

Date of Approval: **May 23, 2023**

PIA ID Number: **7865**

SYSTEM DESCRIPTION

Enter the full name and acronym for the system, project, application and/or database.

Virtual Service Delivery, VSD

Is this a new system?

No

Is there a PCLIA for this system?

Yes

What is the full name, acronym, and milestone of the most recent PCLIA?

4640, Virtual Service Delivery, VSD

What is the approval date of the most recent PCLIA?

6/26/2020

Changes that occurred to require this update:

Expiring PCLIA

Were there other system changes not listed above?

No

What governance board or Executive Steering Committee (ESC) does this system report to? Full name and acronym.

Infrastructure Executive Steering Committee (IESC)

Current ELC (Enterprise Life Cycle) Milestones:

Operations & Maintenance (i.e., system is currently operational)

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

No

GENERAL BUSINESS PURPOSE

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.

Virtual Service Delivery (VSD) is the use of video communications to allow two or more parties to interact simultaneously. Video communications involves the integration of video and audio signals, giving a similar sense of connection and collaboration as a live meeting. VSD provides virtual face to face service to taxpayers at Taxpayer Assistance Centers (TAC) and partner locations via high-definition video technology.

PII DETAILS

Does the system use, collect, receive, display, store, maintain, or disseminate IR Code 6103 taxpayer information: or any other type of Sensitive but Unclassified (SBU) information or PII such as information about IRS employees or outside stakeholders?

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

What types of tax identification numbers (TIN) apply to this system?

Other Taxpayer Identification Number

Does this system use, collect, receive, display, store, maintain or disseminate other (non-SSN) PII (i.e., names, addresses, etc.)?

Yes

Specify the PII Elements:

Name
Mailing Address
Date of Birth
Photographic Identifiers
Biometric Identifiers

Does this system use, collect, receive, display, store, maintain, or disseminate SBU information that is not PII?

Yes

Specify the types of SBU from the SBU Types List:

Agency Sensitive Information - Information which if improperly used or disclosed could adversely affect the ability of the agency to accomplish its mission.

Are there other types of SBU/PII used in the system?

No

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

PII for federal tax administration is generally Internal Revenue Code Sections 6001, 6011, & 6012e(a)

Has the authority been verified with the system owner?

Yes

BUSINESS NEEDS AND ACCURACY

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 system will allow the user to visually display personal identity information to be use for Taxpayers identification. No displayed taxpayer data is captured or stored on the system. The SSN is not stored on the VSD system. A case number is created via Qmatic that the assistor uses to identify the taxpayer.

How is the SBU/PII verified for accuracy, timeliness, and completion?

IRS Assistor can verify taxpayer's identity by using the case number created in Qmatic or by asking key questions that only the taxpayer would know.

PRIVACY ACT AND SYSTEM OF RECORDS

The Privacy Act requires Federal agencies that maintain a system of records to publish systems of records notices (SORNs) in the Federal Register for records from which information is retrieved by any personal identifier for an individual who is a US citizen, or an alien lawfully admitted for permanent residence. The Privacy Act also provides for criminal penalties for intentional noncompliance.

Does your application or this PCLIA system pertain to a group of any record from which information is retrieved by any personal identifier for an individual who is a US citizen, or an alien lawfully admitted for permanent residence? An identifier may be a symbol, voiceprint, SEID, or other personal identifier that is used to retrieve information.

Yes

Identify the Privacy Act SORN(s) that cover these records.

IRS 00.001 Correspondence Files and Correspondence Control Files

RESPONSIBLE PARTIES

Identify the individuals for the following system roles:

Official Use Only

INCOMING PII INTERFACES

Does the system receive SBU/PII from other systems or agencies?

No

DISSEMINATION OF PII

Does this system disseminate SBU/PII?

No

PRIVACY SENSITIVE TECHNOLOGY

Does this system use social media channels?

No

Does this system use privacy-sensitive technologies such as mobile, global position system (GPS), biometrics, RFID, etc.?

Yes

Briefly explain how the system uses the referenced technology.

Displays Biometrics - Facial Features and Voice

Does the system use cloud computing?

No

Does this system/application interact with the public?

No

INDIVIDUAL NOTICE AND CONSENT

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

Yes

How is notice provided? Was the individual notified about the authority to collect the information, whether disclosure is mandatory or voluntary, the purpose for which the information will be used, with whom the information may be shared, and the effects on the individual, if any, if they decide not to provide all or any of the requested information?

The VSD system does not provide notices however, notice is provided to the taxpayer prior to collecting information. For example, Notice is provided to individuals by other IRS applications or through forms (e.g., 1040 forms) that interact directly with the taxpayer at the time of collection. Due Process is provided pursuant to 5 USC.

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

Yes

Describe the mechanism by which individuals indicate their consent choice(s):

Yes, the taxpayer has the option to wait on the next available IRS Assistor. The system does not capture/save SBU or PII data. There is no way to capture/save SBU or PII data on the VSD (Virtual Service Delivery) system.

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

The taxpayer can appeal through the normal taxpayer appeals process. The system does not capture/save SBU or PII data. There is no way to capture/save SBU or PII data on the VSD (Virtual Service Delivery) system.

INFORMATION PROTECTION

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

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

IRS Employees

Users: Read Only

System Administrators: Administrator

IRS Contractor Employees

Contractor System Administrators: Administrator

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

No SBU/PII information is stored on the system. Virtual contacts are through scheduled appointments. To schedule appointments, taxpayers call a special toll-free number and speak to a customer service representative (CSR) in Accounts Management. The CSR will screen the call and determine the taxpayer's need. Once they determine the need, the CSR will do one of the following: Direct the taxpayer to IRS.gov to resolve the issue online Serve the taxpayer themselves Schedule an appointment at a nearby TAC or virtual partner site The Business Operating Divisions reviewed changes in employee work process and at the time of the pilot, negotiated the resulting impacts with NTEU. Determinations underlying the final impacts were negotiated by the end-user organizations. The video channel supplements face-to-face, staffed services offered by multiple business unit (e.g., Appeals, W&I - Field Assistance and Compliance) equipped with similar video equipment, at terminating locations. Development of a pool of assistors is established by the business units to support the taxpayer needs identified in their core business processes. No SBU/PII information is collected by this system The use of VSD is voluntary, the Taxpayer can opt to wait on the next available IRS Tax Assistor.

RECORDS RETENTION SCHEDULE

Are these records covered under a General Records Schedule (GRS, IRS Document 12829), or has the National Archives and Records Administration (NARA) approved a Records Control Schedule (RCS, IRS Document 12990) for the retention and destruction of official agency records stored in this system?

No

You must work with the IRS Records and Information Management (RIM) Program Office to address records retention requirements before you dispose of any records in this system.

SA&A OR ASCA

Has the system been through SA&A (Security Assessment and Authorization) or ASCA (Annual Security Control Assessment)?

No

Is the system secured in accordance with all applicable federal, treasury, and IRS security policy, procedures, and requirements?

Yes

Describe the system's audit trail.

The systems displayed all calls attempted, all calls connected, and all calls that fail in its system audit logs. The system displays all system administrator commands and all circuit issues in the system audit logs. The system displays all VSD system outages and the current status of all video units in the system logs.

PRIVACY TESTING

Does the system require a System Test Plan?

Yes

Is the test plan completed?

Yes

Where are the test results stored (or documentation that validation has occurred confirming that requirements have been met)?

The Virtual Service Delivery documentation can be found on the VSD SharePoint.

Were all the Privacy Requirements successfully tested?

Yes

Are there any residual system privacy, civil liberties, and/or security risks identified that need to be resolved?

No

Describe what testing and validation activities have been conducted or are in progress to verify and validate that the applicable Privacy Requirements (listed in header) have been met?

FISMA Annual Assessment for General Support System GSS-29

SBU DATA USE

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

No

NUMBER AND CATEGORY OF PII RECORDS

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

IRS Employees: Not Applicable

Contractors: Not Applicable

Members of the Public: Not Applicable

Other: No

CIVIL LIBERTIES

Does the system maintain any information describing how any individual exercises their rights guaranteed by the First Amendment?

No

Is the system information used to conduct 'data-mining' as defined in the Implementing Recommendations of the 9/11 Commission Act of 2007, Public Law 110-53, Section 804?

No

Will this system have the capability to identify, locate, and monitor individuals or groups of people?

No

Does computer matching occur?

No

ACCOUNTING OF DISCLOSURES

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