

Date of Approval: 03/24/2025
Questionnaire Number: 2061

Basic Information/Executive Summary

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

ECM SCM Multilingual and Agency Services (MAS)

Acronym:

ECM SCM MAS

Business Unit

Enterprise Case Management Office

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.

This PCLIA will cover Streamlined Case Management (SCM) Multilingual and Agency Services (MAS) application within the Enterprise Case Management (ECM) platform. ECM is not internet-facing and is not directly internet-accessible. ECM SCM MAS Application objective is to deliver the functionality and features to enable all SCM MAS end users to work translation request cases on the modern platform. Translation requests are processed by two sections within the office of Multilingual and Agency Services: Linguistic Policy, Tools, and Services (LPTS) provides operating divisions with accurate and understandable translations of written materials in Español (Spanish), and Translation Services Section (TSS) provides operating divisions with accurate and understandable translations of written materials in any other language. PII is collected, and validated from IRS sources to create cases, manage inventory, work cases, and

close cases. Throughout the lifecycle, PII/FTI is securely accessed, updated, and retained.

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 SCM MAS application lifecycle begins with case creation, followed by work cases, and ends with case closure. PII is collected and validated from IRS sources throughout the life cycle. PII is securely accessed, updated, and retained.

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

Agency Sensitive Information
Centralized Authorization File (CAF)
Email Address
Language
Name
Non-Tax Proprietary data
Official Use Only (OUO) or Limited Office Use (LOU)
Protected Information
Standard Employee Identifier (SEID)

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

PII for federal tax administration - generally IRC Sections 6001 6011 or 6012

Product Information (Questions)

1 Is this PCLIA a result of the Inflation Reduction Act (IRA)?

No

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?

1

4 Is this a new system?

Yes

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.

Enterprise Case Management (ECM) Governance Board

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.

211232

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?

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

12.2 Does the CSP allow auditing?

Yes

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

Yes-IRS

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?

No

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

Individual does not have access to correct their information.

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.)

IRS Employees: Users, Managers- Read and Write

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.

THIS U.S. GOVERNMENT SYSTEM IS FOR AUTHORIZED USE ONLY!

Use of this system constitutes consent to monitoring, interception, recording, reading, copying or capturing by authorized personnel of all activities. There is no right to privacy in this system. Unauthorized use of this system is prohibited and subject to criminal and civil penalties, including all penalties applicable to willful unauthorized access (UNAX) or inspection of taxpayer records (under 18 U.S.C. 1030 and 26 U.S.C. 7213A and 26 U.S.C. 7431).

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".

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".
Not applicable

22 How is access to SBU/PII determined and by whom?
Access to SBU/PII is determined by the roles of the employee and maintained through BEARS (Business Entitlement Access Request System). Access in ECM is based on hierarchy, roles, and permissions.

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.
None

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.
The system logs user access and modification activities. Role-based access controls are implemented to prevent unauthorized actions. The logs are sent to Splunk.

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

Splunk

Incoming/Outgoing

Outgoing (Sending)

Transfer Method

Application to Application (A2A)

Interface Type

IRS Systems, file, or database

Agency Name

Centralized Authorization File (CAF)

Incoming/Outgoing
 Incoming (Receiving)
Transfer Method
 Application to Application (A2A)

Systems of Records Notices (SORNs)

SORN Number & Name

IRS 00.333 - Third Party Contact Records

Describe the IRS use and relevance of this SORN.

To comply with 26 U.S.C. 7602(c), records document third party contacts with respect to the determination or collection of the tax liability of the taxpayer. Third party contact data is provided periodically to taxpayers and upon the taxpayer's written request. Records of third-party contacts.

SORN Number & Name

IRS 00.001 - Correspondence Files and Correspondence Control Files

Describe the IRS use and relevance of this SORN.

To track correspondence including responses from voluntary surveys. Correspondence received and sent.

Records Retention

What is the Record Schedule System?

Record Control Schedule (RCS)

What is the retention series title?

Case Files

What is the GRS/RCS Item Number?

RCS 29, Item 1

What type of Records is this for?

Electronic

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

Covers records created and/or maintained by IRS Submissions Processing Campuses in carrying out their returns processing functions pertaining to: • revenue collecting and accounting. • processing, analysis and disposition of tax returns, tax information documents and related records. • mailing of tax forms. • transcription of statistical information. • distribution of transcription of statistical information; and • preparation of special reports.

What is the disposition schedule?
Destroy 10 years after case is closed.

What is the Record Schedule System?
Record Control Schedule (RCS)

What is the retention series title?
Forms and Form Letter Files.

What is the GRS/RCS Item Number?
RCS 28, Item 4

What type of Records is this for?
Electronic

Please provide a brief description of the chosen GRS or RCS item.
These records pertain to the development, revision and distribution of internal and external use forms and form letters. Also included are records which pertain to the instructions for preparation of forms and form letters. (Form is placed in inactive file when rescinded, superseded, or rendered obsolete).

What is the disposition schedule?
Destroy after 10 years. [Historical copies are maintained in Facilities Management Division, Publishing Services Branch].

What is the Record Schedule System?
Record Control Schedule (RCS)

What is the retention series title?
General Correspondence Files.

What is the GRS/RCS Item Number?
RCS 28, Item 21

What type of Records is this for?
Electronic

Please provide a brief description of the chosen GRS or RCS item.
Correspondence and related documents (not covered elsewhere in this Schedule) to or from the National Office, regional offices, other district offices, service centers, area, zones, or local offices covering program activities involving procedures, rulings and decisions of a general nature and not involving the tax liability of a specific case; and general correspondence with the public and other Federal agencies regarding Federal taxation and not made a part of a specific case.

What is the disposition schedule?
Destroy 2 years after the end of the year.

Data Locations

What type of site is this?

System

What is the name of the System?

ECM

What is the sensitivity of the System?

Federal Tax Information (FTI)

Please provide a brief description of the System.

Enterprise Case Management (ECM) is a business-driven transformation program that will modernize and migrate business processes into an end-to-end enterprise solution.

What are the incoming connections to this System?

No incoming connections.

What are the outgoing connections from this System?

No outgoing connections.