

# Survey PCLIA Report

Date of Approval: March 2, 2017

Survey PCLIA ID Number: 2211

---

## A. Survey Description

---

1. Full name and acronym of the Survey. Customer Satisfaction Survey Collection, CSSC
2. Is this a Survey, Telephone Interview or Focus Group? 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 Moderators Guide will be requested by the Privacy Analyst.*

- 
3. Is this a new Survey? Yes

- 
4. Is this a reoccurring Survey? No

4.a. If yes, list the schedule or requested operational date(s) of when the Survey will be administered.

4.b. If no, provide the dates collection of information will begin and end. 6/01/2017 to 3/31/2018

5. Does this Survey have an SOI (Statistics of Income) control number? Yes

5.a. If yes, enter the number. CS-17-478

6. Does the Information Collection Request require OMB Clearance? Yes

6.a. If yes, what is the OMB Clearance number? 1545-1432

---

### A.1. General Business Purpose

---

7. 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.  
The Field Inventory Process Improvement Team will pilot three methods of working Collection inventory, namely 1.) Fresh cases (work inventory more strategically to address taxpayer's as early as possible in the work stream), 2.) Virtual work (leverage the existing staffing regardless of where the inventory might be located) and 3.) Large Inventory. The objective of this project is to gather survey taxpayers whose cases were worked by ROs taking part in these pilot groups and measure the level of taxpayer satisfaction within each pilot. This project will assess taxpayer satisfaction with the Field Collection inventory pilots. This information, along with measures of productivity, quality, and employee satisfaction, will be used by Field Collection to measure the impact of the various pilots. Future State theme: Drive more agility, efficiency and effectiveness in IRS operations.

---

## B. PII Details

---

8. 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)? No

---

**C. Privacy Act & System of Records**

---

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

9a. If yes, enter the SORN number(s) and the complete name of the SORN(s).

---

**SORNS Number**

---

**SORNS Name**

---

**Treas/IRS 00.003 Taxpayer Advocate Service and Customer Feedback an**

---

---

**C.1. Privacy Act Notice**

---

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

9.1.a. If yes, please provide the Privacy Act Statement. The IRS is trying to improve its service to the public. You can help us in this important mission by answering the questions below. This voluntary survey should take less than 5 minutes to complete. Your responses will be kept completely anonymous to the IRS. If you have any questions about this survey, you may call the Survey Helpline at XXX.

---

**D. Responsible Parties**

---

10. Identify the individuals for the following Survey roles: (System Owner = Survey Owner/Business Owner) ## Official Use Only

---

**E. Incoming PII Interfaces**

---

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

11.a. If yes, list the source that the PII is extracted or derived from.

---

<b><u>Organization Name</u></b>	<b><u>Transmission method</u></b>	<b><u>ISA/MOU</u></b>
<b>Integrated Collection System</b>	<b>Excel spreadsheet</b>	<b>No</b>

---

11.1. Does the data come from other sources? No

---

**F. PII Sent to External Organizations**

---

12. Are the Survey results disclosed to any other Federal or State Government? (For example the Federal Viewpoint Survey/Questionnaire – OPM gets the results.) No

13. Are any external resources used to create the database of the participants? No

---

## G. Survey Participation

---

14. Will the Survey be administered to IRS, Taxpayers or Others ? Taxpayers

15. Explain how participants are selected. Include a detailed description on the method and reason of selection. If selection is random, explain. The Field Inventory Process Improvement Team will pilot three methods of working Collection inventory, namely 1.) Fresh cases (work inventory more strategically to address taxpayers as early as possible in the work stream), 2.) Virtual work (leverage the existing staffing regardless of where the inventory might be located) and 3.) Large Inventory. The objective of this project is to gather survey taxpayers whose cases were worked by ROs taking part in these pilot groups and measure the level of taxpayer satisfaction within each pilot.

16. How are participants notified of the Survey? Participants are going to be contacted by mail. They will receive a notification letter prior to the survey. All requirements of IRM 11.3.16 are included in the letters mailed prior to the survey.

17. Is the Survey voluntary? Yes

If yes, how is notice given that the Survey is optional? In the letter mailed prior to get the survey, the participants will be notified that the survey is voluntary. Also in the survey: "This voluntary survey should take less than 5 minutes to complete."

---

18. How will the Survey be conducted?

No Electronically

No Web Based

No Phone

Yes Mail

Explain the method for choosing participants. Participants list provided by Collection (Client). A cover letter would be sent with the survey.

No Other

---

## G.1. Survey Process

---

19. Does IRS administer or perform analysis of the survey? Both

Provide the name of the IRS office administering the survey.

Provide the name of the IRS office performing analysis of the survey.

Provide the name of the IRS office. SB/SE Research

20. Does Contractor/Vendor administer or perform analysis of the survey? No

---

## I. Information Protection

---

21. What information/results will be provided to the business owners (IRS Requestors) of the Survey?  
Summary of survey results and comparison analysis to the 2017 Customer Satisfaction survey results.

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

23. Can you confirm that no adverse actions can be taken against participants regarding the participant's answers. Yes

24. 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? Yes

25. Are there any employee or taxpayer identifiers that are obtained as a result of responding to the survey? No

---

## **I.1 Records Schedule**

---

26. 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

26.a. If 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.

Customer Satisfaction Survey Collection is unscheduled. A request for records disposition authority for this Survey (and other similar external surveys Servicewide) will be drafted with the assistance of the IRS Records and Information Management (RIM) Program Office. When approved by the National Archives and Records Administration (NARA), it is anticipated that instructions for this survey will include retentions for the datasets/raw data, background documentation, and summary/final reports, as appropriate. Cyber-security and NIST Standards for records retention requirements state that documents must be securely maintained for seven years prior to destruction or until the end of the contract term (Period Of Performance), whereas the participation of the contractor under the CSS BPA has been terminated. These requirements will obviously be considered in drafting a final request for records disposition authority for NARA submission and approval.

---

## **P.1 Data Security**

---

27. 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 information (paper and electronic) SB/SE Research obtains from the survey will be used only for this research project. A request for records disposition authority for this survey will be coordinated with the IRS Records Office. SB/SE has proposed a three-year retention for the records. SB/SE Research will follow IRM 1.7 (Research and Analysis for Tax Administration) and applicable federal guidelines, including the Federal Information Security Management Act of 2002. The information will be stored on the SB/SE Research computer system located in a secured area and only those researchers participating in the project will have access to the information. The names collected for

participating in the focus groups are covered by Treasury/IRS SORN 10.004 - Stakeholder Relationship Management and Subject Files.

28. Does a contractor/vendor administer or perform analysis of the survey? No

---

**M. Civil Liberties**

---

29. 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

30. Will this Survey have the capability to identify, locate, and monitor individuals or groups of people? No

---

**End of Report**

---