Date of Approval: **October 14, 2020**

PIA ID Number: **5475**

SYSTEM DESCRIPTION

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

Field Agent Support Team, FAST

Is this a new system?

No

Is there a PCLIA for this system?

No

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

Tax Exempt Government Entities (TEGE) Investment Executive Steering Committee IESC

Current ELC (Enterprise Life Cycle) Milestones:

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.

The Field Agent Support Team (FAST) serves as the first point-of-contact for field agents. This includes any issues involving the Campus, the processing of secured delinquent business returns and resolving taxpayer account issues. The Field Agent Support Team (FAST) database controls the inventory of questions received from Field Agents. FAST requests are received via email, phone, mail and/or fax. The database is used to inventory FAST requests and identifies who the request came from, the employee the request is assigned to, the type of request received and the status of the request.

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?

Social Security Number (SSN)

List the approved Treasury uses of the SSN:

Legal/statutory basis (e.g. where collection is expressly required by statute)

Explain why the authorized use(s) above support the new or continued use of SSNs (or tax identification numbers).

Individual social security numbers (SSN's) and Employer Identification Numbers (EIN's) are required for identification of the record.

Describe the planned mitigation strategy and forecasted implementation date to mitigate or eliminate the use of SSN's (or tax identification numbers).

Individual social security numbers (SSN's) and Employer Identification Numbers (EIN's) are required for identification of the record. There is no planned mitigation strategy to mitigate or eliminate the use of the SSN on the system. The FAST database will eventually be converted to a Federal Information Security Management Act (FISMA) compliant system; however, no timeframe for that conversion has been approved at this time

Employer 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

Phone Numbers

E-mail Address

Tax Account Information

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

No

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)

SSN for tax returns and return information is Internal Revenue Code Section 6109

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.

Information entered into the FAST database is obtained from the requestor. SSN's and EIN's are used for purposes of identification needed to track processing. The Employee name is used to identify and needed to follow up with the requester if there is any additional information needed and for reporting completion of request.

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

Data entry is performed by specific individuals. The information entered into the FAST database is obtained from employees in the field. Validation rules are built into the database to ensure accuracy, timeliness and completeness of data.

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 50.222   Tax Exempt/Government Entities (TE/GE) Case Management Records

IRS 34.037   Audit Trail and Security Records

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?

Yes

Does the system receive SBU/PII from IRS files and databases?

No

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

No

Does the system receive SBU/PII from State or local agency (-ies)?

No

Does the system receive SBU/PII from other sources?

No

Does the system receive SBU/PII from Taxpayer forms?

Yes

Please identify the form number and name:

Form Number: 990 Series   Form Name: Return of Organization Exempt From Income Tax

Form Number: 941 Series   Form Name: Employer's Quarterly Federal Income Tax Returns

Does the system receive SBU/PII from Employee forms (e.g. the I-9)?

No

DISSEMINATION OF PII

Does this system disseminate SBU/PII?

Yes

Does this system disseminate SBU/PII to other IRS Systems?

Yes

Identify the full name and acronym of the IRS system(s) that receive SBU/PII from this system.

System Name: Integrated Data Retrieval System
Current PCLIA: Yes
Approval Date: 10/1/2018
SA&A: Yes
ATO/IATO Date: 11/20/2018

Identify the authority

    IRC 6001 and IRC 6011

For what purpose?

    Tax administration.

Does this system disseminate SBU/PII to other Federal agencies?

    No

Does this system disseminate SBU/PII to State and local agencies?

    No

Does this system disseminate SBU/PII to IRS or Treasury contractors?

    No

Does this system disseminate SBU/PII to other Sources?

    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.?

    No

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?

Notice is provided to individuals through Internal Revenue returns that interact directly with the taxpayer at the time of collection. Due process is provided pursuant to Title 5 United States Code (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):

The IRS has the legal right to ask for information per IRC sections 6001, 6011, and 6012(a), and their regulations. The regulations state that "taxpayers must file a return or statement with IRS for any tax they are liable for. Their response is mandatory under these sections."

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

Due process is provided pursuant to Title 5 United States Code (USC).

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 Write

> Managers: Read Write

> System Administrators: Read Write

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

> The FAST system is located on a secure shared server; each user must obtain permission to access the server folder to be able to use the database. Access to the server folder is approved by the System Administrator and controlled/maintained by Information Technology ITS through the Operations Support (OS) GetServices system.

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 audit trail is maintained by IT and access is granted through the OS GetService. IT maintains records of individuals who have access to the shared server folder.

PRIVACY TESTING

Does the system require a System Test Plan?

No

Please explain why:

This is an internally created Access database that did not follow an Information Technology (IT) or Business System Planning (BSP) path in development. The BSP office is now in the process of analyzing the current state and considering options for either improving the existing tool or transitioning to an enterprise solution.

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: Under 50,000

Contractors: Not Applicable

Members of the Public: Under 100,000

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