

Date of Approval: 11/08/2024
Questionnaire Number: 1559

Basic Information/Executive Summary

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

IUP-ER - Humanify Portal With VOSS

Acronym:

IUP-ER - HPwV

Business Unit

IT - Cybersecurity

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.

Humanify Portal with VOSS is an application which facilitates management of taxpayer phone systems within the Cisco Unified Contact Center Enterprise (UCCE). Humanify portal interfaces with Cisco Intelligent Contact Management (ICM) to create, modify, and remove accounts for call center representatives (agents).

Call center accounts consist of information, such as the user's SEID, their full name, and their assigned team/skill group. Said accounts are used to route taxpayers who contact the IRS using the toll-free number. VOSS Automate interfaces with Cisco Unified Communications Manager (CUCM) and Cisco Unity Connection (CUC) to manage telephone instruments and voicemail boxes used by contact center representatives. Contact Center Support Operations must provision and remove said instruments/voicemail boxes as users are hired or removed from service. VOSS facilitates granular, user level management of said items by CCSD operations personnel. The overall solution (Humanify Portal with VOSS) significantly simplifies and standardizes the process of provisioning new agents and applying configuration changes to existing agents. It eliminates the need for system administrators to perform configuration tasks in three separate UCCE subsystems. Humanify Portal with VOSS is a component of Infrastructure Upgrade Project - Endpoint Replacement (IUP-ER), replacing the Cisco Contact Center Management Platform (CCMP) component which is end of life. IUP-ER's approved PCLIA # is 1404.

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).

Humanify Portal with VOSS processes PII data (name, SEID) of contact center agents, supervisors, system analysts, and system administrators. This information is verified through the Active Directory domain. This information is used for role-based access control and is purged from the system once access is no longer needed. PII data is manually input or removed during the provisioning / deletion process.

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

Employment Information

Name

Standard Employee Identifier (SEID)

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

PII for personnel administration - 5 USC

Product Information (Questions)

1.1 Is this PCLIA a result of the Inflation Reduction Act (IRA)?

Yes

1.2 What is the IRA Initiative Number?

IRA Initiative number is: 4.3

1.3 What type of project is this (system, project, application, database, pilot/proof of concept, power platform/visualization tool)?

Application

1.35 Is there a data dictionary for this system?

No

1.36 Explain in detail how PII and SBU data flow into, through and out of this system.

PII information ingresses into Humanify with VOSS by integration to the LDAP (Lightweight Directory Access Protocol) and manual data entry. The PII information garnered, is used to provision the ICM (Intelligent Contact Management) and UCM/UCX (Unified Communication Management/Unified Connection) account and appliances via the HDS (Historical Database Server) and API (Application Program Interface). SEIDs (Standard Employee Identifier) are sent from the Humanify with VOSS to the UCM and ICM through the HDS and Cisco API, respectively.

1.4 Is this a new system?

Yes

1.5 Is there a Privacy and Civil Liberties Impact Assessment (PCLIA) for this system?

There is currently no PCLIA for this system.

1.7 What are the changes and why?

We are making changes to incorporate information for Humanify with VOSS (HwV) which is a new subcomponent of IUP, and which was not included in the original application.

1.8 If the system is on the As-Built-Architecture, what is the ABA ID of the system? If this PCLIA covers multiple applications shown on the ABA, please indicate the ABA ID for each application covered separated by a comma.

ABA # is 211534

1.9 What OneSDLC State is the system in (Allocation, Readiness, Execution)?

Readiness

1.95 If this system has a parent system, what is the PCLIA Number of the parent system?

Yes, 1404

2.1 If this system discloses any PII to any third party outside the IRS, does the system have a process in place to account for such disclosures in compliance with IRC 6103(p)(3)(A) or Subsection c of the Privacy Act? Contact Disclosure to determine if an accounting is required. Enter "Yes" or "No". If Exempt, type "Exempt".

Not applicable

2.2 Please provide the full name of and acronym of the governance board or Executive Steering Committee (ESC) this system reports to.

User and Network Services (UNS) Technical Integration Governance Board (TIB)

3.1 Does your project/system involve any use of artificial intelligence (AI), including virtual assistant, chat bot, and robotic process automation, as defined in Executive Order 13960?

No

3.3 Does this system use cloud computing?

No

3.6 Does this system interact with the public through a web interface?

No

3.7 Describe the business process allowing an individual to access or correct their information.

Contact center agents, supervisors, and system analysts can submit a request to change PII data (name, SEID) within Humanify Portal with VOSS to a system administrator using an IRS web portal.

4.1 Who owns and operates the system (IRS Owned and Operated, IRS Owned and Contractor Operated, Contractor Owned and Operated)?

IRS owned and Operated

4.2 If a contractor owns or operates the system, does the contractor use subcontractors?

No

4.3 What PII/SBU data does the subcontractor have access to?

All contractors have different level of access to PII data as specified in 4.5 and it depends on their roles. Contractor users and managers have Read-Only, Contractor sys admins have administrator permissions while contractor developers have Read and Write.

4.5 Identify the roles and their access level to the PII data. For contractors, indicate whether their background investigation is complete or not.

IRS Employees Users: Background: Yes Permissions: Read Only Managers: Background: Yes Permissions: Read Only Sys Administrators: Background: Yes Permissions: Administrator Developers: Background: Yes Permissions: Read and Write Contractor Employees Contractor Users: Background: Yes, Moderate Permissions: Read Only Contractor Managers: Background: Yes, Moderate Permissions: Read Only Contractor Sys. Administrators: Background: Yes, High Permissions: Administrator Contractor Developers: Background: Yes, Moderate Permissions: Read and Write All contractors have completed background

4.51 How many records in the system are attributable to IRS Employees? Enter "Under 50,000", "50,000 to 100,000", "More than 100,000" or "Not Applicable".

Not applicable

4.52 How many records in the system are attributable to contractors? Enter "Under 5,000", "5,000 to 10,000", "More than 10,000" or "Not Applicable".

Under 5000

4.53 How many records in the system are attributable to members of the public? Enter "Under 5,000", "5,000 to 10,000", "More than 10,000" or "Not applicable".

Not applicable

4.54 If records are attributable to a category not mentioned above in 4.51 through 4.53, please identify the category and the number of corresponding records to the nearest 10,000. If none, enter "Not Applicable".

Not applicable

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

Account access is managed through the BEARS Entitlement process. Appropriate approvals at several levels are required to grant access to Humanify Portal with VOSS.

5.1 Please describe any privacy risks, civil liberties and/or security risks identified for the system that need to be resolved and what is the mitigation plan?

Not applicable

5.11 Is there a Risk Assessment Form and Tool (RAFT) associated with this system on file with your organization or the IRS Risk Office.

Not applicable

5.2 Does this system use or plan to use SBU data in a non-production environment?

No

Interfaces

Interface Type

IRS Systems, file, or database

Agency Name

GSS-15 - ICM - Hierarchal Database System (HDS)

Incoming/Outgoing

Both

Agency Agreement

No

Transfer Method

Secured channel via HTTPS

Interface Type

IRS Systems, file, or database

Agency Name

GSS-15 - Cisco Unified Call Manager (CUCM)

Incoming/Outgoing

Both

Agency Agreement

No

Transfer Method

Secured channel via HTTPS

Interface Type

IRS Systems, file, or database

Agency Name

CISCO Unity

Incoming/Outgoing

Both

Agency Agreement

No

Transfer Method

Secured channel via HTTPS

Interface Type

IRS Systems, file, or database

Agency Name

GSS-15 LDAP

Incoming/Outgoing

Both

Agency Agreement

No

Transfer Method

Other

Other Transfer Method

LDAPS TCP Port 636

Interface Type

IRS Systems, file, or database

Agency Name

ICM HDS SQL DB

Incoming/Outgoing

Both

Agency Agreement

No

Transfer Method

Other

Other Transfer Method

SQL TCP 1433

Systems of Records Notices (SORNs)

SORN Number & Name

IRS 36.003 - General Personnel and Payroll Records

Describe the IRS use and relevance of this SORN.

HPwV contains profiles of IRS CSRs. These profiles contain employees' PII and linkable data. These allow the phone system to correctly route a call from a taxpayer to a CSR who has the corresponding skills to address the caller's issue.

SORN Number & Name

IRS 34.037 - Audit Trail and Security Records

Describe the IRS use and relevance of this SORN.

The security audit system tracks elements such as login ID, login date/time, logout date/time, files/directories accessed, attempted security violations.

Data from system audit and monitoring files are used to measure system performance including availability, reliability, usability, and resource usage. Additional audit trail data is captured to monitor system access at the operating system level.

Records Retention

What is the Record Schedule System?

Record Control Schedule (RCS)

What is the retention series title?

IRS TAXPAYER ASSISTANCE RECORDED QUALITY
CONTROL RECORDS (SUBJECT TO PRIVACY ACT OF 1974,
5 U.S.C. 5

What is the GRS/RCS Item Number?

RCS 31, 24

What type of Records is this for?

Electronic

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

These records are created and maintained for use by managers and reviewers in the Taxpayer Assistance Centers (TAC), Field Sites, and Call Sites. Random recordings of taxpayer/ customer service interface are used to measure and assess customer assistance.

Records include audio digital recordings of conversations between IRS assistors and taxpayers who visit a Taxpayer Assistance Center (TAC), and the screen capture images of computer sites used to provide assistance. The records are used to improve the quality of IRS responses to taxpayers. Records are identified by unique identifier of the IRS employee involved in the conversation.

What is the disposition schedule?

Destroy within 18 months when no longer need to evaluative or documentation purposes.