Date of Approval: 09/02/2025
Questionnaire Number: 2315

Basic Information/Executive Summary

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

Acronym:
>FAST

Business Unit
>Taxpayer Services

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 Field Assistance Scheduling Tool (FAST) is an application to allow Field Assistance (FA) and Accounts Management (AM) employees to schedule appointments with taxpayers. Additionally, taxpayers can schedule appointments through the Smart Portal of FAST. FAST is a FedRAMP High cloud-based solution leveraging a vendor product that includes a hierarchical set of user groups with varied access levels dependent upon the IRS employee's role. FAST will allow detailed metrics to be available for specific user groups to determine taxpayer trends and make strategic decisions based upon Taxpayer and Taxpayer Assistance Center (TAC) needs. Taxpayers have the option to schedule an appointment through the Smart Portal or call in to make an appointment, the AM assistor attempts to provide assistance over the phone. If they can't provide assistance, they access the FAST system to schedule an appointment. The tool

allows the employee to specify whether the taxpayer needs an interpreter, Spanish speaking assistance, or other special needs, and will find them the closest TAC with those availabilities.
New additions to FAST:
External portal for taxpayer to schedule appointments.
Collecting previously included PII (Name, Phone, Email)
Sending outbound notifications in text (no PII is included in text)

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).
  Personally Identifiable Information (PII): Name, phone number and email address to schedule face to face appointments in Field Assistance (FA) Tax Assistance Center (TAC). Social Security Number (SSN) will be needed to do an account review and any authentication needed before the taxpayer arrives for the appointment. Phone number is needed in case contact with the taxpayer is needed, and e-mail address will be used to generate an e-mail reminder of the appointment. No PII or Sensitive But Unclassified (SBU) is included in the e-mail.
  1. There are six TAC locations that have temporarily moved from their original location to a local Social Security Administration (SSA) office.
  2. All contacts at these co-located TACs require an appointment.
  3. Taxpayers that receive assistance at the SSA office go through a pre-clearance process using their SSN.
  4. If the taxpayer does not consent to us sharing their SSN with the SSA, an offer is made to schedule an appointment for the taxpayer at the next closest TAC to their location.
  New Changes - For the new taxpayer tool, no SSN will be collected. Name, phone number and email address

Please select all types of Sensitive but Unclassified data (SBU)/Personally Identifiable Information (PII)/Federal Tax Information (FTI) that this project uses.
  Email Address
  Name
  Social Security Number (including masked or last four digits)
  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?
    Yes

1.1 What is the name of the Business Unit (BU) or Agency initiative?
    Taxpayer Services - Customer Assistance, Relationship and Education (CARE)

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)
    2

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?
    1542

4.12 What is the previous PCLIA title (system name)?
    Field Assistance Scheduling Tool

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.)
    External portal for taxpayers to schedule appointments. Collecting previously included PII (Name, Phone, Email). Sending outbound notifications in text (no PII is included in text).

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?

Yes

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

Technology Integration Board (TIB)

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.

211189

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

10.1 You have indicated that you do not have an "accounting of disclosures" process is in place; please indicate a projected completion date or explain the steps taken to develop your accounting of disclosures process. Note: The Office of Disclosure should be contacted to develop this system's accounting of disclosures process.

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?

Yes

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

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12.2 Does the CSP allow auditing?

Yes

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

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

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?
       Individuals are given the opportunity to offer consent via the phone conversation
       with the Customer Service Representative and prompts on the user interface
       during the appointment process.

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.
       Individuals are notified that information is being collected and why it is being
       collected.

13.4 If information is collected from third-party sources instead of the individual, please explain your decision.
       No information is collected from a 3rd party source for this application.

14 Describe the business process allowing an individual to access or correct their information. (Due Process)
       The taxpayer will need to contact a Contact Service Representative (CSR) via the
       Tax Assistance Center (TAC) hotline to make updates to collected information.

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?
Yes

15.2 What PII/SBU data does the subcontractor(s) have access to?
Name, phone number, email

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?	Access Level (Read Only/Read Write)	
Business Users	Read and Write	
Managers	Read and Write	

Contractor Employees	Access Level	Background Invest. Level
Contractor Testers	Read and Write	Moderate
Contractor Functional Analysts	Read and Write	Moderate
Contractor Sys. Admin.	Administrator	Moderate
Contractor Developers	Administrator	Moderate

Detail Matrix is attached.

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.

Externally - Warning: By accessing and using this U.S. government computer system, you are consenting to system monitoring, interception, recording, reading, copying, or capturing by authorized personnel of all activities, including detection and prevention of any unauthorized use of this system. The system you are accessing may contain confidential tax information and is designed exclusively for use by authorized persons to interact with the IRS and retrieve confidential tax information using only their own account. Any other use of this system that is inconsistent with the intended purposes of the system is an unauthorized use of the system and strictly prohibited. Unauthorized use of this system is prohibited and subject to criminal and civil penalties, including, but not limited to, penalties applicable to knowingly or intentionally accessing a computer without authorization or exceeding authorized access as defined under 18 U.S.C. 1030, and as applicable, penalties for the willful unauthorized access or inspection of taxpayer records under 26 U.S.C. 7213A and 26 U.S.C. 7431. --- Privacy Link - https://www.irs.gov/privacy-disclosure/irs-privacy-policy

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?

    The FA team has implemented a Role-based Access Control structure to access the data in FAST. The FA group has determined who gets access to the data. The user will be required to go through the Business Entitlement Access Request System (BEARS) to request access to FAST. Access to the data is determined by the manager based upon a user's position and need-to-know. The manager will request a user to be added. They must submit the request via the Business Entitlement Access Request System (BEARS) process to request access to the system.

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 no privacy and civil liberties risks related to privacy controls.

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 auditing for the FAST system will be handled by the contractor who uses a distributed deployment model to collect audit log data from servers and centralize indexing to support information searches and audits. Log data is captured locally on devices in syslogs. Login Events, Web Application Logs, System Events, User Account Management; Authorization Checks, Privileged Functions, System Events, Data Access, Data Changes, Data Deletions, Permission Changes, Object Access, and Policy Changes are the auditable events that will be captured by the system. FAST is following the appropriate audit trail elements pursuant to current Audit Logging Security Standards.

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
Informatica
Incoming/Outgoing
Outgoing (Sending)
Transfer Method
Electronic File Transfer Utility (EFTU)

Interface Type
IRS or Treasury Contractor
Agency Name
Granicus
Incoming/Outgoing
Outgoing (Sending)
Transfer Method
Secured channel via HTTPS

Interface Type
IRS Systems, file, or database
Agency Name
IRS Enterprise Security Audit Trails (ESAT)/Splunk
Incoming/Outgoing
Outgoing (Sending)
Transfer Method
Secured channel via HTTPS

Systems of Records Notices (SORNs)

SORN Number & Name
DO .060 - Correspondence Files and Records on Dissatisfaction
Describe the IRS use and relevance of this SORN.
PII is needed to capture taxpayer information: Name, phone
number and email address to schedule face to face appointments in
Field Assistance (FA) TAC. SSN will be needed to do an account
review and any authentication needed before the taxpayer arrives

for the appointment. Phone number is needed in case contact with the taxpayer is needed, and e-mail address will be used to generate an e-mail reminder of the appointment.

SORN Number & Name
> IRS 00.009 - Taxpayer Assistance Center (TAC) Recorded Quality Review Records

Describe the IRS use and relevance of this SORN.
> PII is needed to capture taxpayer information: Name, phone number and email address to schedule face to face appointments in Field Assistance (FA) TAC. SSN will be needed to do an account review and any authentication needed before the taxpayer arrives for the appointment. Phone number is needed in case contact with the taxpayer is needed, and e-mail address will be used to generate an e-mail reminder of the appointment.

SORN Number & Name
> IRS 34.037 - Audit Trail and Security Records

Describe the IRS use and relevance of this SORN.
> All auditing for the FAST system will be handled by the contractor who uses a distributed deployment model to collect audit log data from servers and centralize indexing to support information searches and audits. Log data is captured locally on devices in syslogs. Login Events, Web Application Logs, System Events, User Account Management; Authorization Checks, Privileged Functions, System Events, Data Access, Data Changes, Data Deletions, Permission Changes, Object Access, and Policy Changes are the auditable events that will be captured by the system. FAST is following the appropriate audit trail elements pursuant to current Audit Logging Security Standards.

Records Retention

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

What is the retention series title?
> Customer Service

What is the GRS/RCS Item Number?
> RCS 31, Item 25b

What type of Records is this for?
> Electronic

Please provide a brief description of the chosen GRS or RCS item.
> The Field Assistance Support Systems are used by IRS Wage & Investment at Taxpayer Assistance Centers (TAC) to assist

taxpayers with return preparation, tax questions, resolving account and notice inquiries, and other customer service needs.

What is the disposition schedule?

Delete/Destroy 3 years after close of reporting year.

Data Locations

What type of site is this?

System

What is the name of the System?

Field Assistance Scheduling Tool (FAST)

What is the sensitivity of the System?

Sensitive But Unclassified (SBU)

What is the URL of the item, if applicable?

https://assistance.for.irs.gov/

Please provide a brief description of the System.

The Field Assistance Scheduling Tool (FAST) is an application to allow Field Assistance (FA) and Accounts Management (AM) employees to schedule appointments with taxpayers. The IRS employee (not the taxpayer) uses this system. FAST is a FedRAMP Moderate cloud-based solution leveraging a vendor product that includes a hierarchical set of user groups with varied access levels dependent upon the IRS employee's role. FAST will allow detailed metrics to be available for specific user groups to determine taxpayer trends and make strategic decisions based upon Taxpayer and Taxpayer Assistance Center (TAC) needs. Taxpayers call in to make an appointment, the AM assistor attempts to provide assistance over the phone. If they can't provide assistance, they access the FAST system to schedule an appointment. The tool allows the employee to specify whether the taxpayer needs an interpreter, Spanish speaking assistance, or other special needs, and will find them the closest TAC with those availabilities.

What are the incoming connections to this System?

EFTU sends Control Number data to FAST from the RICS

What are the outgoing connections from this System?

EFTU retrieves activity reporting data from FAST to send to Informatica.

FAST sends outbound text messages through the on-prem API Gateway.

ESAT pulls Audit directly from the FAST system via an API call.