

Date of Approval: 06/04/2025
Questionnaire Number: 2059

Basic Information/Executive Summary

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

Large Business and International - Domestic Customer Satisfaction Survey

Business Unit

Large Business and International

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.

A voluntary survey will be conducted of Large Business and International (LB&I) domestic taxpayers on their satisfaction with their recent LB&I examination. The Domestic Customer Satisfaction Survey (Domestic Survey) is issued annually as part of the Servicewide effort to establish a system of balanced measures as mandated by the Internal Revenue Service Restructuring Act of 1998. The Domestic Survey is also a result of Executive Order 12862 which requires all government agencies to survey their customers and incorporate the results in their process improvement efforts. LB&I utilizes Pacific Consulting Group (PCG), an external third-party service provider, to administer the Domestic Survey. PCG sends a postcard and follow-up survey invitation letter to all taxpayers with examinations completed within the previous fiscal year. PCG annually provides LB&I executives with the overall Domestic Survey results. The feedback received will be used to evaluate the LB&I exam process and identify areas for process improvement. PCG utilizes Qualtrics for its online surveys and all survey data is stored within PCG's Microsoft Azure Government cloud servers. PCG's

marketing research and senior data analysts will have access to view and analyze the survey data.

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 Contractor will receive a data extract on a quarterly basis of closed cases from the LB&I via an approved secure process called Axway. The information will include Taxpayer Identification Number (TIN), business name and address as well as various demographic segments and a business contact name and telephone number. It will not contain any financial data. The contractor will check the data extract to confirm the addresses are valid and a TIN has been provided for each contact. Next the contractor will derive the sample size based on the margin of error sample size requirements and the estimated response rates. The data was collected within our FedRAMP compliant Qualtrics survey platform and stored with the Microsoft Azure Government cloud servers which meet the security requirements of IRS Publication 4812. This data safeguarding process is compliant with the Blanket Purchase Agreement (BPA) contract requirements, and Pacific Consulting Group (PCG) undergoes regular site reviews by IRS Contractor security team.

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

Address

Employer Identification Number

Federal Tax Information (FTI)

Name

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

SSN for tax returns and return information - IRC section 6109

Product Information (Questions)

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

No

2 What is your research method(s) used (i.e., survey, telephone interview, focus group or usability testing)?

Survey

3 Is this a new survey, telephone interview, focus group, or usability test? Throughout the rest of this questionnaire, we will use the term "survey" to include all of these.

Yes

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

No

4 Which Business Unit (BU) is requesting this survey?

Large Business & International

5 Who will the survey be administered to?

Taxpayers who have undergone audit examinations by LB&I will receive this survey. The survey is sent to taxpayers with closed audits each year.

6 Is this a reoccurring survey?

Yes

6.1 Will the survey be administered annually (3-year expiration)?

Yes

7 What is the start date?

October 2025

8 What is the end date?

October 2028

9 Will PII be used to select or contact survey participants or administer the survey?

Yes

10 Explain how the participants are selected. Include a detailed description. Please provide your research plan as supporting documentation.

LB&I serves a return population comprised of approximately 138,000 corporations and partnerships whose assets exceed ten million dollars. Customers are selected for audit using various classifying techniques with audits usually of one year extended as necessary. Large corporate compliance and coordinated industry case taxpayers are the most complex and audits are conducted by a team of revenue agents led by a team coordinator along with assistance from field specialists. They are audited in cycles of multiple years and usually are audited every year. LB&I has been tasked to survey these two distinct groups and create valid output to be used to determine the overall level of satisfaction of these

groups. By surveying and analyzing this customer base, it will afford LB&I management the opportunity to make informed business decisions to improve upon customer satisfaction. International customers whose audits are closed are selected to be surveyed. Taxpayers are selected for participation if they had an audit close in the fiscal year for the period being surveyed.

11 Describe the SBU/PII data, if applicable, that is collected, disclosed, or studied on individuals who choose not to participate.

Individual taxpayer names company name audit cycle mailing address

12 Explain how participants are notified of the survey (letter, postcard, email, etc.); indicate if the notice lets them know the survey is voluntary/optional; indicate if the privacy act notice was included; lastly, if your survey is not voluntary, explain why it is mandatory.

The selected taxpayers are mailed a prenote on IRS letterhead signed by the Director of Technology & Program Solutions. The prenote provides information about the reason for the survey, the contractor who is conducting the survey on our behalf and an LB&I program analyst's contact information if they want to confirm validity of the survey.

13 What tool(s) is/are used to conduct the survey? Please explain how you ensure anonymity of the participants.

Qualtrics Online Survey Platform. The participants all receive a generic link to the survey therefore no participant is individually tracked.

14 Will the survey be audio-recorded or video-recorded?

No

14.1 Where will your recorded session be stored? (Both audio and video.)

There will be no video or audio survey response information stored. The survey does not include any audio or video responses.

15 Do participants provide information about themselves? 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.

yes

15.1 Please provide the Privacy Act Statement.

The information you provide allows the IRS to analyze interactions between the IRS and taxpayers. This information will also help us to improve taxpayer service. Our authority for requesting information with this survey is 5 U.S.C. § 301, and 26 U.S.C. §§ 7801, 7803, and 7805. Data collected will be shared with IRS staff, but your responses will be used for research and aggregate reporting purposes only and will not be used for other non-statistical or non-research purposes. The information that you provide will be protected as required by law. Providing the

information is voluntary; not providing all or part of the information requested will have no impact on you but may reduce our ability to address taxpayers concerns regarding taxpayer service. By giving us your information, you consent to its use for this purpose. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB control number. The OMB number for this survey is [1545-1432]. Send comments regarding this burden estimate for completing the survey or any other aspect of this collection of information, including suggestions for reducing this burden to: IRS, Special Services Section, SE:W:CAR:MP:T:M:SP, Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.

16 Who administers (conducts) the survey? (IRS, Vendor or Both)

The vendor, Pacific Consulting Group, conducts the survey and analysis.

17 Who performs the analysis of the survey? (IRS, Vendor, or Both)

The vendor, Pacific Consulting Group, conducts the survey and analysis.

18 If a contractor administers (conducts) and analyzes the survey, is all work performed and contained in the United States?

Yes

19 How does the administrator of the survey protect employees' or taxpayers' SBU/PII from compromise, loss, theft, or disclosure?

LB&I and Pacific Consulting Group maintain approved security and encryption procedures for transfer of any PII, uploading data on Axway as approved by the IRS.

20 Provide the information technology (IT)-approved encryption methods and access controls used to transfer data electronically from the IRS to contractors and back to the IRS. (Or contractor to contractor/subcontractors.)

LB&I and Pacific Consulting Group maintain approved security and encryption procedures for transfer of any PII, uploading data on Axway as approved by the IRS.

21 Has a Contracting Officer or Contracting Officer's Representative (COR) verified the contract included privacy and security clauses for data protection and that all contractors have signed non-disclosure agreements which are on file with the COR?

Yes

22 Identify all IRS/Contractor roles and their access level to the PII data.

Marketing Research and Senior Data Analysts will access and analyze survey data, which may include PII. PCG's Access Control Policy (ACP) provides security controls to restrict access to information and systems based on a business need to know.

23 Explain the precautions taken, to ensure that employees or taxpayers who participate in the survey cannot be identified or re-identified under any circumstances.

PCG utilizes Qualtrics for its online surveys. PCG only performs anonymous surveys, so no login or authentication mechanisms are used, but unique identifiers are used to track responses to invitations to monitor completion rates and generate follow up invitations. Qualtrics is a Type 2 certified organization and uses extensive, verified security procedures for all its operations including session handling. Session handling includes issuance of a unique session ID upon initiation and a standard timeout period. Surveys with Qualtrics also use a unique identifier contained in the link that is in the email invitation that allows a user to return to a partially completed survey to finish the questions when desired if the survey is active. Qualtrics is also a FedRAMP certified provider.

24 Explain the precautions taken to ensure no adverse actions can be taken against participants.

LB&I is not provided any information regarding the taxpayer. Only aggregated data is provided to the IRS

25 Explain how you have ensured that no "raw" or unaggregated employee or taxpayer data will be provided to any IRS office.

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26 Does your survey use, maintain, collect, or display any records describing a participant's tax return information or income, deductions, credits, etc. that are covered by the individual's First Amendment rights.)

No

Interfaces

Interface Type

IRS or Treasury Contractor

Agency Name

Pacific Consulting Group

Incoming/Outgoing
Incoming (Receiving)
Transfer Method
Axway

Systems of Records Notices (SORNs)

SORN Number & Name

IRS 00.001 - Correspondence Files and Correspondence Control
Files

Describe the IRS use and relevance of this SORN.

Correspondence Files and Correspondence Control - Use Qualtrics
to survey participants and gather information on the program then
records are destroyed after report is generated

Records Retention

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

Public Customer Service Records

What is the GRS/RCS Item Number?

GRS 6.5, item 010

What type of Records is this for?

Electronic

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

Public customer service operations records. Records from
operating a customer call center or service center providing
services to the public. Complaints and commendation records;
customer feedback and satisfaction surveys, including survey
instruments, data, background materials, and reports.

What is the disposition schedule?

Temporary. Destroy 1 year after resolved, or when no longer
needed for business use, whichever is appropriate

Data Locations

What type of site is this?

System

What is the name of the System?

Microsoft Azure for Government

What is the sensitivity of the System?

Personally Identifiable Information (PII) including Linkable Data

Please provide a brief description of the System.

Secure site which holds the Qualtrics application

What are the incoming connections to this System?

Qualtrics is held in the system.