

Date of Approval: 06/09/2026
Questionnaire Number: 3039

Basic Information/Executive Summary

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

Taxpayer Services Identity Personal Identification Number (IP PIN) Request from
Taxpayer Assistance Center (TAC)

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

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Executive Summary: Provide a clear and concise description of your project and how it will allow the IRS to achieve its mission.

The Taxpayer Services Identity Personal Identification Number (IP PIN) Request from Taxpayer Assistance Center (TAC) automation is a Robotic Process Automation (RPA) project owned by Taxpayer Services (TS) and managed by the business process owner. The automation is used and operated by authorized Taxpayer Services employees who process taxpayer requests and is supported by the Internal Revenue Service (IRS) RPA team. This project automates the validation and creation of taxpayer entity records received from Taxpayer Assistance Centers. Currently, employees must manually review taxpayer requests, search multiple IRS systems, verify taxpayer information, update records, and create new entities when necessary. The automated solution performs these repetitive tasks by processing a queue of Taxpayer Identification Numbers (TINs), validating taxpayer information, comparing records using identifying information such as names and addresses, updating existing records, and creating new records when no match is found. The automation then verifies information

through Integrated Data Retrieval System (IDRS) before saving the results. The project supports IRS modernization and taxpayer service initiatives by improving data accuracy, reducing manual processing time, and increasing operational efficiency. By automating routine validation and record creation activities, the solution helps ensure taxpayer records are accurate and consistent, reduces processing delays, minimizes human error, and allows employees to focus on higher-value taxpayer service activities. This results in improved service to taxpayers while strengthening overall operational effectiveness.

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).

This project processes sensitive taxpayer data (TINs, names, and addresses) received from TAC through secure IRS channels, limited to the minimum necessary. Data is validated and used to verify, update, or create records within authorized IRS systems, including IDRS. All data is encrypted in transit and at rest, with access restricted by role-based controls and audit logging. Data is retained per IRS records schedules, with temporary processing data minimized and securely deleted after use. No external sharing occurs, and all data is disposed of in accordance with IRS sanitization and destruction standards.

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

Address

Document Locator Number (DLN)

Family Members

Federal Tax Information (FTI)

Individual Taxpayer Identification Number (ITIN)

Name

Other

Social Security Number (including masked or last four digits)

Standard Employee Identifier (SEID)

Telephone Numbers

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

Identity Personal Identification Numbers (IP PINs), Federal Tax Information (FTI)

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 process improvement?

Yes

1.1 What is the name of the Business Unit (BU) or Agency initiative?

Robotic Process Automation

2 Describe in detail, the Robotic Process Automation (RPA) process; be sure to identify the project title and business unit owner; state what IRS Strategy or initiative it supports; identify the system or process it supports and if PII will be required for the RPA to run; identify activities and workflow controls with the type and capabilities that will be incorporated; lastly indicate how the service benefits from the use of this RPA. (Process, Library, Test Automation, Template.)

This Robotic Process Automation (RPA) solution supports IRS modernization and taxpayer service initiatives by improving data accuracy, reducing manual workload, and increasing operational efficiency. It automates the validation and creation of taxpayer entity records by processing a queue of Taxpayer Identification Numbers (TINs) received from Taxpayer Assistance Centers (TAC). The RPA interfaces with internal IRS systems, including the Taxpayer Services database and the Integrated Data Retrieval System (IDRS). The process requires Personally Identifiable Information (PII), including TINs, names, and addresses, to perform record matching, validation, updates, and new entity creation. The workflow includes secure ingestion of queued records, input validation, and rule-based matching against existing records using defined name and address criteria. When matches are found, the RPA compares and updates data to ensure accuracy. If no match exists, the automation creates a new entity and verifies it through IDRS before saving. Workflow controls include input validation, rule-based decisioning, exception handling, and audit logging. The RPA operates under role-based access and least-privilege principles, with exceptions routed for manual review. Capabilities include system integration, data validation, and automated record processing. This solution is implemented as a process automation using reusable libraries and standardized templates, with testing to ensure reliability. The RPA enhances efficiency, reduces errors, improves data integrity, and accelerates taxpayer record processing, resulting in improved service delivery.

3 Is this a new Robotic Process Automation (RPA) project?

Yes

4 Identify the IRS IT systems, applications, projects, and/or databases this RPA is applied to; include the associated system name.

Taxpayer Services Identity Personal Identification Number (IP PIN) Request from Taxpayer Assistance Center (TAC) automation applies to the following systems:

- IDRS is used to verify taxpayer entity information and confirm accuracy of records during validation and creation process.
- Generalized Integrated IDRS Keying and Research Access Database (GIKRAD) provides users with a structured interface to input, research, and manage taxpayer account data within IDRS.
- Taxpayer Services Database is where taxpayer entity records are queried, validated, updated, and stored.
- Taxpayer Assistance Center (TAC) Input Queue/System provides incoming taxpayer data for processing by the RPA.

5 Identify why the use of SBU/PII/FTI is required; include any type of Sensitive But Unclassified (SBU), Personally Identifiable Information (PII), or Federal Tax Information (FTI) that this project will create, collect, receive, use, process, maintain, access, inspect, display, store, disclose, disseminate, or dispose of.

The taxpayer's PII, SBU Data and FTI which includes their SSN, name, address, and tax return information is used to retrieve and verify information required for processing their request for the reissuance of their IP PIN.

6 Is your RPA Attended/Unattended?

Attended

7 Is this RPA process converting from paper to electronic format or automating a process currently performed by a human?

Yes

7.1 Explain the process being replaced/automated.

This RPA automates an existing manual process and does not involve converting paper records to electronic format. Currently, IRS personnel manually process taxpayer entity requests received from Taxpayer Assistance Centers (TAC). Employees retrieve queued TIN records and access systems such as the Taxpayer Services database and IDRS. They search for matching records using name and address information, validate data, update existing records, or create new taxpayer entities when no match is found, followed by IDRS verification. The RPA automates these rules-based tasks by processing records, performing system queries, applying matching criteria, and executing updates or record creation. Exception handling routes incomplete or conflicting cases to IRS personnel for review. This automation reduces manual effort, minimizes errors, improves data accuracy, and increases processing efficiency, resulting in faster and more consistent taxpayer record management.

8 Indicate what level of complexity the RPA is classified as and if you were required to register with One Solution Delivery Lifecycle (OneSDLC) or not, or indicate if Information Technology's (ITs) Technical Insertion process was used for approval of this RPA.

This RPA is classified as a moderate complexity automation. While it is primarily rules-based, it involves integration with multiple IRS systems (including the Taxpayer Services Database and IDRS), processing of sensitive data (PII/FTI), and implementation of validation, exception handling, and audit controls. These factors increase its complexity beyond basic task automation.

9 Will connections or interdependencies be established for this RPA?

Yes

9.1 Will the connection be encrypted?

Yes

9.2 Will authentication/credentials be required?

Yes

9.3 Please provide details for the connection/interdependency. Indicate if this occurs on the backend versus through the system/user interface.

Interdependencies exist between systems, as data is processed sequentially from the input queue to validation, update, or creation, with IDRS used for verification. Limited backend components (e.g., executables or scripts) support queue management and processing; however, core system interactions--especially with IDRS--occur through the user interface. All connections occur within the IRS network using secure authentication, ensuring data remains within authorized environments and is handled in compliance with security and audit requirements. The connections are also through the ECLAS API, which will connect via the backend.

10 Indicate who has or will have permission to access the data and how users are authenticated.

Access to the data is restricted to authorized IRS personnel, approved system administrators, and the RPA service account responsible for executing the automation. Access is granted based on role-based access controls (RBAC) and least-privilege principles to ensure users only have access necessary to perform their job functions. Users are authenticated through existing IRS network authentication and access management controls, including secure login credentials. The RPA uses dedicated service credentials to securely access authorized systems and applications. All access and system activities are logged and monitored for auditing and compliance purposes.

11 Indicate if Business Entitlement Access Request System (BEARS) entitlements are required for access and if Privileged User Management Access System (PUMAS) control management is applied for granting access to the system(s)? If BEARS/PUMAS are not applied, indicate what access controls are in place.

BEARS entitlements will be required to request and approve access to InfoConnect, GIIKRAD, IDRS, and Account Management Services (AMS). Access will be granted based on business need and role-based access control principles. Data access is granted on a need-to-know basis. BEARS enrollment process requires that an authorized manager approve access requests on a case-by-case basis. Users are given the minimum set of privileges required to perform their regular and recurring work assignments; they are restricted from changing the boundaries of their access without management approval. Write, Modify, Delete, and/or Print are defined on BEARS and set (activated) by the System Administrator prior to 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 permission when individuals no longer require access.

12 Identify the maintenance tasks or updates performed; state whether or not the maintenance tasks are inherited from the host (UiPath Platform) or you are using customized maintenance activities.

UiPath will use Security Assertion Markup Language (SAML) for UiPath Orchestrator.

13 Indicate if this product or system shares data outside of the United States or its territories.

No

14 Indicate if this system or Robotic Process Automation (RPA) is trained through the use of algorithms; indicate if the algorithm used contains data with a sensitivity classification. (Sensitive but unclassified data might include algorithms, methods, system data, or PII/FTI that could be used to re-identify a person.)

RPA utilizes algorithms to perform automated processing and decision-making functions. The algorithms may process, store, or interact with Sensitive But Unclassified (SBU) data, including potentially Personally Identifiable Information (PII), Federal Tax Information (FTI), system data, business rules, methods, or other information that could be used to identify or re-identify an individual. Appropriate security and privacy controls are implemented to protect sensitive data in accordance with applicable federal and organizational requirements.

15 Describe this system's (RPAs) audit trail process in detail; include location of supporting documents (SPLUNK). Note: Upload of this document is required.

The RPA system's trail process is crucial for maintaining transparency and accountability, generating detailed logs of all bot actions, including timestamps, data manipulations, and user interactions. These logs are then stored in a centralized repository, ensuring data integrity and restricted access. Splunk plays

a vital role in this process by aggregating, indexing, and analyzing these machine-generated logs from the RPA system, along with other relevant data sources. This allows for real-time monitoring, detailed searches, and the creation of insightful dashboards and alerts. Essentially, Splunk acts as the primary location for supporting audit trail documents, consolidating RPA bot execution logs, system logs, user activity logs, and security event logs. This centralized approach streamlines audit processes, enhances incident response, and provides a comprehensive view of RPA operations.

16 Is this System listed on As-Built-Architecture (ABA)? If the system is not in the ABA, then contact the ABA (<https://ea.web.irs.gov/aba/index.html>) for assistance.

Yes

16.1 What is the ABA ID?

212036

Interfaces

Interface Type

Forms

Agency Name

Sales Order

Incoming/Outgoing

Both

Transfer Method

Secure File Transfer Protocol (SFTP)

Interface Type

IRS Systems, file, or database

Agency Name

Outlook

Incoming/Outgoing

Both

Transfer Method

Secure email/Zixmail

Interface Type

IRS Systems, file, or database

Agency Name

Taxpayer Assistance Center (TAC) Input Queue/System

Incoming/Outgoing

Both

Transfer Method

Application to Application (A2A)

Interface Type

IRS Systems, file, or database

Agency Name

UiPath Robotic Process Automation

Incoming/Outgoing

Both

Transfer Method

Application to Application (A2A)

Interface Type

IRS Systems, file, or database

Agency Name

Taxpayer Services Databases

Incoming/Outgoing

Both

Transfer Method

Application to Application (A2A)

Interface Type

IRS Systems, file, or database

Agency Name

Enterprise Consolidated Legacy Access Application Programming Interface (ECLAS API)

Incoming/Outgoing

Both

Transfer Method

Other

Other Transfer Method

ECLAS is an undertaking to build and provide an Integrated Middleware, an Enterprise Services platform to access legacy data from mainframe systems. ECLAS exposes web-service access to all the core legacy command core as Generic JavaScript Object Notation (JSON) and Simple Object Access Protocol (SOAP) responses and secured via SITEMINDER using Security and Communication(s) System (SACS) interface, with added benefits of orchestration, Automated Advanced Acquisition (AAA), security, analytics, etc. Key capabilities include service orchestration, data driven parsing and transformations, automated ingestion of mainframe record layouts, and with continuous integration and deployment pipeline for rapid development, build, test, and deployment cycles. ECLAS provides a Service Oriented Architecture based on reusable, scalable Enterprise service, replacement for Local Account Procedure (LAP) service and eventually migrate the existing LAP consumers, especially applications on non-java platforms.

Systems of Records Notices (SORNs)

SORN Number & Name

IRS 24.046 - Customer Account Data Engine Business Master File

Describe the IRS use and relevance of this SORN.

This SORN covers records related to business entities, including Employer Identification Numbers (EINs), business names, addresses, and associated tax account information. The IRS uses this system to manage and maintain business taxpayer accounts. If the automation processes business entities, it uses data covered under this SORN to validate and update business records or create new entities. This ensures accurate maintenance of business taxpayer accounts and supports consistent data across IRS systems.

SORN Number & Name

IRS 36.003 - General Personnel and Payroll Records

Describe the IRS use and relevance of this SORN.

To administer personnel and payroll programs.

SORN Number & Name

IRS 34.037 - Audit Trail and Security Records

Describe the IRS use and relevance of this SORN.

Individuals who have accessed, by any means, information contained within IRS electronic or paper records or who have otherwise used any IRS computing equipment/resources, including access to Internet sites; individuals whose information is accessed using IRS computing equipment/resources; and IRS employees and contractors who use IRS equipment to end electronic communications.

SORN Number & Name

IRS 24.030 - Customer Account Data Engine Individual Master File

Describe the IRS use and relevance of this SORN.

This SORN covers records related to individual taxpayers, including Taxpayer Identification Numbers (SSNs, ITINs), names, addresses, and individual tax account data. The IRS uses this system to process, maintain, and update individual taxpayer accounts. The automation uses data elements covered under this SORN to validate, update, and create individual taxpayer entity records. It supports accurate identification and maintenance of taxpayer accounts by matching TINs and associated personal information against existing records and verifying data through IDRS.

Records Retention

What is the Record Schedule System?

Record Control Schedule (RCS)

What is the retention series title?

29 Tax Administration - Taxpayer Services Division (Formerly Wage and Investment, W&I) Records

What is the GRS/RCS Item Number?

417 A

What type of Records is this for?

Both (Paper and Electronic)

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

DDb contains taxpayer return information and child custody information used to determine the validity of dependent and Earned Income Tax Credit (EITC) claims.

What is the disposition schedule?

Delete when superseded or obsolete or when no longer needed to support the reconstruction of the master file, whichever is later.

What is the Record Schedule System?

Record Control Schedule (RCS)

What is the retention series title?

29 Tax Administration - Wage and Investment (W&I) Records

What is the GRS/RCS Item Number?

1

What type of Records is this for?

Both (Paper and Electronic)

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

This category includes routine correspondence and related documents exchanged between IRS offices, including National, regional, and local offices, concerning service center operations, instructional materials, and organizational or staffing activities. These records document day-to-day administrative communications and do not include materials of significant procedural or organizational importance. Records with long-term reference or historical value are excluded and retained in accordance with IRS records management policies.

What is the disposition schedule?

Destroy 2 years after the end of the year.

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

5.1: Common Office Records

What is the GRS/RCS Item Number?

010

What type of Records is this for?

Both (Paper and Electronic)

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

Records accumulated by individual offices that relate to routine day-to-day administration and management of the office rather than the mission-specific activities for which the office exists.

What is the disposition schedule?

Temporary. Destroy when business use ceases.

Data Locations

What type of site is this?

System

What is the name of the System?

Integrated Data Retrieval System

What is the sensitivity of the System?

Personally Identifiable Information (PII) including Linkable Data

Please provide a brief description of the System.

Integrated Data Retrieval System (IDRS) holds the taxpayer's information such as their address, name, refund balances, and due balances.

What are the incoming connections to this System?

Tax analysts are the end-users that have the required access and authority to review taxpayer's Personally Identifiable Information (PII) data. The system developer and operators are Internal Revenue Service (IRS) full-time employees (FTEs).

What type of site is this?

System

What is the name of the System?

Account Management Service

What is the sensitivity of the System?

Personally Identifiable Information (PII) including Linkable Data

Please provide a brief description of the System.

AMS is a system that obtains taxpayer's information and their previous tax return forms.

What are the incoming connections to this System?

Tax analysts are the end-users that have the required access and authority to review taxpayer's PII data. The system developers and operators are IRS FTEs.

What type of site is this?
System

What is the name of the System?
Generalized Integrated IDRS Keying and Research Access
Database (GIIKRAD)

What is the sensitivity of the System?
Personally Identifiable Information (PII) including Linkable Data

Please provide a brief description of the System.
An IRS application that provides users with a structured interface to input, research, and manage taxpayer account data within IDRS. It supports data entry, validation, and retrieval activities by standardizing access to IDRS commands and improving efficiency and accuracy in taxpayer account processing.

What are the incoming connections to this System?
Tax analysts are the end-users that have the required access and authority to review taxpayer's data. The system developer and operators are IRS FTEs.

What are the outgoing connections from this System?
The automation exports the data back to IDRS.