Date of Approval: 04/25/2025
Questionnaire Number: 2254

Basic Information/Executive Summary

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

Interim Letter 6120c

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.

Taxpayers who meet certain eligibility criteria may apply for an offer in compromise (OIC) to settle their tax debt for less than the full amount they owe by filing the appropriate forms with the IRS. IRS Offer Examiners/Offer Specialists are assigned to review each case to determine whether to accept or reject the taxpayer's offer. If a taxpayer's case has not been assigned to an Offer Examiner/Offer Specialist within 120 days, the IRS is obligated under the Taxpayer's Bill of Rights to send the taxpayer interim letters periodically to maintain contact during the process and to provide updates. There are approximately 40,000 open cases per year that require such follow-up. Currently, Specialty Collection Offers in Compromise (SCOIC) employees process interim letters using a Generalized Integrated Data Retrieval System (IDRS) Interface (GII) tool but must manually update the history on thousands of offers in the Automated Offer-in-Compromise (AOIC) system, to note that the letter was issued and the next follow-up date. Drivers for automation were TIGTA audit findings and staffing shortages. The automation 1) produces a report of unassigned cases; 2) selects taxpayer identification numbers (TINs) due for follow-up; 3) Generates the OIC Interim Letter 6120c on IDRS for the selected TINs; 4) Updates comments in AOIC including follow-up dates; 5) Produces a post-run report showing automation results. Benefits of automation:

- Ensures taxpayers are aware of the status of their offer in compromise application
- Enables consistent and timely processing
- Frees up resources to address other priorities
- Reduces human error
- Reduces audit risk

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 project uses taxpayers' names, addresses, Social Security Numbers, Employer Identification Numbers, Taxpayer ID Numbers, Language, and the Centralized Authorization File (CAF) to identify offers in compromise records and prepare the appropriate 6120c Letter (English or Spanish) and send it to the correct taxpayer or power of attorney.

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

Address
Centralized Authorization File (CAF)
Employer Identification Number
Individual Taxpayer Identification Number (ITIN)
Language
Name
Social Security Number (including masked or last four digits)
Tax ID 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 Is this PCLIA a result of a specific initiative or process improvement?

Yes

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

Inflation Reduction Act (IRA) 4.3

2 Describe in detail, the Robotic Process Automation (RPA) process; be sure to identify the project title and business unit owner; state what IRS Strategy or initiative it supports; identify the system or process it supports and if PII will be required for the RPA to run; identify activities and workflow controls with the type and capabilities that will be incorporated; lastly indicate how the service benefits from the use of this RPA. (Process, Library, Test Automation, Template.)

The Small Business Self Employed IRS Business Unit's Specialty Collection Offers in Compromise division initiated the Interim Letter 6120c automation project to automate the process of issuing follow-up letters for yet-to-be-assigned offer-in-compromise cases. Interim letters are required every 120 days, as part of the IRS standards for customer service to taxpayers. The automated process will identify taxpayers who are due interim letters, issue the letters on time, and update the records accordingly. Automating the process will reduce manual work, improve accuracy, save time, and improve customer and employee satisfaction.

3 Is this a new Robotic Process Automation (RPA) project?

Yes

4 Identify the IRS IT systems, applications, projects, and/or databases this RPA is applied to; include the associated system name.

The automation accesses the IRS Information Technology systems Integrated Data Retrieval System (IDRS), the Generalized IDRS Interface tool (GII) and the Automated Offer in Compromise system (AOIC). The RPA is coded in UiPath and uses the SB/SE Tenant.

5 Identify why the use of SBU/PII/FTI is required; include any type of Sensitive But Unclassified (SBU), Personally Identifiable Information (PII), or Federal Tax Information (FTI) that this project will create, collect, receive, use, process, maintain, access, inspect, display, store, disclose, disseminate, or dispose of.

For pending unassigned offer-in-compromise applications, the automation collects taxpayers' names, addresses, Social Security Numbers, Employer Identification Numbers, Taxpayer ID Numbers, Language, and related data from the Centralized Authorization File (CAF) to identify offers in compromise records due for a follow-up letter based on the latest follow-up date. The automation then prepares the appropriate 6120c Letter (English or Spanish) and sends it to the correct taxpayer or power of attorney. The automation then updates the follow-up dates in AOIC accordingly.

6 Is your RPA Attended/Unattended?

Attended

7 Is this RPA process converting from paper to electronic format or automating a process currently performed by a human?

Yes

7.1 Explain the process being replaced/automated.

The automation is replacing a process currently performed by a human. The process 1) produces a report of unassigned cases; 2) selects taxpayer identification numbers (TINs) due for follow-up; 3) Generates the OIC Interim Letter 6120c on IDRS for the selected TINs; 4) Updates comments in AOIC including follow-up dates. Additionally, the automation produces a post-run report showing automation results.

8 Indicate what level of complexity the RPA is classified as and if you were required to register with One Solution Delivery Lifecycle (OneSDLC) or not, or indicate if Information Technology's (ITs) Technical Insertion process was used for approval of this RPA.

The automation is medium complexity and is registered with OneSDLC.

9 Will connections or interdependencies be established for this RPA?

Yes

9.1 Will the connection be encrypted?

Yes

9.2 Will authentication/credentials be required?

Yes

9.3 Please provide details for the connection/interdependency. Indicate if this occurs on the backend versus through the system/user interface.

Users must sign in to the systems before the automation starts for the automation to use the "front-end" interface to complete the tasks. The systems must be functional before and during the automation run. The systems are Integrated Data Retrieval System (IDRS), the Generalized IDRS Interface tool (GII) and the Automated Offer in Compromise system (AOIC).

10 Indicate who has or will have permission to access the data and how users are authenticated.

The Specialty Collection Offers in Compromise Revenue Officers (ROs) and Tax Examiners (TEs) will run the automation. They will log into IDRS and AOIC using their own credentials before running the automation.

11 Indicate if Business Entitlement Access Request System (BEARS) entitlements are required for access and if Privileged User Management Access System (PUMAS) control management is applied for granting access to the system(s)? If BEARS/PUMAS are not applied, indicate what access controls are in place.

Yes, BEARS entitlements are required to access the IDRS and AOIC applications. The users already have access to IDRS and AOIC appropriate for their role and location.

12 Identify the maintenance tasks or updates performed; state whether or not the maintenance tasks are inherited from the host (UiPath Platform) or you are using customized maintenance activities.

Maintenance tasks are inherited from the host (UiPath Platform).

13 Indicate if this product or system shares data outside of the United States or its territories.

No

14 Indicate if this system or Robotic Process Automation (RPA) is trained through the use of algorithms; indicate if the algorithm used contains data with a sensitivity classification. (Sensitive but unclassified data might include algorithms, methods, system data, or PII/FTI that could be used to re-identify a person.)

No

15 Describe this system's (RPAs) audit trail process in detail; include location of supporting documents (SPLUNK). Note: Upload of this document is required.

UiPath provides audit trails at the organization/tenant level and these logs are stored in the Microsoft Structured Query Language (mssql) database. UiPath also provides integration to external log products like Splunk (monitoring software). Managed services use Splunk as the log aggregator, and all the UiPath logs are fed into Integrated Enterprise Portal (IEP). Splunk and IEP Splunk are connected to IRS Splunk. Any logs going to IEP Splunk will be forwarded to IRS Splunk. The location for the Integrated Enterprise Portal (IEP) Splunk is: Integrated Enterprise Portal (IEP) Splunk hostname: https://laco-irs.mgt.afsiep.net/ Index: service_fabric_prod Source: rancher:uipath:audit

Interfaces

Interface Type
IRS Systems, file, or database
Agency Name
Automated Offer in Compromise system (AOIC)
Incoming/Outgoing
Incoming (Receiving)
Transfer Method
Integrated Enterprise Portal (IEP)

Interface Type
IRS Systems, file, or database
Agency Name
Integrated Data Retrieval System (IDRS)
Incoming/Outgoing
Incoming (Receiving)
Transfer Method
Integrated Enterprise Portal (IEP)

Interface Type
IRS Systems, file, or database
Agency Name
Integrated Data Retrieval System (IDRS)
Incoming/Outgoing
Outgoing (Sending)
Transfer Method
Mail

Systems of Records Notices (SORNs)

SORN Number & Name
IRS 34.037 - Audit Trail and Security Records
Describe the IRS use and relevance of this SORN.
This SORN is applies to the AOIC system that is used by the automation.

SORN Number & Name
IRS 26.019 - Taxpayer Delinquent Account Files
Describe the IRS use and relevance of this SORN.
This SORN pertains to taxpayers with delinquent accounts.

SORN Number & Name

IRS 26.012 - Offer in Compromise Files

Describe the IRS use and relevance of this SORN.

For taxpayers with a pending offer in compromise, information may include name, address, Taxpayer Identification Number (TIN) (e.g., Social Security Number (SSN), or Employer Identification Number (EIN)), and information about the offer's assignment, investigation, review and adjudication.

Records Retention

What is the Record Schedule System?

Record Control Schedule (RCS)

What is the retention series title?

32 IRS Electronic Tax Administration (ETA)

What is the GRS/RCS Item Number?

33

What type of Records is this for?

Both (Paper and Electronic)

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

AOIC records include user input of taxpayer return data, balance due amounts, terms and conditions of installment agreements.

What is the disposition schedule?

AOIC master data files are approved for destruction when 1 year old or when no longer needed for administrative, legal, audit or other operational purposes

What is the Record Schedule System?

Record Control Schedule (RCS)

What is the retention series title?

28 Tax Administration Collection

What is the GRS/RCS Item Number?

50 A. Offers in Compromise Case File (Accepted Offers). (Job No. N1-58-09-2) and 50 B. Other than Accepted Offers in Compromise. (Job No. DAA-0058-2014-00010001)

What type of Records is this for?

Both (Paper and Electronic)

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

Case file for offers in compromise, accepted or other than accepted

What is the disposition schedule?

50 A: Retire to Records Center when no longer needed for current business. Destroy 11 years after acceptance of offer. 50 B: Retire to Records Center when the offer is closed, and the case is no

longer needed for current business. Destroy 6 years after case is closed.

Data Locations

What type of site is this?

OneDrive

What is the name of the OneDrive?

Individual users store lists of TINs (inputs) and reports (outputs) in their SBU folder

What is the sensitivity of the OneDrive?

Sensitive But Unclassified (SBU)

Please provide a brief description of the OneDrive.

The SBU folder within the GII Tool's location on each user's computer.