

Date of Approval: 03/10/2025  
Questionnaire Number: 1412

## Basic Information/Executive Summary

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

GSS-15 - Predictive Dialer System

Acronym:  
PDS

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.

Predictive Dialer System (PDS) is a system used to place outbound calls to taxpayers and when answered, automatically routes those calls to available customer service representatives. The technology utilized by PDS is the Acqueon software solution. After receiving a dialing campaign from the Automated Collections System (ACS) PDS creates and sends a dialing file to the campaign manager environment. The system then places an outbound collections call. If the call is answered, it is automatically transferred to a customer service representative. The system allows the outbound contact process to be automated, more efficient, and results in higher success rates in contacting taxpayers over traditional manual methods. PDS is owned by the System Support Branch of the Contact Center Services Division (CCS), which is part of User & Network Services (UNS). All Sensitive But Unclassified/Personally Identifiable

Information (SBU/PII) is transmitted over encrypted network connections. Data is housed on encrypted storage that is only accessed by system admins that have been approved for access via the Business Entitlement Access Request System (BEARS) entitlement process.

## 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).

PDS ingests data obtained from the Automated Collection System (ACS), and that data is used via Intelligent Contact Manager (ICM) to contact the taxpayer. The data is purged immediately after use. Results are logged as data files and archived. This archived data is retained in the system for 180 days, after which it is purged.

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

Employment Information

Federal Tax Information (FTI)

Individual Taxpayer Identification Number (ITIN)

Name

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

## Product Information (Questions)

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

No

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

Application

1.35 Is there a data dictionary for this system?

Yes

1.36 Explain in detail how PII and SBU data flow into, through and out of this system.  
PDS ingests data obtained from the Automated Collection System (ACS), and that data is used via Intelligent Contact Manager (ICM) to contact the taxpayer. The data is purged immediately after use. Results are logged as data files and archived. This archived data is retained in the system for 180 days, after which it is purged.

1.4 Is this a new system?  
Yes

1.5 Is there a Privacy and Civil Liberties Impact Assessment (PCLIA) for this system?  
No

1.8 If the system is on the As-Built-Architecture, what is the ABA ID of the system? If this PCLIA covers multiple applications shown on the ABA, please indicate the ABA ID for each application covered separated by a comma.  
Not Applicable - Will contact the ABA for assistance to have it added.

1.9 What OneSDLC State is the system in (Allocation, Readiness, Execution)?  
Execution

1.95 If this system has a parent system, what is the PCLIA Number of the parent system?  
6808, approved 3/28/2022

2.1 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? Contact Disclosure to determine if an accounting is required. Enter "Yes" or "No". If Exempt, type "Exempt".  
No. This system does not disclose any PII to any third party outside the IRS

2.2 Please provide the full name of and acronym of the governance board or Executive Steering Committee (ESC) this system reports to.  
User and Network Services (UNS) Technical Integration Governance Board (TIB)

3.1 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?  
No

3.3 Does this system use cloud computing?  
No

3.6 Does this system interact with the public through a web interface?

No

3.7 Describe the business process allowing an individual to access or correct their information.

IRS policy allows affected parties the opportunity to clarify or dispute negative determinations per the examination appeals process as outlined in IRS Publication 1 - Your Rights as a Taxpayer, and IRS Publication 5 - Your Appeal Rights and How to Prepare a Protest If You Don't Agree. Notice, Consent and Due Process are provided pursuant to 5 USC.

4.1 Who owns and operates the system (IRS Owned and Operated, IRS Owned and Contractor Operated, Contractor Owned and Operated)?

IRS Owned and Operated.

4.2 If a contractor owns or operates the system, does the contractor use subcontractors?

No

4.5 Identify the roles and their access level to the PII data. For contractors, indicate whether their background investigation is complete or not.

IRS Employees

Users: Background: Yes Permissions: Read Only

Managers: Background: Yes Permissions: Read Only

Sys Administrators: Background: Yes Permissions: Administrator

Administrator Developers: Background: Yes Permissions: Read and Write

Contractor Employees

Contractor Users: Background: Yes Moderate Permissions: Read Only

Contractor Managers: Background: Yes Moderate Permissions: Read Only

Contractor Sys. Administrators: Background: Yes High Permissions:

Administrator

Contractor Developers: Background: Yes Moderate Permissions: Read and Write

All contractors have completed background investigations.

4.51 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".

Not Applicable

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

Not Applicable

4.53 How many records in the system are attributable to members of the public? Enter "Under 5,000", "5,000 to 10,000", "More than 10,000" or "Not applicable".

More than 100,000

4.54 If records are attributable to a category not mentioned above in 4.51 through 4.53, please identify the category and the number of corresponding records to the nearest 10,000. If none, enter "Not Applicable".

Not Applicable

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

Account access is managed through the BEARS Entitlement process. Appropriate approvals at several levels are required to grant access to components within GSS-15.

5.1 Please describe any privacy risks, civil liberties and/or security risks identified for the system that need to be resolved and what is the mitigation plan?

Not Applicable

5.11 Is there a Risk Assessment Form and Tool (RAFT) associated with this system on file with your organization or the IRS Risk Office.

No

5.2 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

Automated Collection System (ACS)

### Incoming/Outgoing

Incoming (Receiving)

### Transfer Method

Secure File Transfer Protocol (SFTP)

### Interface Type

IRS Systems, file, or database

### Agency Name

Intelligent Contact Manager (ICM)

### Incoming/Outgoing

Outgoing (Sending)

### Transfer Method

Secure File Transfer Protocol (SFTP)

# Systems of Records Notices (SORNs)

## **SORN Number & Name**

IRS 34.037 - Audit Trail and Security Records

Describe the IRS use and relevance of this SORN.

The security audit system tracks elements such as login ID, login date/time, logout date/time, files/directories accessed, attempted security violations, Data from system audit and monitoring files are used to measure system performance including availability, reliability, usability, and resource usage. Additional audit trail data is captured to monitor system access at the operating system level.

## **SORN Number & Name**

IRS 36.003 - General Personnel and Payroll Records

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. Records may be used 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.

# Records Retention

What is the Record Schedule System?

Record Control Schedule (RCS)

What is the retention series title?

IRS TAXPAYER ASSISTANCE RECORDED QUALITY CONTROL RECORDS (SUBJECT TO PRIVACY ACT OF 1974, 5 U.S.C. 5

What is the GRS/RCS Item Number?

RCS 31,24

What type of Records is this for?

Electronic

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

These records are created and maintained for use by managers and reviewers in the Taxpayer Assistance Centers (TAC), Field Sites, and Call Sites. Random recordings of taxpayer/ customer service interface are used to measure and assess customer assistance.

Records include audio digital recordings of conversations between IRS assistants and taxpayers who visit a Taxpayer Assistance Center (TAC), and the screen capture images of computer sites used to provide assistance. The records are used to improve the

quality of IRS responses to taxpayers. Records are identified by unique identifier of the IRS employee involved in the conversation.

What is the disposition schedule?

Destroy within 18 months when no longer needed for evaluation or documentation purposes.

## Data Locations

What type of site is this?

System

What is the name of the System?

PDS/Acqueon System Environment

What is the sensitivity of the System?

Personally Identifiable Information (PII) including Linkable Data

Please provide a brief description of the System.

The system is used to automate collection calls to taxpayers.

What are the incoming connections to this System?

ACS (Automated Collection System) -- used to generate campaign files which are then sent to the PDS/Acqueon system for processing and execution.

What are the outgoing connections from this System?

ICM (Intelligent Contact Management) -- manages the telephony system so that outbound calls can be placed and answered calls are directed automatically to agents.

ACS (Automated Collection System) -- at the conclusion of the campaign PDS generates a results file which is forwarded back to ACS for review.