

Survey PCLIA Report

NOTE: The following reflects the information entered in the PIAMS website.

Date of Submission: 01/27/2017

Survey PCLIA ID Number: 2056

A. Survey Description

1. Full name and acronym of the Survey. TE/GE Customer Education and Outreach Survey, NONE
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? No

3.b. If no, is there a PCLIA for this Survey? Yes

3.b.1. If yes, enter the full name, PCLIA ID, and acronym most recent Survey PCLIA. TE/GE Customer Education and Outreach Survey

3.b.2. If yes, enter the reference number (include SOI, OPC, TCBC, or Other). SOI Control Number CS 14-445

3.b.3. If yes, enter the approval date of the most recent Survey PCLIA. 05/06/2014

3b.4. If yes, indicate which of the following changes occurred to require this update. (Check all that apply)

<u>No</u>	Addition of PII
<u>No</u>	Anonymous to Non-Anonymous
<u>No</u>	Contract changes/expires
<u>Yes</u>	PCLIA Expired
<u>Yes</u>	OMB Required Update

3.b.5. If yes, were there other changes not listed above? No

3.b.5.a. If Yes, Please explain the changes.

4. Is this a reoccurring Survey? Yes

4.a. If yes, list the schedule or requested operational date(s) of when the Survey will be administered. Survey is administered after every web based outreach event held by TE/GE CE&O. Dates for these events have not yet been determined for upcoming year.

4.b. If no, provide the dates collection of information will begin and end.

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

5.a. If yes, enter the number. SOI Control Number CS 14-466

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

6.a. If yes, what is the OMB Clearance number? OMB Control 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 primary goal of this survey is to collect feedback on Internal Revenue Service, Tax Exempt and Government Entities outreach events. These events include those in the Exempt Organizations, Employee Plans, and Government Entities divisions. These divisions can then use this information to consider ways to improve their outreach to key stakeholders.

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

8.a. If yes, specify the information.

No PII Elements found.

8.b Are there other types of PII collected in the Survey?

8.b.1. If yes, describe the other types of PII that are applicable to this Survey.

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

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? No

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

No SORN Records found.

9b. If No, explain why the Survey does not have a SORN? Records are not retrieved by individual identifier so no SORN is needed.

9c. If Other, explain your answer.

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? No

9.1.a. If yes, please provide the Privacy Act Statement.

9.1.b. If no, please add the Disclosure office agreement date? 05/06/2014

D. Responsible Parties

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

System Owner (SES level or above)		Subject Matter Expert (SME)	
Name	Molly M Spector	Name	Scott Paul Leary
Title	SUPERVISORY MANAGEMENT & PROGRAM ANALYST	Title	Social Scientist
Phone Number	202-317-8765	Phone Number	202-317-8767
Email Address	molly.m.spector@irs.gov	Email Address	scott.p.leary@irs.gov

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)? No

11.a. If yes, list the source that the PII is extracted or derived from.
No Organization Records found.

11.1. Does the data come from other sources? Yes

11.1.a. If yes, describe the source of the information. A third-party web hosting application will be used. The contractor provides a tool for us to create the questionnaire and collect responses.

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

12.a. If yes, identify who the information is disclosed to how the data is transmitted and if there is an Inter-Agency Agreement (ISA) /Memorandum of Understanding (MOU).
No Organization Records found.

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

13.a. If yes, identify the external resources used to create the database, how the data is transmitted and if there is an Inter-Agency Agreement (ISA) /Memorandum of Understanding (MOU).
No Organization Records found.

G. Survey Participation

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

If Others, please explain.

15. Explain how participants are selected. Include a detailed description on the method and reason of selection. If selection is random, explain. This survey will be administered following TE/GE Outreach and Education events. All participants will be provided a link at the end of the event. All participants will then be given the opportunity to complete this survey online

16. How are participants notified of the Survey? At the conclusion of the outreach event participants will be provided a direct link to the survey on their webinar screen. They will not need to enter any additionally PII.

17. Is the Survey voluntary? Yes

If yes, how is notice given that the Survey is optional? Upon completion of the outreach event participants will be invited to participate in the survey. At this time they will be informed that participation is voluntary.

18. How will the Survey be conducted?

No Electronically

Explain the delivery method & if cookies are used.

18.a.2. What application is used to create the survey?

(Survey Manager, Centra, Verint/Vovici, Live Meeting, ELMS, TEMPO, SharePoint, Other)

If SharePoint, is there a SharePoint PIA?

If Other, please explain.

Yes Web Based

Explain the delivery method & if cookies are used. A third-party web hosting application will be used. The contractor provides a tool for us to create the questionnaire and collect responses. Cookies are not used.

No Phone

Explain the procedure.

No Mail

Explain the method for choosing participants.

No Other

Please explain.

G.1. Survey Process

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

Provide the name of the IRS office administering the survey.

Provide the name of the IRS office performing analysis of the survey. TE/GE Research and Analysis
Provide the name of the IRS office.

20. Does Contractor/Vendor administer or perform analysis of the survey? Yes

Contractor/Vendor: Administer

Provide the name of the Contractor/Vendor. CVENT.COM

Has a Contracting Officer or a Contracting Officer's Representative (COR) verified that:

20.a.1. All applicable FAR requirements are met to engage a contractor to perform the survey. Yes
20.a.1.a. If no, please explain.

20.a.2. That all required "non-disclosure" clauses are contained in the contract. Yes
20.a.2.a. If no, please explain.

20.a.3. That all contractor employees who will have access to the data have signed non-disclosure agreements and the non-disclosure forms are on file with the COR. Yes
20.a.3.a. If no, please explain.

20.b. If yes, what is the level of access and background investigation completed on contractor employees prior to access to PII about employees or taxpayers? *Any contractor or subcontractor who will have access to the PII should have at least a "Moderate Risk" (NACIC) investigation. See Publication 4812 - Contractor Security Controls*

Contractor Users	No
Contractor Managers	No
Contractor Sys. Admin.	No
Contractor Developers	No

I. Information Protection

21. What information/results will be provided to the business owners (IRS Requestors) of the Survey? Only aggregated summary level data will be provided to the requestors. Additionally, the data will not contain any PII so there will be no way to connect responses to the participants. We will not even be able to know who completed the survey. Contractor has no access to PII as there is no PII.

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

22a. If No, please explain.

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

23a. If No, please explain.

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

24a. If no, please explain.

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

25a. If yes, what will be provided to the business owner, explain the business reason.

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?

No

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.

26.b. If No, how long are you proposing to retain the records? Please note, if you answered no, you must contact the IRS Records and Information Management Program to initiate records retention scheduling before you dispose of any records in this Survey.

TE/GE's Customer Education and Outreach Survey is unscheduled. A request for records disposition authority for this Survey (and other similar customer service surveys Service wide) is currently being drafted with the assistance of the IRS Records and Information Management (RIM) Program Office.

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? There is no PII.

28. [REDACTED]

28.a. [REDACTED]

28.b. [REDACTED]

28.c. [REDACTED]

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

29.a. If yes, explain the First Amendment information being collected and how it is used.

29.b. If yes, please check all of the following exceptions (any one of which allows the maintenance of such information) that apply:

No The individual about whom the information was collected or maintained expressly authorizes its collection/maintenance.

No The information maintained is pertinent to and within the scope of an authorized law enforcement activity.

No There is a statute that expressly authorizes its collection.

29.c. If yes, will the First Amendment information be used as the basis to make any adverse determination about an individual's rights, benefits, and/or privileges?

29.c.1 If yes, explain the determination process. Consult with IRS General Legal Services to complete this section.

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

30.a. If yes, describe the type of information derived from these efforts and the technical (e.g., audit trails) or other processes used to limit unauthorized monitoring.

End of Report
