

Date of Approval: 09/23/2025
Questionnaire Number: 2534

Basic Information/Executive Summary

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

DXperience

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 DXperience Subscription includes the complete range of DevExpress .NET controls and libraries for all major Microsoft platforms, including WinForms, ASP.NET (Active Server Pages), WPF (Windows Presentation Foundation), Silverlight and Windows. The subscription also includes CodeRush for Visual Studio, so you can Code-Debug-Refactor with ease. Since Outlook calendar is NOT allowed to have taxpayer information, DXperience is used in Integrated Collection System (ICS) to provide options for viewing/printing/creating follow-ups and appointments with taxpayer's information. ICS is used by a wide range of employees in SBSE (Small Business/Self Employed). Follow-ups and appointments created during the routine use of this application are stored in a proprietary encrypted file which is interpreted by the DevExpress Scheduler library and custom code written by ICS staff developers. The ability to manage these calendar entries within a familiar interface eliminates the need for training and additional steps that would have been required for manual input into another software product.

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).

The ICS application provides an automated system for Revenue Officers (ROs), Group Managers (GM), and support staff to process and store delinquent taxpayer case data in the resolution of delinquent tax cases assigned to the SB/SE Collection Division. The ICS application supports approximately 5,300 Small Business/Self-Employed (SB/SE) users including Collection Field, Campus, Insolvency, Appeals, and Taxpayer Advocate Service end users. The IRS Application Development (AD) Integrated Collection System (ICS) has been using DevExpress DXperience for years to develop the appointment calendar which emulates the capabilities of Microsoft Outlook Scheduler inside the ICS system to facilitate the taxpayer to schedule the appointment with the IRS collection representative.

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

Address

Agency Sensitive Information

Centralized Authorization File (CAF)

Document Locator Number (DLN)

Email Address

Employer Identification Number

Federal Tax Information (FTI)

Financial Account Number

Individual Taxpayer Identification Number (ITIN)

Internet Protocol Address (IP Address)

Name

Official Use Only (OUO) or Limited Office Use (LOU)

Preparer Taxpayer Identification Number (PTIN)

Social Security Number (including masked or last four digits)

Standard Employee Identifier (SEID)

Tax ID Number

Telephone Numbers

Vehicle Identification Number (VIN)

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?

Yes

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

1724 - IRS Bargaining Unit

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

Application

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

1

4 Is this a new system?

Yes

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

No

4.11 What is the previous PCLIA number?

0

5 Is this system considered a child system/application to another (parent) system?

Yes

5.1 Identify the parent system's approved PCLIA number.

1361

5.2 Identify the parent system's name as previously approved.

Integrated Collection System

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.

The Steering Committee Financial Literacy and Education Commission (FLEC) of FLEC Agencies.

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.

210664

10 If this system discloses any PII to any third party outside the IRS, 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?

No

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?

No

13 Does this system/application interact with the public?

No

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

The information is not collected directly from individuals. The information collected as part of the application is the information obtained from various IRS databases and files, which in turn are tax forms filed by tax entities. Notice, consent, and due process are provided in the tax forms instructions, and pursuant to 5 USC.

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

No

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.)

Users - Read/write; Managers - Read/write; Developers - Read only in Production (via Fire Call access and this is limited to 8 hours based on production issue),

Read/write in the Development system (for testing purposes); Contractors - same as Developers.

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.

A Privacy Act Statement is not used, and individuals are not given the opportunity to consent to the collection of their PII.

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".

More than 100,000

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".

Not Applicable

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".

100,000 to 1,000,000

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

A potential user will request access via Business Entitlement Access Request System (BEARS). This request must be approved by the potential user's manager based on a user's position and need-to-know.

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

No

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

DevExpress DXperience does not introduce new or unique privacy and civil liberties risks related to privacy controls by its nature as a development toolkit. However, the primary risk is that the applications built using these tools by the developers need to ensure there is no privacy control risks.

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.

No

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

All activities that are performed by users on the system are captured in the audit log data. Audit trail information is extracted daily (M-F) and uploaded to ESAT and then to Splunk for review. Copy of approved Audit Plan is attached.

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

Yes

27.1 Please upload the Approved Email and one of the following SBU Data Use Forms, Questionnaire (F14664) or Request (F14665) or the approved Recertification (F14659). Select Yes to indicate that you will upload the Approval email and one of the SBU Data Use forms.

Yes

Interfaces

Interface Type

IRS Systems, file, or database

Agency Name

SPLUNK

Incoming/Outgoing

Outgoing (Sending)

Transfer Method

Electronic File Transfer Utility (EFTU)

Interface Type

IRS Systems, file, or database

Agency Name

Integrated Collection System (ICS)

Incoming/Outgoing

Both

Transfer Method

Amazon Web Services Platform (AWS)

Systems of Records Notices (SORNs)

SORN Number & Name

IRS 26.019 - Taxpayer Delinquent Account Files

Describe the IRS use and relevance of this SORN.

ICS received daily and weekly extracts of TDA data from IDRS; this is used to build new cases and update existing cases on the ICS system.

SORN Number & Name

IRS 24.030 - Customer Account Data Engine Individual Master File

Describe the IRS use and relevance of this SORN.

ICS receives and processes extracts of IMF data (from CADE2 and IDRS) as part of batch processing to keep active case data current with other systems.

SORN Number & Name

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

Describe the IRS use and relevance of this SORN.

ICS receives extracts of data from the ATFR system as a complement to IMF/BMF and IDRS data.

SORN Number & Name

IRS 26.009 - Lien Files

Describe the IRS use and relevance of this SORN.

ICS allows the Revenue Officer to research and file liens on delinquent taxpayers as appropriate.

SORN Number & Name

IRS 26.020 - Taxpayer Delinquency Investigation Files

Describe the IRS use and relevance of this SORN.

ICS received daily and weekly extracts of TDI data from IDRS; this is used to build new cases and update existing cases on the ICS system.

SORN Number & Name

IRS 24.046 - Customer Account Data Engine Business Master File

Describe the IRS use and relevance of this SORN.

ICS receives and processes extracts of BMF data (from CADE2 and IDRS) as part of batch processing to keep active case data current with other systems.

SORN Number & Name

IRS 44.003 - Appeals Centralized Data

Describe the IRS use and relevance of this SORN.

ICS receives Appeals data and cases from ACDS for processing.

SORN Number & Name

IRS 34.037 - Audit Trail and Security Records

Describe the IRS use and relevance of this SORN.

Audit trail records are mandated to be created by IRS systems. ICS provides required audit log data to the ESAT/SAAS then SPLUNK system for this purpose.

Data Locations

What type of site is this?

System

What is the name of the System?

Integrated Collection System - DXperience

What is the sensitivity of the System?

Federal Tax Information (FTI)

Please provide a brief description of the System.

DXperience is a Commercial Off the Shelf software library that provides pre-built user interface controls for .NET applications. It will allow ICS users to use the WinForms Scheduler component and related libraries to replicate a Microsoft Outlook-style calendar inside the ICS application

What are the incoming connections to this System?

ICS Workstation - End-users will use the ICS workstation application to view a taxpayer account information, schedule appointments using the outlook style calendar UI.

What are the outgoing connections from this System?

ICS Workstation - End-users will use the ICS workstation application to save and retrieve appointment details and update case information.