

Date of Approval: 05/09/2024  
Questionnaire Number: 1215

## Basic Information/Executive Summary

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

Digital Account Service Room at 2024 Nationwide Tax Forum

Business Unit

Taxpayer Experience Office

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.

To fulfill our mission, we need insight into tax practitioners' experiences with IRS services, resources and applications. TXO will gather information before and directly after participants have met one-on-one with a representative about one or more of the following: ID.me (digital identity verification), preparer tax identification number (PTIN), PTIN system, enrollment programs, the Annual Filing Season Program for tax return preparers and continuing education credit look-up.

## 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).

Names will be secured via in-person volunteer recruitment during the IRS Nationwide Tax Forum. The names will only be used to establish an appointment, no information that can identify an individual participant will be reported within Taxpayer Experience Office's (TXO) findings.

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

Name

Other

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

Position and number of years preparing tax returns will be used in analysis to identify trends.

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 survey a result of the Inflation Reduction Act (IRA)?

Yes

1.12 What is the IRA Initiative Number?

1.2 Expand digital services and digitalization

1.4 Improve self-service options

1.7 Provide legal certainty

1.13 What is your research method(s) used (i.e., survey, telephone interview, focus group, etc.)?

Cognitive Interviews

1.14 Is this a new survey, telephone interview, focus group, or usability testing?  
Throughout the rest of this questionnaire, we will use the term "survey" to include all of these.

Yes

1.19 Which Business Unit (BU) is requesting this survey?

Taxpayer Experience Office

1.21 Who will the survey be administered to?

External survey. Participants for this project will be recruited from individual attendees at the 2024 IRS Nationwide Tax Forums.

1.22 What is the start date?

7/1/2024

1.22 Is this a reoccurring survey?

No

1.23 What is the end date?

9/30/2024

2.11 Will the survey capture any type of PII or is PII (names, addresses, email addresses, etc.) used to select participants?

Yes

2.12 If any PII data is collected, disclosed, or studied on individuals who choose not to participate, please describe the data.

Names, position/title and number of years preparing tax returns.

2.13 List any linkable data that the survey uses, collects, receives, displays, stores, maintains, or disseminates (gender, ethnicity, parts of address, tax filing information, etc.) or uses to select participants?

Name, positions/title and number of years as tax preparer.

2.14 Explain how the participants are selected. Include a detailed description. Please provide your research plan as supporting documentation.

Participants for this project will be recruited from individual attendees at the 2024 IRS Nationwide Tax Forums who request an appointment at the Digital Account Services room. Individuals will be recruited in-person, through an announcement within the conference guide, IRS Nationwide Tax Forum conference website and during seminar announcements.

2.15 How are the participants notified (letter, postcard, email, etc.) of the survey, and if the survey is voluntary/optional, how is notice given? If it is not voluntary, please explain why it is mandatory.

Individuals will be recruited in-person, through an announcement within the conference guide, IRS Nationwide Tax Forum conference website and during seminar announcements. Selected participants that do not receive an appointment immediately will receive a reminder slip that lists their appointment date, time and the purpose of their appointment. Staff will clearly communicate when recruiting that the voluntary nature of the pre and post interviews of the Digital Account Services appointments.

3.11 What tool(s) is/are used to conduct the survey? Please indicate if the anonymous feature has been set for the survey, if applicable.

"In-person at the 2024 Nationwide Tax Forums. Locations:

1. Chicago July 9-11, Hyatt Regency Chicago, 151 East Wacker Drive, Chicago, IL 60601
2. Orlando July 30-Aug 1, Hilton Orlando, 6001 Destination Parkway, Orlando, FL 32819
3. Baltimore Aug 13-15, Baltimore Convention Center, 1 W Pratt St., Baltimore, MD 21201
4. Dallas Aug 20-22, Gaylord Texan Resort & Convention Center, 1501 Gaylord Trail, Grapevine, TX 76051
5. San Diego Sept 10-12, Town & Country Resort, 500 Hotel Circle North, San Diego, CA 92108."

3.12 Will the survey be audio-recorded or video-recorded?

No

4.11 Does this survey retrieve information by any personal identifier for an individual who is a U.S. citizen, or an alien lawfully admitted for permanent residence? If the answer is Yes, you must have at least one SORN name and number selected in the SORNs section.

Yes

4.12 The Privacy Act of 1974 (5 USC § 552a(e)(3)) requires each agency that maintains a system of records to inform each individual requested to supply information about themselves. Do survey participants provide information about themselves?

Yes

4.13 Please provide the Privacy Act Statement.

Our legal authority to collect this information is 5 U.S.C. 301. We are requesting this information to improve our service to you and overall customer experience. The information you provide allows the IRS to analyze the role of taxpayer burden in tax administration. This information is also used to fulfil the IRS' statutory obligations to the Office of Management and Budget and Congress for

information required by the Paperwork Reduction Act, and to provide tax policy analysis support to the Office of Tax Analysis at the Department of the Treasury. This information will also help us to better understand taxpayer needs and burden reduction opportunities. Your responses are voluntary. Not answering all or part of the questions will not affect you except we will not have the benefit of your input to improve our service to you.

4.14 Does the IRS administer (conduct) the survey?

Yes

4.15 Provide the name of the IRS office administering the survey.

Taxpayer Experience Office

4.18 Does the IRS perform analysis of the survey results?

Yes

4.19 Provide the name of the IRS office performing the analysis of the survey.

Taxpayer Experience Office. TXO will summarize the findings regarding overall themes that emerged from the pre and post Digital Account Service room appointments. There will be no information within any report that could identify an individual participant.

4.27 Identify the roles and their access level to the PII data.

Data will be stored in a restricted secure folder on the TXO file server and will be destroyed when archived. immediately after use. The office of Privacy Compliance and Assurance will be notified when the data has been destroyed. Only TXO employees assigned to the project will have access to the data maintained in a restricted access folder on a secure server.

4.28 Explain the precautions taken to ensure the survey results will not be used for any other purpose not listed in the Detailed Business Purpose and Need section and to ensure that employees or taxpayers who participate in the survey cannot be identified or re-identified under any circumstances and no adverse actions taken.

At project completion, findings and results are presented to the customer along with a review of how the results will be used to assure they will be used for their stated purpose. Only TXO employees assigned to the project will have access to the data maintained in a restricted access folder on a secure server. Data will be used for analysis purposes only; any aggregated information will be destroyed after use.

4.29 Does the administrator of the survey have access to information identifying participants?

Yes

5.11 For employee or taxpayer satisfaction surveys explain how you have ensured that no "raw" or unaggregated employee or taxpayer data will be provided to any IRS office.

The results will be aggregated, and no identifying information will be included in the deliverable to the customer. Cognitive interview notes will be consolidated and summarized.

5.12 If the survey maintains records describing how an individual exercises their rights guaranteed by the First Amendment, explain the First Amendment information being collected and how it is used.

No

5.13 Does the individual about whom the information was collected or maintained expressly authorize its collection/maintenance?

Yes

5.14 If the First Amendment information will be used as the basis to make any adverse determination about an individual's rights, benefits, and/or privileges, explain the determination process. Consult with IRS General Legal Services to complete this section.

Once the reports from the aggregated data are compiled, all identifying data will be destroyed. Additionally, question responses will only be used for the current project for which it was collected. Only aggregated data will be shared with the BU and destroyed per NARA guidelines when no longer needed.

## Interfaces

### Interface Type

Other Organization

Agency Name

Tax Practitioner

Incoming/Outgoing

Incoming (Receiving)

Transfer Method

Other

Other Transfer Method

Practitioners will be asked their position title and number of years preparing tax returns.

### Interface Type

IRS or Treasury Contractor

Agency Name

IRS

Incoming/Outgoing  
Outgoing (Sending)

Transfer Method  
Other

Other Transfer Method

Aggregate results will be presented and shared via secure email to customer (BOD) without PII.

### **Interface Type**

Other Organization

Agency Name

Tax Practitioner

Incoming/Outgoing

Incoming (Receiving)

Transfer Method

Other

Other Transfer Method

Practitioner names will be provided to establish appointments, names will not be retained in results

## **Systems of Records Notices (SORNs)**

### **SORN Number & Name**

IRS 00.001 - Correspondence Files and Correspondence Control Files

Describe the IRS use and relevance of this SORN.

To track correspondence including responses from voluntary surveys.

### **SORN Number & Name**

IRS 10.004 - Stakeholder Relationship Management and Subject Files

Describe the IRS use and relevance of this SORN.

To track stakeholder relationships and inform individuals about tax administration.

## **Records Retention**

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

Public customer service operations records

What is the GRS/RCS Item Number?

GRS 6.5 010

What type of Records is this for?

Electronic

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

Records will be destroyed 1 year after resolved, or when no longer needed for business use, whichever is appropriate.

What is the disposition schedule?

Records will be destroyed 1 year after resolved, or when no longer needed for business use, whichever is appropriate.

## Data Locations

What type of site is this?

SharePoint Online (SPO) Collection

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

Focus Group Project Work - Restricted Folder

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

Personally Identifiable Information (PII) including Linkable Data

What is the URL of the item, if applicable?

<https://irsgov.sharepoint.com/:f:/r/sites/TXO/IRA%20and%20CHIPS%20Focus%20Group%20Restricted%20Access%20Archiv/Restricted%20Folder?csf=1&web=1&e=8svSZN>

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

Permission Restricted SharePoint/Share Drive folder for internal TXO use only.

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

Manual entries only.