

Date of Approval: 09/09/2025
Questionnaire Number: 1476

Basic Information/Executive Summary

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

Where's My Amended Return (WMAR) Survey

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.

OLS will conduct the Where's My Amended Return (WMAR) Survey for the WMAR project to help fulfill the Inflation Reduction Act's (IRA) requirement to design systems informed by "taxpayer opinions, expectations, and level of trust." The survey will provide insights about taxpayer behavior, attitudes, and needs. The results of this survey will enable the IRS to gain insights into what is and isn't working well and make iterative changes to improve taxpayer experiences. The survey will be conducted with those who use the WMAR application. Only the respondent's survey responses will be collected and stored in Medallia and shared with IRS employees who work on the WMAR application. Potential respondents will be notified of the survey by a popup invitation while using the application. The targeted audience, all users of Where's My Amended Return, are automatically eligible to participate in the survey. After the user indicates they volunteer to participate in the survey, an overlay pop-up uses Medallia to display the survey to the participants. The post-survey activities include compiling and analysis of data, aggregation of survey results data, sharing of aggregated data,

and records management activities. OLS will not require the use of PII; all records will be created, stored, or shared without personal identifiers.

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).

There is no source of potential participants. Instead, all users of Where's My Amended Return are automatically eligible to participate in the survey. After the user indicates they volunteer to participate in the survey, an overlay pop-up uses via Microsoft Forms to display the survey to the participants. Data will first be collected via the Medallia survey tool. Responses will be stored in the Medallia survey tool. It will be viewed only by members of the team with a need to know. All data will be destroyed in accordance with IRS destruction guidelines.

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

Other

Social Security Number (including masked or last four digits)

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

Survey respondents may unwittingly submit PII despite being instructed not to. Users may enter their Social Security Number, Date of Birth, and Zip Code in the WMAR application. This allows the survey to be offered. No other PII can be associated to the individual.

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)

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

No

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

Online intercept survey

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?
Office of Online Services

1.21 Who will the survey be administered to?
All external users of the WMAR application.

1.215 Is this a reoccurring survey?
Yes

1.216 Will the survey be administered annually (3-year expiration)?
Yes

1.22 What is the start date?
08/04/2025

1.23 What is the end date?
08/03/2028

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.

Masked Social Security Number, Date of Birth, and Zip code may be entered into the WMAR application prior to the survey popup. 4% of WMAR users will be sampled for this survey. If a user declines the invite, they will be ineligible for the next 30 days. If a user accepts the invite, they will be ineligible for the next 90 days.

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

This is an intercept survey that automatically selects participants based on specific criteria (e.g. landing on a specific URL, time on page, time in session, etc.).

Medallia randomly invites a specific percentage of the users who meet those criteria to complete a survey by assigning each visitor a random number. To be eligible a user must have 20 seconds Time in Session, at least 1 page view, and 20 seconds Time on Page. Selected users may choose to opt-in and complete the

survey or opt-out and dismiss the survey. Cookies prevent a user from completing the survey multiple times.

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.

If a user is selected, they will be notified by a pop-up that invites them to complete a survey. Users may choose to opt-in and complete the survey or opt-out and dismiss the survey. The privacy act notice informs respondents "Providing the information is voluntary. Not answering some or all of the questions will not affect you."

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.

Medallia (Software as a Service)

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.

No

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.

This report is authorized under the Paperwork Reduction Act. The approval is OMB No: 1545-2290, expiration date 12/31/2026. Data collected will be shared with IRS staff, but your responses will be used for research and aggregate reporting purposes only and will not be used for other non-statistical or non-research purposes such as direct enforcement activities. The information that you provide will fully be protected as allowable under the Freedom of Information Act (FOIA). Public reporting burden for this collection of information is estimated to average 1 minute. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Special Services Section, SE:W:CAR:MP:T:M:S, Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.

4.14 Does the IRS administer (conduct) the survey?

Yes

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

Office of Online Services

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.

Office of Online Services

4.24 Provide the Cyber Security approved security and encryption used when data is transferred electronically from the IRS to contractors and back to the IRS.

IRS employees access the survey results in the Medallia portal, so there is no transfer of data back and forth.

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

The User level role has Read Only access to PII (if a participant mistakenly enters PII). The Administrator role does not access PII.

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.

Survey results will only be shared with those who need to know. The survey results will not have any relevance to other purposes. Respondents cannot be identified because unintentional PII will be masked from the IRS.

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

No

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 participant data, which may include SBU/PII, will be stored on the contractor's survey tool accessible only to administrators of the survey. All individual identifiers will be redacted when aggregated reports are created. The survey tool meets FedRamp Cloud service providers requirements and is currently in progress for IRS authority Participant data will not be stored on individual computers to ensure that data will not be lost or stolen if a laptop is compromised.

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.

No decisions or adverse actions occur.

Interfaces

Interface Type

IRS or Treasury Contractor

Agency Name

Medallia (Software as a Service)

Incoming/Outgoing

Both

Transfer Method

Secured channel via HTTPS

Interface Type

IRS Systems, file, or database

Agency Name

Microsoft Outlook

Incoming/Outgoing

Both

Transfer Method

Secure email/Zixmail

Systems of Records Notices (SORNs)

SORN Number & Name

No SORN

Please describe why a SORN is not needed.

No personal identifiers are used for data retrieval.

Records Retention

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

6.5 - Public Customer Service Records

What is the GRS/RCS Item Number?

10

What type of Records is this for?

Electronic

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

Public Service Operations Records, temporary

What is the disposition schedule?

Destroy 1 year after resolved or when no longer needed for business use case, whichever is appropriate.

Data Locations

What type of site is this?

Environment

What is the name of the Environment?

Medallia (Software as a Service)

What is the sensitivity of the Environment?

Sensitive But Unclassified (SBU)

What is the URL of the item, if applicable?

<https://irsols.medallia.com/sso/irsols>

Please provide a brief description of the Environment.

Survey response data will be stored on encrypted Medallia servers.

What are the incoming connections to this Environment?

There are no connections. It is a direct link to the survey tool.

What are the outgoing connections from this Environment?

There are no connections. It is a direct link to the survey tool.

What type of site is this?

SharePoint Online (SPO) Collection

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

OLS SharePoint Site

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

Sensitive But Unclassified (SBU)

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

The WMAR project team and OLS may use a SharePoint site to store their files.

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

There are no incoming connections. It is a direct upload.

What are the outgoing connections from this SharePoint Online (SPO) Collection?

There are no outgoing connections. It is a direct extraction.