

Date of Approval: March 31, 2017

PIA ID Number: **2164**

A. SYSTEM DESCRIPTION

1. Enter the full name and acronym for the system, project, application and/or database. Taxpayer Advocate Service Integrated System, TASIS

2. Is this a new system? No

2a. If **no**, is there a PIA for this system? Yes

If **yes**, enter the full name, acronym, PIA ID Number and milestone of the most recent PIA.

Taxpayer Advocate Service Integrated System, TASIS, 492, MS3-4a

Next, enter the **date** of the most recent PIA. 4/21/2014

Indicate which of the following changes occurred to require this update (check all that apply).

<u>No</u>	Addition of PII
<u>No</u>	Conversions
<u>No</u>	Anonymous to Non-Anonymous
<u>No</u>	Significant System Management Changes
<u>No</u>	Significant Merging with Another System
<u>No</u>	New Access by IRS employees or Members of the Public
<u>No</u>	Addition of Commercial Data / Sources
<u>No</u>	New Interagency Use
<u>No</u>	Internal Flow or Collection

Were there other system changes not listed above? No

3. Check the current ELC (Enterprise Life Cycle) Milestones (select all that apply)

<u>No</u>	Vision & Strategy/Milestone 0
<u>No</u>	Project Initiation/Milestone 1
<u>No</u>	Domain Architecture/Milestone 2
<u>No</u>	Preliminary Design/Milestone 3
<u>No</u>	Detailed Design/Milestone 4A
<u>Yes</u>	System Development/Milestone 4B
<u>No</u>	System Deployment/Milestone 5
<u>No</u>	Operations & Maintenance (i.e., system is currently operational)

4. Is this a Federal Information Security Management Act (FISMA) reportable system? Yes

A.1 General Business Purpose

5. What is the general business purpose of this system? Provide a clear, concise description of the system, application or database, the reason for the system, and the benefits to the IRS to use the information, and how the information will be used.

In support of the managing taxpayer accounts domain transitional architecture, the Taxpayer Advocate Service Integrated System (TASIS) provides a unified system that enhances the ability of Taxpayer Advocate Service (TAS) to help taxpayers resolve problems with the IRS and recommend changes to prevent the problems. TASIS seeks to establish a common platform, leveraging existing database functionality and new IRS standards in electronic document management, data management, and portal strategies. In addition, TASIS will reuse common services developed and provided by other IRS initiatives consistent with the overall IRS Service Oriented Architecture strategy. TASIS will replace the Taxpayer Advocate Management Information System (TAMIS), Systemic Advocacy Management System II (SAMS II), and several MS-Access databases. TASIS also utilizes the Business Objects Enterprise (BOE) to provide TASIS users the ability to generate reports. BOE is a Commercial off the Shelf product and resides on the GSS-24 UNIX Consolidated Platform. BOE administration and security responsibilities are provided by GSS-24 and are not considered part of the TASIS boundary. BOE is physically located on a separate server and is used by multiple applications. TASIS stores documents and information pertaining to those documents on Documentum. Due process is provided pursuant to 26 USC.

B. PII DETAIL

6. Does the system use, collect, receive, display, store, maintain, or disseminate IR Code 6103 taxpayer information; or any type of Sensitive but Unclassified (SBU) or Personally Identifiable Information (PII)? Yes

6a. If **yes**, does the system use, collect, receive, display, store, maintain, or disseminate Social Security Numbers (SSN s) or tax identification numbers (i.e. last 4 digits, etc.)? Yes

If **yes**, check who the SSN (or tax identification number) is collected on.

Yes On Primary Yes On Spouse Yes On Dependent

If **yes**, check all types SSN s (or tax identification numbers) that apply to this system:

Yes	Social Security Number (SSN)
Yes	Employer Identification Number (EIN)
Yes	Individual Taxpayer Identification Number (ITIN)
Yes	Taxpayer Identification Number for Pending U.S. Adoptions (ATIN)
Yes	Practitioner Tax Identification Number (PTIN)

Describe the planned mitigation strategy and forecasted implementation date to mitigate or eliminate the use of SSN s (or tax identification numbers).

There is no alternative to the use of the SSN. It is the primary identifier for correlation of records across other IRS and Federal systems.

6b. Does this system contain other (non-SSN) PII that it uses, collects, receives, displays, stores, maintains, or disseminates? (i.e. Names, addresses, etc.) Yes

If **yes**, specify the information.

<u>Selected</u>	<u>PII Element</u>	<u>On Primary</u>	<u>On Spouse</u>	<u>On Dependent</u>
Yes	Name	Yes	Yes	Yes
Yes	Mailing address	No	No	No
Yes	Phone Numbers	No	No	No
Yes	E-mail Address	No	No	No

Yes	Date of Birth	Yes	Yes	Yes
No	Place of Birth	No	No	No
Yes	SEID	No	No	No
No	Mother's Maiden Name	No	No	No
No	Protection Personal Identification Numbers (IP PIN)	No	No	No
No	Internet Protocol Address (IP Address)	No	No	No
No	Criminal History	No	No	No
No	Medical Information	No	No	No
No	Certificate or License Numbers	No	No	No
No	Vehicle Identifiers	No	No	No
No	Passport Number	No	No	No
No	Alien (A-) Number	No	No	No
No	Financial Account Numbers	No	No	No
No	Photographic Identifiers	No	No	No
No	Biometric Identifiers	No	No	No
No	Employment (HR) Information	No	No	No
Yes	Tax Account Information	Yes	Yes	Yes

6c. Does this system contain SBU information that is not PII, it uses, collects, receives, displays, stores, maintains, or disseminates? No

6d. Are there other types of SBU/PII used in the system? Yes

If **yes**, describe the other types of SBU/PII that are applicable to this system. PII requested will be limited to data needed to demonstrate the taxpayer's hardship, to support a tax position, or to otherwise resolve the case. Examples may include banking information, medical condition, or utility or housing bills.

6e. Cite the authority for collecting SBU/PII (including SSN if relevant)

Yes	PII for federal tax administration is generally Internal Revenue Code Sections 6001, 6011, 6012e(a)
Yes	SSN for tax returns and return information is Internal Revenue Code Section 6109
No	SSN for personnel administration (IRS Employees) is 5 USC & Executive Order 9397
No	PII for personnel administration is 5 USC
No	PII about individuals for Bank Secrecy Act compliance 31 USC
No	Information by CI for certain money laundering cases may be 18 USC

6f. Has the authority been verified with the system owner? Yes

B.1 BUSINESS NEEDS AND ACCURACY

7. Explain the detailed business needs and uses for the SBU/PII, and how the SBU/PII is limited only to that which is relevant and necessary to meet the mission requirements of the system. If SSNs (or tax identification numbers) are used, explicitly explain why use of SSNs meets this criteria. Be specific.

The TASIS application uses SBU/PII data for the resolution of taxpayer accounts. Data collected is specific to the account issue and the nature of the tax return. The name of an IRS employee is stored for purposes of work assignment audit records. For members of the public, spouses names are collected in cases where a joint tax return is submitted. SSN on taxpayer's, their spouses, and dependents is stored when relevant to the issue. Some PII items are required depending on the case. The Taxpayer Identification Number of the primary taxpayer is required for each case in the

system. ITINs, ATINs, and PTINs are collected when required to address the issue entered into the system. Date of birth is collected on members of the public as needed specific to the issues. Standard Employee Identifiers are stored for all employees within the TASIS system. The public phone numbers stored in the system could be home, business, or other. Employee phone numbers are limited to the business only.

8. How is the SBU/PII verified for accuracy, timeliness, and completeness? Explain how steps are taken to ensure that all information maintained by the system that is used by IRS to make any adverse determination about an individual's rights, benefits, and/or privileges is maintained with such accuracy, relevance, timeliness, and completeness as is reasonably necessary to assure fairness to the individual in the determination

The TASIS caseworker is in contact with the taxpayer or the taxpayer representative and requests supporting documentation for the case. The caseworker then verifies information received with what IRS systems show for the taxpayer. The taxpayer will provide feedback if the information is inaccurate or missing since the proposed resolution of the case will not be acceptable. Caseworker reviews, managerial reviews, and quality reviews will also identify areas of concern. Timeliness is ensured through contact with the taxpayer or taxpayer representative. TASIS caseworkers verify data received from the taxpayer or from the taxpayer's representative against the records of IRS for that taxpayer. This data either helps solve the taxpayer's problem; helps determine if the problem is the taxpayer's or the IRS' fault; or helps identify processing problems within the IRS.

C. PRIVACY ACT AND SYSTEM OF RECORDS

9. Are 10 or more records containing SBU/PII maintained, stored, and/or transmitted by or through this system? Yes

9a. If **yes**, are records in the system retrieved by any personal identifier (e.g., name, SSN, Photograph, IP Address) for an individual? Yes

If **yes**, is there a System of Records Notice(s) or SORNs that addresses the PII records in this system? Yes

If **yes**, enter the SORN number(s) and the complete the name of the SORN.

<u>SORNS Number</u>	<u>SORNS Name</u>
Treasury IRS 00.003	TAS & Customer Feedback and Survey
Treasury IRS 34.037	IRS Audit Trail and Security Records System
Treasury IRS 00.001	Correspondence Files & Correspondence Cntrl Files

If **yes**, does the System of Records Notice(s) (SORN) published in the Federal Register adequately describe the records as required by the Privacy Act? Yes

D. RESPONSIBLE PARTIES

10. Identify the individuals for the following system roles. ## Official Use Only

E. INCOMING PII INTERFACES

11. Does the system receive SBU/PII from other system or agencies? Yes

11a. If **yes**, does the system receive SBU/PII from IRS files and databases? Yes

If **yes**, enter the files and databases.

<u>System Name</u>	<u>Current PIA?</u>	<u>PIA Approval Date</u>	<u>SA & A?</u>	<u>Authorization Date</u>
CLAS	No		No	
AMS	Yes	12/02/2014	No	

11b. Does the system receive SBU/PII from other federal agency or agencies? No

11c. Does the system receive SBU/PII from State or local agency (-ies)? No

11d. Does the system receive SBU/PII from other sources? No

11e. Does the system receive SBU/PII from **Taxpayer** forms? Yes

If **yes**, identify the forms

<u>Form Number</u>	<u>Form Name</u>
e911	Application for Taxpayer Assistance Order

11f. Does the system receive SBU/PII from **Employee** forms (such as the I-9)? No

F. PII SENT TO EXTERNAL ORGANIZATIONS

12. Does this system disseminate SBU/PII? Yes

12a. Does this system disseminate SBU/PII to other IRS Systems? Yes

If **yes**, identify the full name and acronym of the IRS system(s) that receive SBU/PII from this system.

<u>System Name</u>	<u>Current PIA?</u>	<u>PIA Approval Date</u>	<u>SA & A?</u>	<u>Authorization Date</u>
IDRS	Yes	08/03/2014	Yes	12/09/2011

Identify the authority and for what purpose? Limited transactions are pushed from TESIS to the Integrated Data Retrieval System to post updates for Case Controls and for taxpayer address corrections.

12b. Does this system disseminate SBU/PII to other Federal agencies? No

12c. Does this system disseminate SBU/PII to State and local agencies? No

12d. Does this system disseminate SBU/PII to IRS or Treasury contractors? No

12e. Does this system disseminate SBU/PII to other Sources? No

G. PRIVACY SENSITIVE TECHNOLOGY

13. Does this system use social media channels? No
14. Does this system use privacy-sensitive technologies such as mobile, cloud, global position system (GPS), biometrics, RFID, etc.? No
15. Does the system use cloud computing? No
16. Does this system/application interact with the public? No

H. INDIVIDUAL NOTICE AND CONSENT

17. Was/is notice provided to the individual prior to collection of information? Yes

17a. If **yes**, how is notice provided? Was the individual notified about the authority to collect the information, whether such is mandatory or voluntary, the purpose for which the information will be used, with whom the information may be shared, and the effects, if any, if they decide not to provide any of the requested information?

The TASIS caseworker is in contact with the taxpayer or the taxpayer representative and requests supporting documentation for the case. The caseworker then verifies information received with what IRS systems show for the taxpayer. The taxpayer will provide feedback if the information is not accurate or missing since the proposed resolution of the case will not be acceptable. Caseworker reviews, managerial reviews, and quality reviews will also identify areas of concern. Timeliness is ensured through contact with the taxpayer or taxpayer representative. TASIS caseworkers verify data received from the taxpayer or the taxpayer representative against the records of IRS has for that taxpayer. This data either helps solve the taxpayer's problem, helps determine if the problem is the taxpayer's or the IRS fault, or helps identify processing problems within the IRS

18. Do individuals have the opportunity to decline from providing information and/or from consenting to particular uses of the information? Yes

18a. If **yes**, describe the mechanism by which individuals indicate their consent choice(s): Individuals are not required to provide data. However, resolution may not be possible without consent. Consent is indicated by submission of an E911/ATAO requesting TAS assistance.

19. How does the system or business process ensure due process regarding information access, correction and redress?

The caseworker verifies information received with what IRS systems show for the taxpayer. The taxpayer will provide feedback if the information is not accurate or missing since the proposed resolution of the case will not be acceptable. Caseworker reviews, managerial reviews, and quality reviews will also identify areas of concern. Timeliness is ensured through contact with the taxpayer or taxpayer representative. TASIS caseworkers verify data received from the taxpayer or the taxpayer representative against the records of IRS has for that taxpayer. This data either helps solve the taxpayer's problem, helps determine if the problem is the taxpayer's or the IRS' fault, or helps identify processing problems within the IRS.

I. INFORMATION PROTECTION

20. Identify the owner and operator of the system (could be IRS owned and Operated; IRS owned, contractor operated; contractor owned and operated)

IRS Owned and Operated

21. The following people have access to the system with the specified rights:

IRS Employees? Yes

<u>IRS Employees?</u>	<u>Yes/No</u>	<u>Access Level(Read Only/Read Write/Administrator)</u>
Users	Yes	Read and Write
Managers	Yes	Read and Write
Sys. Administrators	No	
Developers	No	

Contractor Employees? No

21a. How is access to SBU/PII determined and by whom? Role based access is governed by the Online 5081 process, with approval by the users manager acknowledging business need, and then by the TAS administrator. TESIS users are subject to UNAX guidelines for access of records on a need-only basis and with additional restrictions for records of related individuals.

21b. If computer matching occurs, can the business owner certify that it meets requirements of IRM 11.3.39 Disclosure of Official Information, Computer Matching & Privacy Protection Act ? Not Applicable

I.1 RECORDS RETENTION SCHEDULE

22. Are these records covered under the General Records Schedule (GRS), or have a National Archives and Records Administration (NARA) archivist approved a Record Control Schedule (RCS) for the retention and destruction of official agency records stored in this system? Yes

22a. If **yes**, how long are the records required to be held under the corresponding RCS and how are they disposed of? In your response, please include the complete IRM number 1.15.XX and specific item number and title.

TESIS is a new IRS TAS application in development. It will replace TAMIS, the SAMS II, and several MS-Access databases. In advance of its operational date, TAS and the IRS Records Office will draft and submit to the National Archives and Records Administration (NARA) a request for records disposition authority that will provide mandatory retentions for TESIS inputs, system data, outputs and system documentation. When approved by NARA, TESIS disposition instructions will be published in Document 12990, item number to be determined.

I.2 SA&A OR ECM-R

23. Has the system been through SA&A (Security Assessment and Authorization) or ECM-R (Enterprise Continuous Monitoring Reauthorization)? No

23c. If **no**, is the system secured in accordance with all applicable federal, treasury, and IRS security policy, procedures, and requirements? Yes

23.1 Describe in detail the system s audit trail. Within the TESIS application two tables provide most of the audit trail information. The audit log table records actions taken (user action), who

performed the action (user emp id), on what case the action was taken (case number, or employee identification (ID) if the action was to the employee table), and when the action was taken (date stamp). The audit changes table records the before and after values of any changed field; the audit sequence joins the audit changes table to the master record in the audit log table. The audit (table name) tables hold copies of records from their counterpart tables when a record is deleted. Outside of the TASIS application, the Linux environment will provide additional audit trail information and will be the responsibility of systems administration there. Employee login information will include who logged, when, for how long, and what processes were run during each session.

J. PRIVACY TESTING

24. Does the system require a System Test Plan? No

24c. If **no**, please explain why. The system is pre-deployment and the project is currently not funded or staffed. No data is being collected and only the training instance is being used, for limited systems planning and demonstration purposes.

K. SBU Data Use

25. Does this system use, or plan to use SBU Data in Testing? Yes

25a. If **yes**, was permission granted per the requirements of Form 14664, SBU Data Use Questionnaire or Form 14665, SBU Data Use Request? Yes

If **yes**, provide the date the permission was granted. 12/19/2012

25b. If **yes**, was testing performed in conformance with IRM 10.5.8, Sensitive But Unclassified (SBU) Data Policy: Protecting SBU in Non-Production Environments? Yes

L. NUMBER AND CATEGORY OF PII RECORDS

26. Identify the number of individual records in the system for each category:

26a. IRS Employees: Under 50,000
26b. Contractors: Under 5,000
26c. Members of the Public: More than 1,000,000
26d. Other: No

M. CIVIL LIBERTIES

27. Does the system maintain any information describing how any individual exercises their rights guaranteed by the First Amendment? No

28. Is the system information used to conduct data-mining as defined in the *Implementing the 9/11 Commission Recommendations Act of 2007, Public Law 110-53, Section 804*? No

29. Will this system have the capability to identify, locate, and monitor individuals or groups of people? No

N. ACCOUNTING OF DISCLOSURES

30. Does the system include or require disclosure of tax or employee information to anyone other than IRS employees in the performance of their duties, or to the person to whom the information pertains or to a 3rd party pursuant to a Power of Attorney, tax or Privacy Act consent? No

End of Report
