

Date of Approval: 12/22/2025
Questionnaire Number: 2734

Basic Information/Executive Summary

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

Unified Access Console

Acronym:

UAC

Business Unit

Privacy, Governmental Liaison and Disclosure

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 Unified Access Console (UAC) delivers secure, scalable, and centralized user authorization and access to the Business Tax Accounts (BTA) owned application data stores. It is a fraud prevention measure that reduces the risk of unauthorized access and disclosure while improving administrative efficiency through automated role-based access control, standardized approval workflows, and comprehensive audit trails. The UAC enhances compliance with legal and regulatory requirements, lowers operational overhead, and reduces the risk of unauthorized disclosure. UAC supports a broad IRS user community including Customer Service Representatives (CSRs) from Taxpayer Services (TS), Electronic Products & Services Support (EPSS), analysts from Small-Business Self-Employed (SB/SE) Office of Fraud Enforcement (OFE), analysts from Privacy, Governmental Liaison, and Disclosure (PGLD) Identity Assurance (IA)

Office, and analysts from Research- Applied Analytics and Statistics (RAAS). Cybersecurity Fraud Analytics and Monitoring (CFAM) analyst may also be included in the IRS user community. The system is owned by PGLD's Identity Assurance Branch and is primarily operated by Taxpayer Services (TS), Electronic Products & Services Support (EPSS). UAC will be operated and maintained by federal employees and contractors. UAC strengthens enterprise security by centralizing authentication and access pathways, ensuring consistent application of multi-factor authentication (MFA), role-based permissions, and least-privilege principles. By eliminating unmanaged access points and enforcing a single, controlled gateway, UAC reduces opportunities for unauthorized access. Real-time monitoring, unified audit logs, and automated provisioning/de-provisioning further mitigate risks by preventing dormant accounts and enabling rapid detection of suspicious activity.

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 UAC will use Application Programming Interfaces (APIs) to gather needed data from Enterprise Data Platform (EDP) to display to users to take action on BTA access. The UAC does not store any data, and any changes are made in EDP which has a separate governing PCLIA.

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

Address

Email Address

Employer Identification Number

Employment Information

Name

Social Security Number (including masked or last four digits)

Standard Employee Identifier (SEID)

Tax ID Number

Telephone Numbers

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

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

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?

IT

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

System

3 What Tier designation has been applied to your system? (Number)

3

4 Is this a new system?

No

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

Yes

4.11 What is the previous PCLIA number?

2672

4.12 What is the previous PCLIA title (system name)?

Unified Access Console

4.2 You have indicated this is not a new system; explain what has or will change and why. (Expiring PCLIA, changes to the PII or use of the PII, etc.)

Changes to the access to PII by contractors who will help operate and maintain the system. Also, added Email Address and Telephone Numbers to the PII section.

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

No

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.

Allocation

7 Is this a change resulting from the OneSDLC process?

Yes

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

Taxpayer Service and Online Accounts

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.

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10 Does this system disclose any PII to any third party outside the IRS?

No

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?

No

12 Does this system use cloud computing?

No

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)

Business Account Users need to call in and authenticate, and an IRS employee will update their information using Unified Access Console (UAC).

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?

Yes

15.2 What PII/SBU data does the subcontractor(s) have access to?

Address, Employer Identification Number, Employment Information, Name, Social Security Number (including masked or last four digits), Standard Employee Identifier (SEID), Tax ID Number, Telephone Numbers, Email Addresses

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.)

Analyst/User- Access Level: Read Only

User Level 1 - Inputter Access Level: Read and Write U

ser Level 2 - Approver Access Level: Read and Write

System Administrator - Access Level: Full Access

Contractors who are given access to PII will have at least a Moderate Background Investigation Level. Those who are given access as system administrators or have root access to a system will have a High-Level Background Investigation Level.

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.

On Government-Furnished Equipment (GFE) Privacy Act statement is given at login.

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".

Not Applicable

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".

Not Applicable

22 How is access to SBU/PII determined and by whom?

Access to the data is determined by the manager based on a user's position and need-to-know. The manager will request a user to be added. They must submit the request via the Online Business Entitlement Access Request System (BEARS) system to request access to the System.

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.

No

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.

No

27 Does this system use or plan to use SBU data in a non-production environment?

No

Interfaces

Interface Type

IRS Systems, file, or database

Agency Name

Business Entitlement Access Request System

Incoming/Outgoing

Both

Transfer Method

Application to Application (A2A)

Interface Type

IRS Systems, file, or database

Agency Name

Enterprise API (Application Programming Interface) Gateway

Incoming/Outgoing

Both

Transfer Method

Application to Application (A2A)

Interface Type

IRS Systems, file, or database

Agency Name

Business Tax Accounts

Incoming/Outgoing

Both

Transfer Method

Application to Application (A2A)

Interface Type

IRS Systems, file, or database

Agency Name
Enterprise Data Platform
Incoming/Outgoing
Both
Transfer Method
Application to Application (A2A)

Interface Type
IRS Systems, file, or database
Agency Name
Negative Taxpayer Identification Number
Incoming/Outgoing
Both
Transfer Method
Application to Application (A2A)

Systems of Records Notices (SORNs)

SORN Number & Name
FS .001 - Administrative Records
Describe the IRS use and relevance of this SORN.
This SORN covers Unified Access Console (UAC) to allow IRS phone assistants, OFE fraud analysts and PGLD IA entity authorization analysts the ability to view and manage authorized individuals and entities in Business Tax Account.

Records Retention

What is the Record Schedule System?
Non-Record

Data Locations

What type of site is this?
System
What is the name of the System?
Unified Access Console
What is the sensitivity of the System?
Federal Tax Information (FTI)
What is the URL of the item, if applicable?
uac.web.irs.gov

Please provide a brief description of the System.

Unified Access Console (UAC) is a modernized, scalable, reusable and secure solution to enable unified access for IRS employees in service of Taxpayers. This new solution can scale to include additional future use cases at the enterprise.

What are the incoming connections to this System?

The app will provide internal IRS employees with access to update BTA access controls. The app will reside on ECP and have no external connections.