

Date of Approval: 04/05/2025
Questionnaire Number: 2229

Basic Information/Executive Summary

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

GovDelivery

Acronym:

GDC

Business Unit

Office of Online Services

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.

GovDelivery is a digital communications platform owned and operated by GovDelivery, Inc. in the Department of the Treasury's ("Treasury" or the "Department") Departmental Offices' (DO). GovDelivery is FedRamp authorized Software as Service (SaaS) cloud service provider that provides a web-based application delivered via the Government Community Cloud. GovDelivery is used exclusively to handle email and digital subscription management and to deliver opt-in emails and text messages in a secured, trustful, and impactful manner. The system allows website visitors to subscribe to receive email and/or text message alerts based on individual, self-selected needs, and interests. Emails and text messages sent to public subscribers contain information that is also published on the IRS.gov public website directing people to specific sections of the public website. When initially signing up for email or text message

notifications, public users are requested to provide a valid email address and or phone number. Users can create a password if they choose, but this is not required to receive notification from the email or text message alerts.

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 system allows website visitors to subscribe to receive email and/or text message alerts based on individual, self-selected needs, and interests. Emails and text messages sent to public subscribers contain information that is also published on the IRS.gov public website directing people to specific sections of the public website. When initially signing up for email or text message notifications, public users are requested to provide a valid email address and or phone number. Users can create a password if they choose, but this is not required to receive notification from the email or text message alerts.

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

Address

Email Address

Name

Telephone Numbers

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 Is this PCLIA a result of a specific initiative or a process improvement?

Yes

1.1 What is the name of the Business Unit (BU) or Agency initiative?

Office of Online Services

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

Application

3 What Tier designation has been applied to your system? (Number)

0

4 Is this a new system?

No

4.1 Is there a previous Privacy and Civil Liberties Impact Assessment (PCLIA) for this project?

No

4.2 You have indicated this is not a new system; explain what has or will change and why. (Expiring PCLIA, changes to the PII or use of the PII, etc.)

The use of GovDelivery was covered under Treasury's PCLIA DO GovDelivery March 14, 2023, but text messaging will be added.

5 Is this system considered a child system/application to another (parent) system?

No

6 Indicate what OneSDLC State is the system in (Allocation, Readiness, Execution) or indicate if you go through Information Technology's (IT) Technical Insertion Process and what stage you have progressed to.

Tech Insertion - Initial Production Deployment

7 Is this a change resulting from the OneSDLC process?

No

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

Online Services did not report a governance board, and this was certified on 09/13/24.

9 If the system is on the As-Built-Architecture (ABA), what is the ABA ID number of the system? If this PCLIA covers multiple applications shown on the ABA, please indicate the ABA ID number(s) for each application covered separated by a comma. If the system is not in the ABA, then contact the ABA (<https://ea.web.irs.gov/aba/index.html>) for assistance.

GovDelivery - 211573

10 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?

Yes

11 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 and 14110?

No

12 Does this system use cloud computing?

Yes

12.1 Please identify the Cloud Service Provider (CSP), FedRAMP Package ID, and date of FedRAMP authorization.

CSP Name: Granicus FedRAMP Package ID: F1311252652 04/08/2016

12.2 Does the CSP allow auditing?

Yes

12.21 Who has access to the CSP audit data (IRS or 3rd party)?

3rd party

12.3 Please indicate the background check level required for the CSP (None, Low, Moderate or High).

Moderate

13 Does this system/application interact with the public?

Yes

13.1 If the system requires the user to authenticate, was a Digital Identity Risk Assessment (DIRA) conducted?

No

14 Describe the business process allowing an individual to access or correct their information. (Due Process)

The user returns to the sign-up page and reenter correct information.

15 Is this system owned and/or operated by a contractor?

No

16 Identify what role(s) the IRS and/or the contractor(s) performs; indicate what access level (to this system's PII data) each role is entitled to. (Include details about completion status and level of access of the contractor's background investigation was approved for.)

IRS Employees: Account Administrators: Issue & Revoke permissions, pull reports, modify bulletin templates, and oversee the GovDelivery system in the Production Environment. Report Viewers: Can sign into the system and pull analytical reports from the GovDelivery system in the Production Environment. Topic Administrators: Have access to the bulletin templates to issue bulletins and can view analytical reports in the GovDelivery system in the Production Environment.

17 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 himself or herself. Please provide the Privacy Act Statement presented by your system or indicate a Privacy Act Statement is not used and individuals are not given the opportunity to consent to the collection of their PII.

Thank you for visiting the Internal Revenue Service's website, an official United States Government System, and reviewing our privacy policy. Our privacy policy explains how we handle the personally identifiable information (PII) that you provide to us when you visit us online to browse, obtain information, or conduct a transaction. PII includes information that is personal in nature, and which might be used to identify you. The IRS uses this website to provide information about IRS services and programs. This website includes specific applications which provide more services or enable us to respond to specific questions from website visitors. We won't collect personal information about you just because you visit this Internet site. Some applications on this website provide you with the opportunity to order forms, ask questions requiring a response, sign up for electronic newsletters, participate in focus groups and customer surveys, or learn the status of filed returns or anticipated payments. Using these services is voluntary and may require that you provide additional personal information to us. Providing the requested information implies your consent for us to use this data to respond to your specific request.

18 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".

Under 50,000

19 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 50,000

20 How many records in the system are attributable to members of the public? Enter "Under 100,000", "100,000 to 1,000,000", "More than 1,000,000" or "Not applicable".

100,000 to 1,000,000

21 Identify any "other" records categories not attributable to the categories listed above; identify the category and the number of corresponding records, to the nearest 10,000; if no other categories exist, enter "Not Applicable".

Not Applicable

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

IRS administrators of the GovDelivery system; approved through Business Entitlement Access Request System (BEARS) entitlements.

23 Is there a data dictionary on file for this system? Note: Selecting "Yes" indicates an upload to the Attachment Section is required.

No

24 Explain any privacy and civil liberties risks related to privacy controls.

There are no privacy and civil liberties risks related to privacy controls.

25 Please upload all privacy risk finding documents identified for the system (Audit trail, RAFT, POA&M, Breach Plan, etc.); click "yes" to confirm upload(s) are complete.

No

26 Describe this system's audit trail in detail. Provide supporting documents.

Audit captures the following of the administrators of the GovDelivery system.

FULL_NAME EMAIL TOPIC_NAME TOPIC_CODE TOTAL SENDS
LAST_SEND DATE LAST_LOGIN DATE TOTAL_ADMIN_LOGINS ROLE

27 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

GovDelivery

Incoming/Outgoing

Incoming (Receiving)

Transfer Method

Amazon Web Services Platform (AWS)

Systems of Records Notices (SORNs)

SORN Number & Name

Treasury .015 - General Information Technology Access Account Records

Describe the IRS use and relevance of this SORN.

PII will be used as subscribers enter in their email and phone number to receive alerts.

SORN Number & Name

Treasury .017 - Correspondence and Contact Information

Describe the IRS use and relevance of this SORN.

PII will be used as subscribers enter in their email and phone number to receive alerts.

Records Retention

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

Public Customer Service Records

What is the GRS/RCS Item Number?

6.5 item 020

What type of Records is this for?

Electronic

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

Customer/client records. Distribution lists used by an agency to deliver specific goods or services. Records include: ☐ contact information for customers or clients ☐ subscription databases for distributing information such as publications and data sets produced by the agency ☐ files and databases related to constituent and community outreach or relations ☐ sign-up, request, and opt-out forms

What is the disposition schedule?

Temporary. Delete when superseded, obsolete, or when customer requests the agency to remove the records.

Data Locations

What type of site is this?

Environment

What is the name of the Environment?

GovDelivery

What is the sensitivity of the Environment?

Personally Identifiable Information (PII) including Linkable Data

What is the URL of the item, if applicable?

www.govdelivery.com

Please provide a brief description of the Environment.

SaaS

What are the incoming connections to this Environment?

granicus.com

What are the outgoing connections from this Environment?

granicus.com