

Date of Approval: 09/15/2025
Questionnaire Number: 2557

Basic Information/Executive Summary

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

Taxpayer 360

Acronym:

TP360

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 TP360 project aims to transform the taxpayer service experience by providing IRS Customer Service Representatives (CSRs) with a unified, intuitive technology platform. This initiative seeks to address business problems by integrating essential tools and data, improving taxpayer satisfaction and operational effectiveness. The TP360 platform will empower CSRs to deliver efficient, accurate, and empathetic service, resulting in increased taxpayer satisfaction. The vision includes: * A single, streamlined view of all necessary information * Intuitive navigation and robust support for complex inquiries * Reduced reliance on multiple disjointed systems. By achieving this vision, the IRS will position itself as a leader in modern, customer-centric government service, providing faster, more accurate, and empathetic support to taxpayers.

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).

Generally, the system does not collect sensitive data. It generates IT security logs, creates logs about authenticating taxpayers calling the IRS, and reports based on the logs and metadata generated. These types of logs will be stored internal to the system until long-term archival storage is established. They will be cleared per record retention requirements (5, 3, or 2 years). The system will also provide AI responses that are generated based on the internal revenue manual (IRM), which contains SBU (official use only (OUO), IRS employee/business points of contact) information.

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

Address

Alien Registration Number

Employer Identification Number

Family Members

Federal Tax Information (FTI)

Individual Taxpayer Identification Number (ITIN)

Name

Official Use Only (OUO) or Limited Office Use (LOU)

Other

Preparer Taxpayer Identification Number (PTIN)

Social Security Number (including masked or last four digits)

Standard Employee Identifier (SEID)

Tax ID Number

Telephone Numbers

Please explain the other type(s) of PII that this project uses.

Tax return information from the Individual Master File (IMF)

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

PII for federal tax administration - generally IRC Sections 6001 6011 or 6012

PII for personnel administration - 5 USC

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 360

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

Pilot

4 Is this a new system?

Yes

5 Is this system considered a child system/application to another (parent) system?

Yes

5.1 Identify the parent system's approved PCLIA number.

8512

5.2 Identify the parent system's name as previously approved.

Customer Relationship Management (CRM)

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.

The One SDLC process is not being utilized for this project due to swift timelines and implementation. However, statutory requirements (e.g., Privacy Act, FISMA) will be met.

7 Is this a change resulting from the OneSDLC process?

No

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

Steering committees and governance boards have been placed on indefinite hold by the Chief Information Officer (CIO).

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.

TP360 ABA ID - 211565

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 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.

The system does not disclose PII to third parties outside of the IRS and its contractors.

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?

Yes

11.1 Describe the business process and purpose of your Artificial Intelligence (AI) and identify what system(s) or business process(es) this AI supports.

Customer Service Representatives (CSR) will be able to ask questions to an AI agent and receive accurate responses based on IRS's vast resource libraries (e.g., IRM). CSRs should not include PII in their prompts and the AI will not have access to FTI. The users will receive a warning not to use FTI in the AI prompts and filters are being established to prevent FTI from being sent to the AI (ex: Block PII like name and SSN from the record they're viewing from being sent to the AI).

11.2 What is the algorithm or learning method used and what database is training your AI?

Claude (Sonnet 3.5) hosted in AWS Bedrock, will use Retrieval Augment Generation (RAG) to reference relevant information (e.g., IRMs, IPU's). There is no plan to include FTI. The internal revenue manual (IRM) will be stored in AWS (e.g., S3 bucket) for AI RAG, it contains SBU/OUO (including business points of contact within the IRS).

11.3 How is this AI system tested and validated to ensure that the decisions or outputs are reliable (relevant to the input) and performs without biases and drifting? Note: Outputs include, User information, transfer to assistor, reports on dashboard depicting activities. Users/CSRs can provide feedback about the previous response received.

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.

MuleSoft Government Cloud - FR1818161169 - Moderate - Authorized
7/31/2019 Salesforce Government Cloud Plus - FR2003061248 - High -
Authorized 5/27/2020 AWS GovCloud - F1603047866 - High - Authorized
6/21/2016

12.2 Does the CSP allow auditing?
Yes

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

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

MuleSoft Government Cloud - Moderate Salesforce Government Cloud Plus -
High AWS GovCloud - High

13 Does this system/application interact with the public?
No

14 Describe the business process allowing an individual to access or correct their information. (Due Process)

This is not applicable, individual taxpayers will not be able to access the system, their information in the system, or be able to correct their information in the system through the system. TP360 will have read only access to IMF via Unified API, except for the ability to generate a random transfer authentication PIN. The PIN will not need to be "corrected." Additionally, TIN and the associated PIN, and other security/access audit information will be stored in Salesforce's VERIFI. If (IMF) information needs to be updated the taxpayer will need to do it through the normal process (e.g., file an amended return).

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?

No

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.)

Salesforce Roles - Production IT Support (System Admin, Application Admin) ||

Salesforce Access - Administrative Access

Minimum Background Investigation (MBI) are included in the contract for contractor personnel, and it references Treasury Security Manual (TD P 15-71).

At a minimum the following are requirements:

- Tax compliance
- Selective Service registration compliance (for males born after 12/31/59); Contractors must provide proof of registration which can be obtained from the Selective Service website at www.sss.gov
- U.S. citizenship/lawful permanent residency compliance; If foreign-born, contractors must provide proof of U.S. citizenship or Lawful Permanent Residency status by providing their Alien Registration Number ("A" Number)
- Background investigation forms
- Credit history
- Federal Bureau of Investigation fingerprint results
- Review of prior federal government background investigations

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.

FTI is not collected by the system, it is pulled from the IMF which is collected while carrying out the Internal Revenue laws of the United States; an individual cannot decline providing the information (filing taxes). Employee information that is generated in system logs is addressed via access agreements, user agreements, and warning banners outlined in IRM 10.8.1.

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".

More than 100,000

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".

Not Applicable

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

21 Identify any "other" records categories not attributable to the categories listed above; identify the category and the number of corresponding records, to the nearest 10,000; if no other categories exist, enter "Not Applicable".
Not Applicable

22 How is access to SBU/PII determined and by whom?
The Taxpayer 360 system utilizes the standard IRS online access application to document approvals for access. Data access is granted on a need-to-know basis. A potential user must submit a request for access to their local management for approval. Users are not permitted access without a signed form from an authorized management official. Specific permissions (Read, Write, Modify, Delete, and/or Print) are defined on the form and set (activated) by the System Administrator prior to the user being allowed access. User privileges and user roles determine the types of data that each user has access to. Management monitors system access and removes permissions when individuals no longer require access. Users are assigned to specific modules of the application and specific roles within the modules and accounts follow the principle of least privilege which provide them the least amount of access to PII/SBU data that is required to perform their business function after receiving appropriate approval.

23 Is there a data dictionary on file for this system? Note: Selecting "Yes" indicates an upload to the Attachment Section is required.
No

24 Explain any privacy and civil liberties risks related to privacy controls.
The system is still in development, system assessments and authorization have not yet occurred and will be happening concurrently to the review of this document. Findings will be tracked in a POA&M and resolved in future updates/releases/sprints for this project.

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.
The following are the minimum log requirements –
API Anomaly Event - Track anomalies in how users make API calls ||
API Event - Track user API queries in your org ||
Bulk API Result Event - Track when a user downloads the results of a Bulk API request ||

Concurrent Long Running Apex Error Event - Track when a Concurrent Long Running Apex error has occurred ||
Credential Stuffing Event - Track when a user successfully logs in to Salesforce during an identified credential stuffing attack ||
File Event - Track file activity. For example, track when a user downloads or previews a file ||
Identity Provider Event - Track identity provider activities ||
Identity Verification Event - Track when users verify their identity ||
Lightning URI Event - Track when a user creates, accesses, updates, or deletes a record in Salesforce Lightning ||
List View Event - Track when a user accesses data with list views ||
Login Anomaly Event - This entity detects data access anomalies that are caused by potentially malicious login actions ||
Login Event - Track when a user logs in to your org ||
LoginAs Event - Track when an admin logs in to your org as another user ||
Logout Event - Track when a user clicks Log Out in the Salesforce UI ||
Permission Set Event - Track when users are assigned the Modify All Data or View All Data permission through a permission set ||
Report Anomaly Event - Track anomalies in how users run or export reports ||
Report Event - Track when a user accesses or exports data with reports ||
Session Hijacking Event - Track when an unauthorized user gains ownership of a Salesforce user's session with a stolen session identifier ||
URI Event - Track when a user creates, accesses, updates, or deletes a record in Salesforce Classic ||
Conversation Id - Stores the id for the ai conversation for which the log relates. ||
Correlation Id - Stores the overarching id for the context of the logs. ||
Start Time - The datetime when the api request started. ||
End Time - The datetime when the api request returned. ||
Request Id - Stores the id for the related api request. ||
NTIN Check Result ESAT Log Event - Track the result of Negative TIN Check (Success or Failure) for a user's SEID and the IMF TIN used in Disclosure.

27 Does this system use or plan to use SBU data in a non-production environment?
No

27.1 Please upload the Approved Email and one of the following SBU Data Use Forms, Questionnaire (F14664) or Request (F14665) or the approved Recertification (F14659). Select Yes to indicate that you will upload the Approval email and one of the SBU Data Use forms.
No

Interfaces

Interface Type

IRS Systems, file, or database

Agency Name

IRS Network (CSRs)

Incoming/Outgoing

Both

Transfer Method

Secured channel via HTTPS

Interface Type

IRS Systems, file, or database

Agency Name

ECLAS (on prem)

Incoming/Outgoing

Both

Transfer Method

Secured channel via HTTPS

Interface Type

IRS Systems, file, or database

Agency Name

Unified API (HTTPS)

Incoming/Outgoing

Both

Transfer Method

Amazon Web Services Platform (AWS)

Other Transfer Method

API

Interface Type

IRS Systems, file, or database

Agency Name

EAG (on prem)

Incoming/Outgoing

Both

Transfer Method

Secured channel via HTTPS

Interface Type

IRS Systems, file, or database

Agency Name

Splunk

Incoming/Outgoing
Outgoing (Sending)
Transfer Method
Secured channel via HTTPS

Interface Type
IRS Systems, file, or database
Agency Name
EFTU
Incoming/Outgoing
Incoming (Receiving)
Transfer Method
Electronic File Transfer Utility (EFTU)

Interface Type
IRS Systems, file, or database
Agency Name
Data Dog
Incoming/Outgoing
Outgoing (Sending)
Transfer Method
Secured channel via HTTPS

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 system will create records about IRS personnel accessing the system and information within.

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?
6.5 Item 010
What type of Records is this for?
Electronic

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

Records from operating a customer call center or service center providing services to the public. Services may address a wide variety of topics such as understanding agency mission-specific functions or how to resolve technical difficulties with external-facing systems or programs. Includes: • incoming requests and responses • trouble tickets and tracking logs • recordings of call center phone conversations with customers used for quality control and customer service training • system data, including customer ticket numbers and visit tracking • evaluations and feedback about customer services • information about customer services, such as “Frequently Asked Questions” (FAQs) and user guides • reports generated from customer management data • 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.

What is the Record Schedule System?

Record Control Schedule (RCS)

What is the retention series title?

TAX ADMINISTRATION - TAXPAYER SERVICES DIVISION
(FORMERLY WAGE AND INVESTMENT, W&I) RECORDS

What is the GRS/RCS Item Number?

29 Item 425 (B)

What type of Records is this for?

Electronic

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

This Schedule covers records created and/or maintained by IRS Submissions Processing Campuses in carrying out their functions pertaining to: revenue collecting and accounting; processing, analysis and disposition of tax returns, tax information documents and related records; mailing of tax forms; transcription of statistical information; and preparation of special reports.

What is the disposition schedule?

Delete/Destroy 2 years after last account access to taxpayer record.

What is the Record Schedule System?

Record Control Schedule (RCS)

What is the retention series title?

INFORMATON TECHNOLOGY

What is the GRS/RCS Item Number?

17 Item 28 (B)(2)

What type of Records is this for?

Electronic

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

The records covered by this Schedule are created and accumulated by Information Technology (IT) activities and functions Servicewide.

What is the disposition schedule?

Cut off at end of fiscal year. Delete 5 years after cutoff.

What is the Record Schedule System?

Record Control Schedule (RCS)

What is the retention series title?

TAX ADMINISTRATION - TAXPAYER SERVICES DIVISION
(FORMERLY WAGE AND INVESTMENT, W&I) RECORDS

What is the GRS/RCS Item Number?

29 Item 425 (C) 2

What type of Records is this for?

Electronic

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

This Schedule covers records created and/or maintained by IRS Submissions Processing Campuses in carrying out their functions pertaining to: revenue collecting and accounting; processing, analysis and disposition of tax returns, tax information documents and related records; mailing of tax forms; transcription of statistical information; and preparation of special reports.

What is the disposition schedule?

Cut off at end of processing year. Delete/Destroy 3 years after cutoff.

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

Transitory and Intermediary Records

What is the GRS/RCS Item Number?

5.2 Item 010

What type of Records is this for?

Electronic

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

This schedule covers records of a transitory or intermediary nature. These records do not document significant decisions or actions an agency takes.

What is the disposition schedule?

Temporary. Destroy when no longer needed for business use, or according to an agency predetermined period or business rule.

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

Transitory and Intermediary Records

What is the GRS/RCS Item Number?

5.2 Item 020

What type of Records is this for?

Electronic

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

This schedule covers records of a transitory or intermediary nature.

These records do not document significant decisions or actions an agency takes.

What is the disposition schedule?

Temporary. Destroy upon creation or update of the final record, or when no longer needed for business use, whichever is later.

Data Locations

What type of site is this?

System

What is the name of the System?

Unified API

What is the sensitivity of the System?

Federal Tax Information (FTI)

Please provide a brief description of the System.

The Unified API will provide IMF FTI to the TP360 system.

What are the incoming connections to this System?

API via TCP/443 (API)

What type of site is this?

System

What is the name of the System?

IRS Enterprise Network

What is the sensitivity of the System?

Federal Tax Information (FTI)

Please provide a brief description of the System.

IRS's enterprise network. End users (CSRs) will access the environment and view FTI through it.

What are the incoming connections to this System?

The connections will be via HTTPS (TCP/443). They will be initiated by the end-users.