

Date of Approval: January 24, 2017

PIA ID Number: **1824**

A. SYSTEM DESCRIPTION

1. Enter the full name and acronym for the system, project, application and/or database. Virtual Service Delivery, VSD

2. Is this a new system? No

2a. If **no**, is there a PIA for this system? Yes

If **yes**, enter the full name, acronym, PIA ID Number and milestone of the most recent PIA.

235, Virtual Service Delivery, VDS

Next, enter the **date** of the most recent PIA. 9/17/2012

Indicate which of the following changes occurred to require this update (check all that apply).

<u>No</u>	Addition of PII
<u>No</u>	Conversions
<u>No</u>	Anonymous to Non-Anonymous
<u>No</u>	Significant System Management Changes
<u>No</u>	Significant Merging with Another System
<u>No</u>	New Access by IRS employees or Members of the Public
<u>No</u>	Addition of Commercial Data / Sources
<u>No</u>	New Interagency Use
<u>No</u>	Internal Flow or Collection

Were there other system changes not listed above? No

3. Check the current ELC (Enterprise Life Cycle) Milestones (select all that apply)

<u>No</u>	Vision & Strategy/Milestone 0
<u>No</u>	Project Initiation/Milestone 1
<u>No</u>	Domain Architecture/Milestone 2
<u>No</u>	Preliminary Design/Milestone 3
<u>No</u>	Detailed Design/Milestone 4A
<u>No</u>	System Development/Milestone 4B
<u>No</u>	System Deployment/Milestone 5
<u>Yes</u>	Operations & Maintenance (i.e., system is currently operational)

4. Is this a Federal Information Security Management Act (FISMA) reportable system? No

A.1 General Business Purpose

5. 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 is - Use of video communication to allow two or more parties to interact simultaneously. This could be conversations between two people (point-to-point) or involve several sites (multi-point). The system current configuration allows one on one connection between sites. Video communication involves the integration of video and audio signals which is encrypted using AES128 giving a similar sense of connection and collaboration as a live meeting. There is no recording being done via the VSD systems. Cisco EX60/90 & Polycom HDX 4500 provide simultaneous video and audio for communication between people in real-time. The Cisco Video Communication Server (Cisco VCS) provides flexible and extensible media and session management capabilities. Cisco Tele-Presence Management Suite (Cisco TMS) provides complete control and management of telepresence conferencing and media services infrastructure and video end points. The Elmo P100N Document Presenter camera integrated with telepresence systems delivers provides high-end document sharing presenting capability, empowering users to collaborate and share display documents remotely. The Virtual Service Delivery System is not on the IRS network the solution resides on a private T-1 network that does not interface with the IRS data network and cannot be accessed from the IDRS system. The network is for video traffic only and cannot be access remotely. The VSD systems are completely self-contained within a AT&T provided IRS owned T-1 MPLS private network. (A). The two or more parties are - (1) IRS to Taxpayers or (2) IRS employee to IRS employee (3) IRS Manager to IRS employees. (B). Please explain what is meant by conversations could involve several sites(multi-point) in addition to two people and the benefits – Video calls can be between two sites (point – to – point) or they can have a video call with multiple site participation or conference call via video.

B. PII DETAIL

6. Does the system use, collect, receive, display, store, maintain, or disseminate IR Code 6103 taxpayer information; or any type of Sensitive but Unclassified (SBU) or Personally Identifiable Information (PII)? Yes

6a. If **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.)? No

6b. Does this system contain other (non-SSN) PII that it uses, collects, receives, displays, stores, maintains, or disseminates? (i.e. Names, addresses, etc.) Yes

If **yes**, specify the information.

<u>Selected</u>	<u>PII Element</u>	<u>On Primary</u>	<u>On Spouse</u>	<u>On Dependent</u>
No	Name	No	No	No
No	Mailing address	No	No	No
No	Phone Numbers	No	No	No
No	E-mail Address	No	No	No
No	Date of Birth	No	No	No
No	Place of Birth	No	No	No
No	SEID	No	No	No
No	Mother's Maiden Name	No	No	No
No	Protection Personal Identification Numbers (IP PIN)	No	No	No
No	Internet Protocol Address (IP Address)	No	No	No

No	Criminal History	No	No	No
No	Medical Information	No	No	No
No	Certificate or License Numbers	No	No	No
No	Vehicle Identifiers	No	No	No
No	Passport Number	No	No	No
No	Alien (A-) Number	No	No	No
No	Financial Account Numbers	No	No	No
Yes	Photographic Identifiers	No	No	No
Yes	Biometric Identifiers	No	No	No
No	Employment (HR) Information	No	No	No
No	Tax Account Information	No	No	No

6c. Does this system contain SBU information that is not PII, it uses, collects, receives, displays, stores, maintains, or disseminates? No

If **yes**, select the types of SBU No Other SBU Records found..

6d. Are there other types of SBU/PII used in the system? No

6e. Cite the authority for collecting SBU/PII (including SSN if relevant)

Yes	PII for federal tax administration is generally Internal Revenue Code Sections 6001, 6011, 6012e(a)
No	SSN for tax returns and return information is Internal Revenue Code Section 6109
No	SSN for personnel administration (IRS Employees) is 5 USC & Executive Order 9397
No	PII for personnel administration is 5 USC
No	PII about individuals for Bank Secrecy Act compliance 31 USC
No	Information by CI for certain money laundering cases may be 18 USC

6f. Has the authority been verified with the system owner? Yes

B.1 BUSINESS NEEDS AND ACCURACY

7. 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.

8. How is the SBU/PII verified for accuracy, timeliness, and completeness? Explain how steps are taken to ensure that all information maintained by the system that is used by IRS to make any adverse determination about an individual's rights, benefits, and/or privileges is maintained with such accuracy, relevance, timeliness, and completeness as is reasonably necessary to assure fairness to the individual in the determination

Taxpayers can discuss their and verify there information is accurate timely and complete.

C. PRIVACY ACT AND SYSTEM OF RECORDS

9. Are 10 or more records containing SBU/PII maintained, stored, and/or transmitted by or through this system? No

D. RESPONSIBLE PARTIES

10. Identify the individuals for the following system roles. ## Official Use Only

E. INCOMING PII INTERFACES

11. Does the system receive SBU/PII from other system or agencies? No

F. PII SENT TO EXTERNAL ORGANIZATIONS

12. Does this system disseminate SBU/PII? No

G. PRIVACY SENSITIVE TECHNOLOGY

13. Does this system use social media channels? No

14. Does this system use privacy-sensitive technologies such as mobile, cloud, global position system (GPS), biometrics, RFID, etc.? No

15. Does the system use cloud computing? No

16. Does this system/application interact with the public? No

H. INDIVIDUAL NOTICE AND CONSENT

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

17a. If **yes**, how is notice provided? Was the individual notified about the authority to collect the information, whether such is mandatory or voluntary, the purpose for which the information will be used, with whom the information may be shared, and the effects, if any, if they decide not to provide 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

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

18a. If **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.

19. 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.

I. INFORMATION PROTECTION

20. 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

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

IRS Employees? No

Contractor Employees? No

21a. How is access to SBU/PII determined and by whom? 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

21b. If computer matching occurs, can the business owner certify that it meets requirements of IRM 11.3.39 Disclosure of Official Information, Computer Matching & Privacy Protection Act ? Not Applicable

I.1 RECORDS RETENTION SCHEDULE

22. Are these records covered under the General Records Schedule (GRS), or have a National Archives and Records Administration (NARA) archivist approved a Record Control Schedule (RCS) for the retention and destruction of official agency records stored in this system? No

22b. 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 system.

There is no data collected by this video system. VSD is non-recordkeeping and serves as a technology platform to provide inter-location video and audio connectivity.

I.2 SA&A OR ECM-R

23. Has the system been through SA&A (Security Assessment and Authorization) or ECM-R (Enterprise Continuous Monitoring Reauthorization)? Yes

23a. If **yes**, what date was it completed? 7/11/2012

23.1 Describe in detail 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 displayed all system administrator commands and all circuits issues in the system audit logs. The system displays all VSD system outages and the current staus of all video units in the system logs.

J. PRIVACY TESTING

24. Does the system require a System Test Plan? Yes

24b. If **yes**, Is the test plan in process or completed: Completed

24.3 If **completed/ or in process**, 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 GSS-29

24b.1. If **completed**, where are the test results stored (or documentation that validation has occurred confirming that requirements have been met)? <https://organization.ds.irsnet.gov/sites/ITUNSUC/VDS/VSD/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FITUNSUC%2FVDS%2FVSD%2FShared%20Documents%2FVSD%20ELC%20Documents%2FELC%20Final%20Artifacts>

24b.2. If **completed**, were all the Privacy Requirements successfully tested? Yes

24.2 If **completed**, are there any residual system privacy, civil liberties, and/or security risks identified that need to be resolved? No

K. SBU Data Use

25. Does this system use, or plan to use SBU Data in Testing? No

L. NUMBER AND CATEGORY OF PII RECORDS

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

26a. IRS Employees: Not Applicable
26b. Contractors: Not Applicable
26c. Members of the Public: Not Applicable
26d. Other: No

M. CIVIL LIBERTIES

27. Does the system maintain any information describing how any individual exercises their rights guaranteed by the First Amendment? No

28. Is the system information used to conduct data-mining as defined in the *Implementing the 9/11 Commission Recommendations Act of 2007, Public Law 110-53, Section 804*? No

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

N. ACCOUNTING OF DISCLOSURES

30. 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

End of Report
