, Session Timed Out] (Success, Fail) The collection and management of auditable data complies with IRS, Treasury, and other federal requirements which require the following data elements to be audited.

27 Does this system use or plan to use SBU data in a non-production environment?

No

## Interfaces

### Interface Type

IRS Systems, file, or database

### Agency Name

IRS Email Relay Service

### Incoming/Outgoing

Incoming (Receiving)

### Transfer Method

Other

### Other Transfer Method

Email

### Interface Type

Other Federal Agencies

### Agency Name

Government Accountability Office (GAO)

### Incoming/Outgoing

Outgoing (Sending)

### Transfer Method

Secure email/Zixmail

### Interface Type

IRS Systems, file, or database

### Agency Name

Unified Contact Center Enterprise (UCCE)

### Incoming/Outgoing

Both

### Transfer Method

IPSEC TUNNEL

**Interface Type**

IRS Systems, file, or database

**Agency Name**

Secure Access Digital Identity (SADI)

**Incoming/Outgoing**

Both

**Transfer Method**

Amazon Web Services Platform (AWS)

**Interface Type**

IRS Systems, file, or database

**Agency Name**

Information Returns Database

**Incoming/Outgoing**

Both

**Transfer Method**

Application to Application (A2A)

**Interface Type**

Other Federal Agencies

**Agency Name**

Treasury Inspector General for Tax Administration (TIGTA)

**Incoming/Outgoing**

Outgoing (Sending)

**Transfer Method**

Secure email/Zixmail

**Interface Type**

IRS Systems, file, or database

**Agency Name**

Enterprise Security Audit Trail (ESAT)

**Incoming/Outgoing**

Incoming (Receiving)

**Transfer Method**

Electronic File Transfer Utility (EFTU)

## **Systems of Records Notices (SORNs)**

**SORN Number & Name**

Treasury .002 - Grievance Records

Describe the IRS use and relevance of this SORN.

PURPOSE(S): To adjudicate employee administrative grievances filed under the authority of 5 CFR part 771 and the Department's Administrative Grievance Procedure.

**SORN Number & Name**

Treasury .015 - General Information Technology Access Account Records

Describe the IRS use and relevance of this SORN.

This SORN covers all persons who are authorized to access Treasury information technology resources (either directly or via contractor-provided validation services), including employees, contractors, grantees, fiscal agents, financial agents, interns, detailees, members of the public, and any lawfully designated representative of the above as well as representatives of federal, state, territorial, tribal, local, international, or foreign government agencies or entities, in furtherance of the Treasury mission.

**SORN Number & Name**

IRS 26.012 - Offer in Compromise Files

Describe the IRS use and relevance of this SORN.

PURPOSE: To process offers to compromise a tax liability.

**SORN Number & Name**

IRS 26.013 - Trust Fund Recovery Cases/One Hundred Percent Penalty Cases

Describe the IRS use and relevance of this SORN.

PURPOSE: To administer and enforce Trust Fund Recovery Penalty cases under 26 U.S.C. 6672.

**SORN Number & Name**

IRS 44.001 - Appeals Case Files

Describe the IRS use and relevance of this SORN.

PURPOSE: To document the actions taken during Appeals' administrative review of IRS proposed adjustments, collection actions, or Freedom of Information Act (FOIA) initial determinations.

**SORN Number & Name**

IRS 24.046 - Customer Account Data Engine Business Master File

Describe the IRS use and relevance of this SORN.

PURPOSE: To maintain records of business tax returns, return transactions, and authorized taxpayer representatives.

**SORN Number & Name**

IRS 24.047 - Audit Underreporter Case Files

Describe the IRS use and relevance of this SORN.

PURPOSE: To reconcile discrepancies between tax returns and information returns filed.

**SORN Number & Name**

Treasury .003 - Treasury Child Care Tuition Assistance Records

Describe the IRS use and relevance of this SORN.

To establish and verify Department of the Treasury employees' eligibility for childcare subsidies in order for the Department of the Treasury to provide monetary assistance to its employees. Records are also maintained so the Department can make payments to childcare providers on an employee's behalf.

**SORN Number & Name**

IRS 26.019 - Taxpayer Delinquent Account Files

Describe the IRS use and relevance of this SORN.

PURPOSE: To provide inventory control of delinquent accounts.

**SORN Number & Name**

IRS 24.030 - Customer Account Data Engine Individual Master File

Describe the IRS use and relevance of this SORN.

Disclosure of returns and return information may be made only as provided by 26 U.S.C. 6103. All other records may be used as described below if the IRS deems that the purpose of the disclosure is compatible with the purpose for which IRS collected the records, and no privilege is asserted.

**SORN Number & Name**

IRS 42.001 - Examination Administrative Files

Describe the IRS use and relevance of this SORN.

PURPOSE: To document the examinations of tax returns or other determinations as to a taxpayer's tax liability; to document determinations whether to examine a taxpayer; and to analyze trends in taxpayer compliance.

**SORN Number & Name**

OPM/GOVT-1 - General Personnel Records

Describe the IRS use and relevance of this SORN.

eGain Chat user can communicate regarding the official personnel folders (OPFs) and related general personnel records for current and former federal employees.

**SORN Number & Name**

IRS 36.003 - General Personnel and Payroll Records

Describe the IRS use and relevance of this SORN.

PURPOSE: To administer personnel and payroll programs.

**SORN Number & Name**

IRS 26.020 - Taxpayer Delinquency Investigation Files

Describe the IRS use and relevance of this SORN.

PURPOSE: To track information on taxpayers who may be delinquent in Federal tax payments or obligations.

**SORN Number & Name**

IRS 42.021 - Compliance Programs and Projects Files

Describe the IRS use and relevance of this SORN.

PURPOSE: To track information relating to special programs and projects to identify non-compliance schemes and to select individuals involved in such schemes for enforcement actions.

**SORN Number & Name**

IRS 44.003 - Appeals Centralized Data

Describe the IRS use and relevance of this SORN.

PURPOSE: To track information about cases in inventory and closed cases.

**SORN Number & Name**

Treasury .001 - Treasury Payroll and Personnel System

Describe the IRS use and relevance of this SORN.

The system maintains current and historical personnel and payroll data to support all aspects of federal employee administration.

**SORN Number & Name**

IRS 50.001 - Tax Exempt & Government Entities (TE/GE)

Correspondence Control Records

Describe the IRS use and relevance of this SORN.

eGain Chat will be used to communicate with requesters of letter rulings and determination letters, and subjects of field office requests for technical advice and assistance and other correspondence, including correspondence associated with section 527 organizations.

**SORN Number & Name**

IRS 34.037 - Audit Trail and Security Records

Describe the IRS use and relevance of this SORN.

PURPOSE: To identify and track any unauthorized accesses to sensitive but unclassified information and potential breaches or unauthorized disclosures of such information or inappropriate use of government computers to access Internet sites for any purpose forbidden by IRS policy (e.g., gambling, playing computer games, or engaging in illegal activity), or to detect electronic communications sent using IRS systems in violation of IRS security policy.

**SORN Number & Name**

IRS 26.009 - Lien Files

Describe the IRS use and relevance of this SORN.

PURPOSE: To identify those individuals on whom a Notice of Federal Tax Lien, Start Printed Page 54086 discharge, or subordination on lien attachment has been filed.

**SORN Number & Name**

IRS 50.003 - Tax Exempt & Government Entities (TE/GE) Reports of Significant Matters

Describe the IRS use and relevance of this SORN.

eGain Chat will be used to communicate with individuals who submit letter ruling requests or determination letter requests with respect to organizations, or who are the subjects of technical advice requests, where the matter raised has some significance to tax administration. Categories of records within the system include summaries of significant technical matters pertaining to letter rulings or determination letters under the jurisdiction of the Division Commissioner, TE/GE.

**SORN Number & Name**

IRS 50.222 - Tax Exempt/Government Entities (TE/GE) Case Management Records

Describe the IRS use and relevance of this SORN.

PURPOSE: This system will provide TE/GE records for case management, including employee assignments and file tracking. TE/GE maintains records on businesses, organizations, employee plans, government entities, and Indian Tribal Government entities and individuals, such as principals and officers, connected with these entities. Records in this system are used for law enforcement investigations and may contain identifying information about informants who have provided significant information relevant to investigations of taxpayers.

# Records Retention

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

5.2

What is the GRS/RCS Item Number?

020

What type of Records is this for?

Electronic

Please provide a brief description of the chosen GRS or RCS item.

Intermediary records. Records that meet the following conditions:

- They exist for the sole purpose of creating a subsequent record and
- They are not required to meet legal or fiscal obligations, or to initiate, sustain, evaluate, or provide evidence of decision-making. This includes certain analog and electronic source records for electronic systems that are not otherwise excluded. For specific examples, see the GRS 5.2 Frequently Asked Questions (FAQs). Exclusion: Source records that have been digitized. GRS 4.5, item 010, covers these records. Note: The GRS provides disposition authority for copies of electronic records from one system that are used as source records to another system, for example an extracted data set. The GRS does not apply to either the originating system or the final system in which the final records reside. These systems must be disposed of per an agency-specific schedule, or if appropriate, another GRS. It is possible that sometimes information is moved from one system to another without the creation of an intermediary copy.

What is the disposition schedule?

Some eGain data files are approved for deletion/destruction under the National Archives and Records Administration's (NARA) General Records Schedules (GRS). Records related to general customer service operations (administrative support) including communications with the public regarding status of customer support, tickets and tracking logs, reports on customer management data, customer feedback should be managed according to GRS 5.2, Item 020: Temporary. Disposition Instructions: Destroy when no longer needed for business use, or according to an agency predetermined time or business rule.

# Data Locations

What type of site is this?

System

What is the name of the System?

Information Returns Data Base (IRDB)

What is the sensitivity of the System?

Personally Identifiable Information (PII) including Linkable Data

What is the URL of the item, if applicable?

[http://ea.web.irs.gov/aba/index.html?mainpageurl=SA/ea-panell\\_main-application\\_7518.htm](http://ea.web.irs.gov/aba/index.html?mainpageurl=SA/ea-panell_main-application_7518.htm)

Please provide a brief description of the System.

The general purpose of Information Return Processing System (IRPS) is to support processing of information returns to improve data quality and provide data for assisting downstream compliance systems to identify fraud and assess incorrect information penalties.

What are the incoming connections to this System?

Information Returns Master File (IRMF)/Paymer Master File (PMF) - IRPS receives PII information from upstream systems/Information Returns Database (IRDB) as a message request and digested for validation by application like Taxpayer Identification Number Validation (TINV) services, and also receive reference files from legacy system/mainframe for Taxpayer Identification Number (TIN) validation and fraud purposes, which contain TIN information disseminated to downstream IRS systems. This impacts the Discovery by Address Validation, Discovery by Date of Birth, Recipient Tin Validation, Issuer Tin Validation, Discovery by Address Controller, Supplemental Controller, Universal View Case (UVC) Controllers, and Reference Data Converter Controller services.

What are the outgoing connections from this System?

Information Returns Database (IRDB) and Correspondence Examination Automation Support (CEAS) Databases - Data is disseminated to these databases for downstream Internal Revenue System (IRS) systems to access for our Identification Document Certification (IDC), Identity Data Quality (IDQ), Information Returns Data Integration (IDI) and Information Document Request (IDR) services. Enterprise Service Bus (ESB) - For services such as Partnership Bipartisan Budget Act (PBBA) IDC Refactor, data is disseminated from ESB to IRPS and eventually downstream systems.

What type of site is this?

System

What is the name of the System?

SPLUNK

What is the sensitivity of the System?

Sensitive But Unclassified (SBU)

Please provide a brief description of the System.

Splunk is a Security Information and Event Management (SIEM) software solution tool composed of various dashboards that more IRS employees are using to aggregate and/or analyze security data for systems/applications.

What are the incoming connections to this System?

A data extraction is performed as per National Institute of Standard Technology controls.

What are the outgoing connections from this System?

It records all actions of the taxpayer/user in near-real-time and transmits to Enterprise Security Audit Trail (ESAT)/Security Audit and Analysis System (SAAS) logs for Cybersecurity review.