

# Survey PCLIA Report

Date of Approval: April 11, 2017

Survey PCLIA ID Number: **2328**

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## A. Survey Description

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1. Full name and acronym of the Survey. Language Services Needs Assessment Tax Forum Survey 2017 , N/A
2. Is this a Survey, Telephone Interview or Focus Group? Survey
3. Is this a new Survey? No
  - 3.b. If no, is there a PCLIA for this Survey? No
4. Is this a reoccurring Survey? Yes
  - 4.a. If yes, list the schedule or requested operational date(s) of when the Survey will be administered. July 11, 2017 through September 14, 2017.
5. Does this Survey have an SOI (Statistics of Income) control number? Yes
  - 5.a. If yes, enter the number. CS-17-480
6. Does the Information Collection Request require OMB Clearance? Yes
  - 6.a. If yes, what is the OMB Clearance number? 1545-1432

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## A.1. General Business Purpose

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7. 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.  
The objective of the survey is to gather input from tax practitioners who serve limited English Proficiency (LEP) taxpayers regarding their awareness and use of IRS information, products and services designed for the LEP community. Results will be incorporated into the 2017 IRS LEP Customer Base Report, which is shared with IRS senior leaders to inform decisions regarding resources as they plan for future needs.

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## B. PII Details

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8. 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

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## C. Privacy Act & System of Records

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9. Is there a System of Records Notice(s) or SORNs that addresses the PII records in this Survey? No
  - 9b. If No, explain why the Survey does not have a SORN? The Survey does not gather or collect any PII information.

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## C.1. Privacy Act Notice

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

9.1.a. If yes, please provide the Privacy Act Statement. Privacy Statement: The authority requesting the information is 5 USC 301. The primary purpose of asking for the information is to determine steps the IRS can take to improve our services to you. The information may be disclosed as authorized by the routine uses published for the Privacy Act System of Records entitled, Treas/IRS 00.001 Correspondence Files, including Stakeholder Partnership File, and Correspondence Control Files, as published in the Federal Register: December 10, 2001 (Volume 66, Number 237) [Notices] pages 63785-6. Providing the information is voluntary. Not answering some or all of the questions will not affect you.

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#### **D. Responsible Parties**

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10. Identify the individuals for the following Survey roles: ## Official Use Only

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#### **E. Incoming PII Interfaces**

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11. Does the employee/taxpayer PII come from the IRS, Treasury, or other Government system(s), application(s) or data base(s)? No

11.1. Does the data come from other sources? No

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#### **F. PII Sent to External Organizations**

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12. Are the Survey results disclosed to any other Federal or State Government? (For example the Federal Viewpoint Survey/Questionnaire – OPM gets the results.) No

13. Are any external resources used to create the database of the participants? No

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#### **G. Survey Participation**

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14. Will the Survey be administered to IRS, Taxpayers or Others ? Others

If Others, please explain. Survey will be administered to tax practitioners

15. Explain how participants are selected. Include a detailed description on the method and reason of selection. If selection is random, explain. The practitioners who serve limited English speaking taxpayers will be selected randomly at the Media and Publication booth at the IRS National Tax Forum.

16. How are participants notified of the Survey? The practitioners are notified in person.

17. Is the Survey voluntary? Yes

If yes, how is notice given that the Survey is optional? A statement on the Survey instructs them that it is voluntary.

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18. How will the Survey be conducted?

No Electronically

No Web Based

No Phone

No Mail.

Yes Other

Please explain. The Survey is administered in person via paper.

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## G.1. Survey Process

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19. Does IRS administer or perform analysis of the survey? Both

Provide the name of the IRS office. Multilingual and Agency Services Branch, Media and Publications

20. Does Contractor/Vendor administer or perform analysis of the survey? No

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## I. Information Protection

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21. What information/results will be provided to the business owners (IRS Requestors) of the Survey? The Survey will provide information on the top languages that the tax preparers clients speak and the top services they use.

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

23. Can you confirm that no adverse actions can be taken against participants regarding the participant's answers. Yes

24. 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

25. Are there any employee or taxpayer identifiers that are obtained as a result of responding to the survey? No

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## I.1 Records Schedule

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26. 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? No

26.b. If No, how long are you proposing to retain the records? Please note, if you answered no, you must contact the IRS Records and Information Management Program to initiate records retention scheduling before you dispose of any records in this Survey.

Language Services Needs Assessment for Tax Forums Survey 2017 is un-scheduled. A request for records disposition authority for this Survey (and other similar external surveys Servicewide) will be drafted with the assistance of the IRS Records and Information Management Program Office. When approved by the National Archives and Records Administration (NARA), it is anticipated that instructions for this survey will include retentions for the datasets/raw data, background documentation, and summary/final reports, as appropriate. Cyber-security and NIST standards for records retention requirements state that documents must be securely maintained for seven years prior to destruction or until the end of the contract term (Period Of Performance), whereas the participation of the contractor under the CSS BPA has been terminated. These requirements will

obviously be considered in drafting a final request for records disposition authority for NARA submission and approval.

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### **P.1 Data Security**

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27. 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? The security of the data used in this project and the privacy of taxpayers as allowed by law will be carefully safeguarded at all times. Security requirements are based on the Computer Security Act of 1987 and Office of Management and Budget Circular A-130, Appendices A & B. Physical security measures include a locked, secure office. Notes are stored in locked cabinets or shredded. Data security at the C-2 level is accomplished via the Windows NT operating system. Systems are password protected, users profiled for authorized use, and individual audit trails generated and reviewed periodically.

28. Does a contractor/vendor administer or perform analysis of the survey? No

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### **M. Civil Liberties**

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29. 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

30. Will this Survey have the capability to identify, locate, and monitor individuals or groups of people? No

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**End of Report**

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