

Survey PCLIA ID Number: 5712
Date of Approval: December 16, 2020

SURVEY DESCRIPTION

NOTE: All questions will refer to 'Survey' but also apply to a telephone interview or focus group.

Full name and acronym of the Survey.

TAS Website Site Satisfaction Questions, SU-5712

What type of information collection will be used?

Survey

Is this a new Survey?

Yes

Which Business Unit (BU) is requesting the Survey?

National Taxpayer Advocate (HQ)

Who will the Survey be administered to?

External Survey (Taxpayers or Others)

Is your Survey a Customer Satisfaction or Taxpayer Experience Survey?

Yes

Does the information collection request require OMB Clearance?

Yes

Does this Survey have a Statistics of Income (SOI) number?

No

Is this a reoccurring Survey?

Yes

Indicate Frequency

Annually (3-year expiration date)

Expected start date:

1/1/2021

GENERAL BUSINESS PURPOSE

What is the general business purpose of this Survey? Provide the reason for the Survey and the benefits to the IRS mission.

TAS needs to ensure its new website platform will be easily accessible, user-friendly and meets the requirements of self-help content for our customers. We are planning on gathering non-PII info through a site satisfaction survey. This will provide valuable information on: Current and past experiences with the IRS; How our users prefer to navigate informational sites; Ease of use and experience with the TAS website; and What areas work well or will need further enhancements to create a better virtual environment.

PII DETAILS

Does the Survey use, collect, receive, display, store, maintain, or disseminate PII, or is PII (names, addresses, email addresses, etc.) used to select participants?

Yes

Please specify the types of PII:

Internet Protocol Address (IP Address)

Are there other types of PII collected in the Survey?

No

Is any PII data collected, disclosed, or studied on employees, taxpayers, stakeholders or other individuals who choose not to participate?

No

Does the Survey use, collect, receive, display, store, maintain or disseminate linkable data (gender, ethnicity, parts of address, tax filing information, etc.) or use linkable data to select participants?

No

PRIVACY ACT & SYSTEM OF RECORDS NOTICE

Does your survey concern any record from which information is retrieved by any personal identifier for an individual who is a US citizen, or an alien lawfully admitted for permanent residence? An identifier may be a symbol, voiceprint, SEID, or other personal identifier that is used to retrieve information.

Yes

Enter the SORN number(s) and the complete name of the SORN(s):

IRS 00.003 Taxpayer Advocate Service and Customer Feedback and Survey Records

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. Do Survey participants provide information about themselves?

No

Privacy analyst agreement date.

11/24/2020

INCOMING PII INTERFACES

Does the employee/taxpayer PII come from the IRS, Treasury, or other Government system(s), application(s) or data base(s)?

No

Does the employee/taxpayer PII come from external resources (contractor, subcontractor, etc.)?

No

PII SENT TO EXTERNAL ORGANIZATIONS

Are the Survey results disclosed to any other Federal or State Government? (For example, the Federal Viewpoint Survey/Questionnaire - the results are sent to OPM.)

No

Are the Survey results disclosed to any other sources? (Contractor, Sub-contractor etc.)

No

SURVEY PARTICIPATION

Explain how the participants are selected. Include a detailed description. (If the selection is random, explain the process.)

Random and voluntary. Dependent on a user visiting the site.

How are participants notified (letter, postcard, email etc.) of the Survey?

Participants will be able to take the voluntary survey upon exiting the TAS website via a modal window displayed on their device's screen.

Is the Survey voluntary/optional?

Yes

How is notice given that the Survey is voluntary/optional?

Via initial solicitation on modal window and an option to participate or not participate. Language for voluntary solicitation: "Thank you for your visit today. Please help us improve our online experience by answering a few questions. Your participation is completely voluntary, and responses are confidential and anonymous." "Take Survey? Yes | No" Yes, will lead user to survey. No, closes the modal window.

SURVEY PROCESS

How will the Survey be conducted?

Electronic

What survey application or tool is used to create the survey?

Web Based (Contractor or Third-party website)

Provide the website name/address

<https://taxpayeradvocate.irs.gov>

Are cookies used to prevent a participant from taking the Survey multiple times?

Yes

Do participants who have not taken the Survey receive a second notification?

No

Will the Survey be audio-taped?

No

Will the Survey be video-taped?

No

DATA SECURITY

Does the IRS administer or perform analysis of the survey?

Both

Provide the name of the IRS office administering the survey.

Taxpayer Advocate Service

Provide the name of the IRS office performing analysis of the survey.

Taxpayer Advocate Service

How does the administrator of the Survey guarantee that the PII regarding employees or taxpayers will not be compromised, lost, or stolen when housed on IRS computers?

Administering organization will be Taxpayer Advocate Service communications staff members. Survey is anonymous and contains no PII. Data will be housed within the website. The back-end portion of the website is only accessible by administrators via username/password. For data analysis, survey will be extracted from website and uploaded to internal team member section of TAS SharePoint which is also restricted to designated staff members.

Where and how is it stored and protected?

For data analysis, survey will be extracted from website and uploaded to internal team member section of TAS SharePoint which is also restricted to designated staff members.

Does a contractor/vendor administer or perform analysis of the survey?

No

SURVEY INFORMATION

What information/results will be provided to the business owners (IRS Requestors) of the Survey?

Just answers to questions. No PII gathered.

Are the results aggregated?

Yes

What is the minimum sample size?

100

Explain the precautions taken, to ensure the survey results will not be used for any other purpose, not listed in question 7, General Business Purpose.

Where is the data accessed? The data will be accessed via the back-end of the website (<https://taxpayeradvocate.irs.gov>) Where is the data stored? The data is stored initially within the above site then eventually transferred internally to a team level site in TAS SharePoint for analysis. Is the data a direct output from IRS.gov? The data will be stored as a subdomain of IRS.gov (<https://taxpayeradvocate.irs.gov>). The Taxpayer Advocate Service is an independent organization within the IRS. How is it protected? Access controls will be applied, based on permissions, access to the data collected will be granted to administrators and internal staff /analysts.

Does the administrator of the Survey have access to information identifying participants?

No

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

Public site does not gather participants PII.

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

Anonymous gathering of info. Questions are not sensitive but geared towards the use of the site.

For Employee or Taxpayer Satisfaction Surveys, explain how you have ensured that no "raw" or unaggregated employee or taxpayer data will be provided to any IRS office?

N/A. Site survey.

RECORDS SCHEDULE

Are the Survey records covered under a General Records Schedule (GRS, IRS Document 12829) or has the National Archives and Records Administration (NARA) approved a Records Control Schedule (RCS, IRS Document 12990) for the retention and destruction of this Survey and supporting documentation?

Yes

How long are the records required to be held under the corresponding GRS or RCS and how are they disposed of? Explain how long any data will be retained by the contractor if they are conducting the Survey on behalf of the IRS. In your response, provide the GRS or RCS chapter number, the specific item number, and records series title.

Per RIM Records Control Schedules (RCS), Schedule 9, Taxpayer Advocate Service Administrative Management and Organization Records. Note: This disposition request is pending NARA approval. Prior to any final records disposition actions, check with Area Records Manager regarding status. a. Records whether studies, analyses or correspondence, which established the policies, practices and programs for the management of the Taxpayer Advocate Service organization. Included are organizational changes, functional realignments and responsibilities, and long and short-range planning documents. PENDING DISPOSITION PERMANENT. Cut off correspondence annually; studies and case files upon completion of study or at appropriate phase. Retire to Records Center 5 years after cutoff, or when no longer needed. Transfer to NARA 15 years after cutoff.

CIVIL LIBERTIES

Does the Survey maintain records describing how an individual exercises rights guaranteed by the First Amendment (including, but not limited to information regarding religious and political beliefs, freedom of speech, freedom of the press, and freedom of assembly and petition)?

No

Will this Survey have the capability to identify, locate, and monitor individuals or groups of people?

No

RESPONSIBLE PARTIES

OFFICIAL USE ONLY