

Survey PCLIA ID Number: 4934
Date of Approval: April 26, 2020

SURVEY DESCRIPTION

Full name and acronym of the Survey.

VITA/TCE Volunteer and Partner Recruitment, None

Type of Survey:

Survey

Note: the remaining questions will be simplified to refer to *the Survey* but still apply to Telephone Interview or Focus Group. If Telephone Interview or Focus Group, a copy of Interview Questions or the Moderator's Guide will be requested by the Privacy Analyst.

Is this a new Survey?

Yes

Is this a reoccurring Survey?

Yes

List the schedule or requested operational date(s) of when the Survey will be administered.

The requested operational dates are effective March 28, 2020. The survey results data will be extracted on a weekly basis.

Does this survey have an SOI (Statistics of Income) control number?

No

Does the Information Collection Request require OMB clearance?

Yes

What is the OMB Clearance number?

1545-2222

GENERAL BUSINESS PURPOSE

What is the general business purpose of this Survey? Provide a clear, concise description of the Survey, the reason for the Survey, and the benefits to the IRS mission.

Potential volunteers and partners interested in supporting our VITA/TCE return preparation programs sign up on irs.gov by filing out a form. This form data is extracted using Verint software. This allows SPEC to contact the individuals to assign them to sites, which is critical for program growth.

PII DETAILS

Is Personally Identifiable Information (PII) used, collected, received, displayed, stored, maintained, or disseminated in the Survey; or is PII used to select participants? (i.e. names, addresses, email addresses, etc.)?

Yes

Please specify the types of PII:

Name
Phone Numbers
E-mail Address
Employment Information

Are there other types of PII collected in the Survey?

Yes

Describe the other types of PII that are applicable to this Survey:

IRS employees - information voluntarily submitted by the potential volunteer/IRS employee.

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

No

PRIVACY ACT & SYSTEM OF RECORDS

Is there a System of Records Notice(s) or SORN(s) that addresses the PII records in this Survey?

Yes

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

IRS 10.555 Volunteer Records

PRIVACY ACT NOTICE

Based on the information you have provided, does the Survey require a Privacy Act Notice to be provided to the participants?

No

Please add the Disclosure office agreement date:

4/2/2020

RESPONSIBLE PARTIES

OFFICIAL USE ONLY

INCOMING PII INTERFACES

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

Yes

List the source that the PII is extracted or derived from.

Name: IRS.gov - <https://www.opssupport-surveys.com/se/2511374571F86012>
Transmission Method: <https://www.opssupport-surveys.com/se/2511374571F86012>
ISA/MOU: No

Does the data come from other sources?

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 - OPM gets the results.)

No

Are any external resources used to create the database of the participants?

No

SURVEY PARTICIPATION

Who will the Survey be administered to?

Others

Please explain:

Potential volunteers and partners who are interested in supporting our VITA/TCE return preparation programs. These potential volunteers can include both taxpayers and IRS employees.

Explain how participants are selected. Include a detailed description of the method and reason of selection. If selection is random, please explain.

Potential volunteers and partners interested in supporting our VITA/TCE return preparation programs sign up on irs.gov by filing out a form. This form data is extracted using Verint software. This allows SPEC to contact the individuals to assign them to sites, which is critical for program growth.

How are participants notified of the Survey?

The participants/potential volunteers access the volunteer recruitment form from the IRS.gov website.

Is the Survey voluntary?

Yes

How is notice given that the Survey is optional?

A privacy notice is shared with the volunteers/survey participants before the start of the form. It includes the phrase "Your response is voluntary."

How will the Survey be conducted?

Web Based

Explain the procedure:

Potential volunteers and partners interested in supporting our VITA/TCE return preparation programs sign up on irs.gov by filing out a form. This form data is extracted using Verint software from the following link.

SURVEY PROCESS

Does the IRS administer or perform analysis of the survey?

Both

Provide the name of the IRS office:

Human Capital Office

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

Neither

INFORMATION PROTECTION

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

The list of potential volunteers and partners who are interested in supporting the VITA/TCE return preparation programs sign up on irs.gov by filing out a form. This form data is extracted using Verint software to contact the individuals to assign them to the volunteer sites. The information/results will include the following: first name; last name; email address; phone number; best time to contact; city, state, and zip code of the location to volunteer; first, second, and third languages spoken; number of years as a volunteer; select a program; community organization; non-profit organization name; non-profit organization address; and indicate if an IRS employee.

Can you confirm that employees or taxpayers who participate in the survey cannot be identified under any circumstances?

No

Please explain:

The employee or taxpayers provide his or her contact information voluntarily.

Can you confirm that no adverse actions can be taken against participants regarding the participant's answer?

Yes

For employee or taxpayer Satisfaction Surveys, can you verify that no "raw" or un-aggregated employee or taxpayer data will be provided to any IRS office?

No

Please explain:

Are there any employee or taxpayer identifiers that are obtained as a result of responding to the survey?

Yes

What will be provided to the business owner, explain the business reason.

Yes, the voluntarily provided email addresses are provided in order for the potential volunteer to be contacted.

RECORDS SCHEDULE

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

Yes

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

The administrator will ensure that survey information is appropriately destroyed/deleted when no longer needed for reference. Official recordkeeping copies of SPEC records are maintained in accordance with Records Control Schedule (RCS) 29, published in IRS Document 12990. Data is eliminated as per IRM 1.15.57-1(1) General Records Schedule (GRS) for Electronic Records and IRM 1.15.3.2.1 Disposition of Records. All forms and documents may be retained for a period of 3 years. RCS 29 Item 440-SPEC (Stakeholder Partnerships, Education and Communication) Grant Application Files and Cooperative Agreements-(a) SPEC-rejected applications-Destroy 3 year after cutoff. (b) SPEC-accepted applications-Destroy 6 years, 3 months after cutoff. GRS 5.1 Item 020-Non-recordkeeping copies of electronic records-Destroy immediately after copying to a recordkeeping system or otherwise preserving, but longer retention is authorized if required for business use.

DATA SECURITY

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? Where and how is it stored and protected?

The Verint data will be encrypted and zipped in transit and at rest. All data in transit uses an encryption protocol. The Verint databases will be encrypted at rest using Transparent Data Encryption (TDE). Only encrypted connections are allowed between Elastic Compute Cloud (EC2) instances and sensitive remote network services. This is enforced through the use of outbound security group roles. Platform, application, identity, and access management will be controlled by the Enterprise Feedback Management (EFM) application on the application side. Only members of Verint's Cloud Ops Hosting Team will have direct access to EC2 instances. Access is controlled by a local Active Directory (AD) implementation and all user accounts are configured using the principle of least privileges.

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

No

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 and 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