

Date of Approval: 07/29/2024
Questionnaire Number: 1072

Basic Information/Executive Summary

What is the name of your project (system, database, pilot, product, survey, social media site, etc.)?

eACR

Business Unit

Small Business and Self Employed

Preparer

For Official Use Only

Subject Matter Expert

For Official Use Only

Program Manager

For Official Use Only

Designated Executive Representative

For Official Use Only

Executive Sponsor

For Official Use Only

Executive Summary: Provide a clear and concise description of your project and how it will allow the IRS to achieve its mission.

Civil Enforcement Advice and Support Operations (CEASO) needs to enhance the process of its internal inventory delivery system for items received (receipts) in the centralized Advisory Consolidated Receipts site (ACR) that are subsequently forwarded to general program managers (Advisory) for assignment. There are approximately 100,000 receipts received annually in ACR for lien certificate applications, judicial foreclosure notices, and non-judicial foreclosure notices. The current process is dependent on shared organizational Outlook mailboxes for the inventory exchange within ACR, then to Advisory and within Advisory. In case one is unfamiliar with the user experience of large voluminous shared organization outlook folders, they reliably freeze and lock-up, on nearly every record in the inbox. These issues are compounded by the number of people in this process (up to 3 in ACR & 2 in Advisory) that must access a freezing/locking folder system to get each record worked! The time lost from use of the organizational folders freezing / locking folders is substantial, but it also negatively affects the customer experience. CEASO needs an inventory delivery

system that can handle the load, scale in size, and have built in security to ensure record access and preservation. The proposed project is "eACR" an enhanced mail delivery program and is in response to employee feedback on the current process. eACR will leverage SharePoint, PowerApps, and other connectors (Dataverse) for a modernized experience - empowering the workforce. The use of Microsoft Power Platform applications (Dataverse) will allow CEASO to also embrace transformational goals at the IRS. This redesign will leverage better systems and drastically improve the workflow of the Pub 4235 programs (maximizing efficiencies). This modernization will be a major improvement towards digitalization (with a future ability to go completely digital) and will improve and support data-driven decision making.

Personally Identifiable Information (PII)

Will this project use, collect, receive, display, store, maintain, or disseminate any type of Sensitive but Unclassified (SBU), Personally Identifiable Information (PII), or Federal Tax Information (FTI)?

Yes

Please explain in detail how this project uses sensitive data from inception to destruction (data lifecycle).

The eACR system will be the new method (over organizational outlook folders) for ACR to use to distribute receipts received at the centralized site to general program Advisory offices. The receipts will be stored in a document library on SharePoint. The other data used and stored, will live in Dataverse. Even though the formal requirement for retention - is the paper file for all three programs (Advisory prints out the receipt and places it in their paper file), it is requested this system will mirror the paper files retention period of two-years, before archiving or destruction.

Please select all types of Sensitive but Unclassified data (SBU)/Personally Identifiable Information (PII)/Federal Tax Information (FTI) that this project uses.

Address

Federal Tax Information (FTI)

Name

Other

Tax ID Number

Please explain the other type(s) of PII that this project uses.

Employee Names, Group Names & Phone number

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

PII for federal tax administration - generally IRC Sections 6001 6011 or 6012

Product Information (Questions)

1 Do you use Power Automate?

Yes

1.1 Have you documented the locations where Power Automate retrieves data or sends data to in the Data Locations section?

Yes

2 Do you use Visualization Tools (Power BI or Tableau) for reporting from multiple sources?

Yes

2.1 Have you documented the locations where the visualization tool retrieves data or sends data to in the Data Locations section?

Yes

2.2 Are you using dashboards for reporting?

Yes

2.31 Who has permissions to access the data?

Security groups: ACR or Advisory GMs (Group Manager), CEASO TMs (Territory Manager) & Staff, CEASO SME (Subject Matter Expert), and CEASO Administrator.

2.4 Is the dashboard data able to be manipulated?

Yes

3 Is the data being accessed coming from OneDrive?

No

4 Do you have a data dictionary?

Yes

4.1 Have you uploaded the data dictionary?

Yes

Interfaces

Interface Type

IRS Systems, file, or database

Agency Name

eACR

Incoming/Outgoing

Incoming (Receiving)

Transfer Method

Other

Other Transfer Method

Power automate will flow email & attachments from org mailbox to SharePoint Doc Library.

Interface Type

IRS Systems, file, or database

Agency Name

eACR

Incoming/Outgoing

Incoming (Receiving)

Transfer Method

Other

Other Transfer Method

Power BI access Dataverse tables and displays information on Dashboard(s) on SharePoint site pages.

Systems of Records Notices (SORNs)

SORN Number & Name

IRS 26.009 - Lien Files

Describe the IRS use and relevance of this SORN.

Note, this system is not the official record retention. However, this may be appropriate because all the Lien Certificates mentioned above would be routed with this system.

SORN Number & Name

IRS 26.020 - Taxpayer Delinquency Investigation Files

Describe the IRS use and relevance of this SORN.

This system is not the record of retention; however, this appears to be the most appropriate choice for tracking/reporting on the number of receipts received.

Records Retention

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

Job DAA-GRS- 2022-0009-0001

What is the GRS/RCS Item Number?

GRS 5.2 Item 010

What type of Records is this for?

Electronic

Please provide a brief description of the chosen GRS or RCS item.

Transitory records. Records required only for a short time (generally less than 180 days) and that are not required to meet legal or fiscal obligations, or to initiate, sustain, evaluate, or provide evidence of decision- making DAA-GRS-2017-0003-0001

What is the disposition schedule?

Temporary. Destroy when no longer needed for business use, or according to agency predetermined time period or business rule DAA-GRS2017-0003-0001 The scans of records and their retention in ACR or Advisory are listed below, note - Advisory prints the attachment and keeps the record in the paper-file for 2-years after case closure per RCS 28 Item 44): 1. Lien Certs “Kept 90 days Paper and Electronic 2. Non-J Foreclosures- 2 years Paper 3. Judicial- 2 years for now. Paper and Electronic Possibly changing to 90 days. Every Judicial is sent to advisory with that the Judicial documents in ACR are no longer considered the Official Record.

Data Locations

What type of site is this?

SharePoint Online (SPO) Collection

What is the name of the SharePoint Online (SPO) Collection?

SbCfCeaso_eACR

What is the sensitivity of the SharePoint Online (SPO) Collection?

Federal Tax Information (FTI)

What is the URL of the item, if applicable?

https://irs.gov.sharepoint.com/sites/SbCfCeaso_eACR

Please provide a brief description of the SharePoint Online (SPO) Collection.

This site was provisioned to support and be part of the proposed eACR enhanced delivery system.

What are the incoming connections to this SharePoint Online (SPO) Collection?

Please see attached solution design template; incoming connection that brings email data (for attachment & metadata) from shared ACR organizational Outlook mailbox {that receives the fax/mail submissions} in two of the three processes. The 3rd process will have the receipt scanned into the SPO site via the app/user.

What are the outgoing connections from this SharePoint Online (SPO) Collection?

Please see the attached solution design template; SharePoint Doc Library will need to be connected to Dataverse solution/App - so users can see the stored data (for attachments & metadata captured in flow)

What type of site is this?

Environment

What is the name of the Environment?

eACR

What is the sensitivity of the Environment?

Federal Tax Information (FTI)

Please provide a brief description of the Environment.

PDE

What are the incoming connections to this Environment?

Please see the attached solution design template; SharePoint Doc Library (for attachments & metadata captured in flow) will need to be connected to Dataverse solution/App.

What are the outgoing connections from this Environment?

Please see the attached solution design template; Will need Power BI (for Data Dashboard or widget); Will need connection to SharePoint to share the Power BI data and the PowerApp (embedded in users site pages). Will need connections for the FLOW to send the emails OnSubmit.