

Date of Approval: 08/21/2025  
Questionnaire Number: 2476

## **Basic Information/Executive Summary**

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

Injured Spouse Customer Experience Survey

Business Unit  
Taxpayer 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.

The Injured Spouse operation within the Customer Account Services (CAS) Operating Unit of the Taxpayer Services Business Operating Division (BOD) is responsible for responding to written customer technical and account inquiries, resolving customer account issues, providing account settlement (payment options), and working related issues. Taxpayer Services (TS) requires feedback from customers to continually improve the Injured Spouse operations. Taxpayer Services solicits this feedback through customer experience/satisfaction research. Taxpayer Services and CAS expects to accomplish the following objectives:

- To measure the level of customer satisfaction concerning services provided to the customer during their Injured Spouse interaction.
- To identify problems that customers encounter when interacting with the Injured Spouse function.
- To gain insight on improvements that can be made to Injured Spouse services.
- To improve the service that Injured Spouse provides to their customers.

- To assess improvements/problems by comparing this year's results to prior years. From the survey responses, TS CAS will be able to assess the current level of customer satisfaction for the Injured Spouse operations and draw on customer input to improve our products and services.

## 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).

Using the Correspondence Imaging Inventory (CII), Customer Account Services (CAS), Accounts Management (AM), creates the survey participant sample by pulling the Case Identification (ID) from a random sample of closed Adjustments cases. The Case ID is then entered into the Integrated Data Retrieval System (IDRS) to retrieve the taxpayer's Taxpayer Identification Number (TIN), first and last name, and address. The CASE ID, TIN, name and address are compiled in an Excel workbook and sent via encrypted email to Taxpayer Services Strategies and Solutions (TSSS), Research Group 2 (RG2). RG2 assigns a unique ID to each case, then creates a duplicate Excel file which removes TIN. Both files are stored on a secure SharePoint site accessible only to RG2 project team members. The second Excel file (with TIN removed) is sent to the Internal Revenue Service (IRS) National Print Contractor (NPC) via the contractor's secure File Transfer Portal. NPC uses the name and address fields to send survey invitation correspondence to the participant sample. Participants use their unique ID to access the survey administered through Qualtrics. The individual participant survey responses are listed by the unique ID, but do not contain any PII or other identifiable information. Excel files containing Case ID, TIN, name and address will be destroyed according to General Record Schedule (GRS) guidance.

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

Address

Name

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 survey a result of an initiative or a process improvement?

No

2 What is your research method(s) used (i.e., survey, telephone interview, focus group or usability testing)?

Survey

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

No

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

Yes

3.11 Enter the full name of the most recent PCLIA.

Injured Spouse Customer Experience/Satisfaction Survey

3.12 Enter the PCLIA number of the most recent PCLIA.

1182

3.2 What are the reasons for the change?

The business unit is terminating all contracts with vendors and bringing all the surveys in-house. The research team is using a different format for the survey. We are conducting the Injured Spouse Customer Experience Survey online through Qualtrics.

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

Customer Account Services, Accounts Management

5 Who will the survey be administered to?

Taxpayers who were provided services from Customer Account Services (CAS) employees in the Injured Spouse department.

6 Is this a reoccurring survey?

Yes

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

Yes

7 What is the start date?

October 1, 2025

8 What is the end date?

October 1, 2028

9 Will PII be used to select or contact survey participants or administer the survey?

Yes

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

Participants are selected from the universe of Injured Spouse cases closed from each of the 9 IRS campus sites. Cases are manually selected by employees at each of the site locations. A skip pattern is established for each site based on the estimated quarterly case volumes. The skip pattern is set to achieve the goal of receiving 100 cases per month from each site.

11 Describe the SBU/PII data, if applicable, that is collected, disclosed, or studied on individuals who choose not to participate.

No SBU/PII data that is collected, disclosed, or studied on individuals who choose not to participate.

12 Explain how participants are notified of the survey (letter, postcard, email, etc.); indicate if the notice lets them know the survey is voluntary/optional; indicate if the privacy act notice was included; lastly, if your survey is not voluntary, explain why it is mandatory.

Survey participants are notified of the survey through a letter inviting them to take the survey. Two additional letter reminders are sent to each non-respondent. Each letter includes the privacy act notice and notifies the participants that the survey is voluntary.

13 What tool(s) is/are used to conduct the survey? Please explain how you ensure anonymity of the participants.

The survey is administered using Qualtrics. Participants access the survey using a unique ID and login. They do not have access to any other participant's survey and do not have access to a listing of who was invited to take the survey or a listing of respondents. Individual participant survey responses are listed by the unique ID, but do not contain any PII or other identifiable information.

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

No

15 Do participants provide information about themselves? 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.

Yes

15.1 Please provide the Privacy Act Statement.

The authority requesting the information is 5 USC 301. The primary purpose of asking for the information is to determine steps IRS can take to improve our service to you. The information may be disclosed as authorized by the routine uses published for the Privacy Act System of Records entitled, Treas/IRS 00.001 Correspondence Files, including Stakeholder Partnership File, and Correspondence Control Files, as published in the Federal Register: December 10, 2011 Volume 66, Number 237) [Notices] pages 63785-6. Providing the information is voluntary. Not answering all the questions will not affect you.

16 Who administers (conducts) the survey? (IRS, Vendor or Both)

The IRS will conduct the survey.

17 Who performs the analysis of the survey? (IRS, Vendor, or Both)

The IRS will analyze the survey.

18 If a contractor administers (conducts) and analyzes the survey, is all work performed and contained in the United States?

Yes

19 How does the administrator of the survey protect employees' or taxpayers' SBU/PII from compromise, loss, theft, or disclosure?

All systems transferring participant TIN, name and address will use encrypted email. Only TSSS, RG2 employees assigned to the project will have access to participant PII and files will be stored on a secure SharePoint site accessible only to RG2 project team members. Files received by the National Print Contractor will not include participant TIN. Individual participants will access Qualtrics via a unique ID which does not contain any PII or other identifiable information.

20 Provide the information technology (IT)-approved encryption methods and access controls used to transfer data electronically from the IRS to contractors and back to the IRS. (Or contractor to contractor/subcontractors.)

The survey is internal to the IRS. There is no contractor that conducts the survey. No contractor is being used to administer the survey. The IRS National Print Contractor (NPC) is responsible for sending all invitation letters. TSSS, RG2 will transfer the survey participant file to NPC via the contractor's secure File Transfer Portal.

21 Has a Contracting Officer or Contracting Officer's Representative (COR) verified the contract included privacy and security clauses for data protection and that all contractors have signed non-disclosure agreements which are on file with the COR?

No

22 Identify all IRS/Contractor roles and their access level to the PII data.

CAS, AM has access to survey participant TIN, first and last name, and address.

TSSS, RG2 has access to survey participant TIN, first and last name, and address.

NPC has access to survey participant name and address.

23 Explain the precautions taken, to ensure that employees or taxpayers who participate in the survey cannot be identified or re-identified under any circumstances.

Qualtrics automatically assigns each participants responses a unique number once they began the survey. RG2 will not have access to linkable PII data.

24 Explain the precautions taken to ensure no adverse actions can be taken against participants.

Qualtrics automatically assigns each participants responses a unique number once they began the survey. RG2 will not have access to linkable PII data.

25 Explain how you have ensured that no "raw" or unaggregated employee or taxpayer data will be provided to any IRS office.

In the analysis that the research team provide aggregated data is used for reporting purposes. No raw data is giving to any IRS offices.

26 Does your survey use, maintain, collect, or display any records describing a participant's tax return information or income, deductions, credits, etc. that are covered by the individual's First Amendment rights.)

No

## Interfaces

### Interface Type

IRS Systems, file, or database

Agency Name

Qualtrics

Incoming/Outgoing

Incoming (Receiving)

Transfer Method

Axway

### Interface Type

IRS or Treasury Contractor

Agency Name

National Print Contractor

Incoming/Outgoing

Outgoing (Sending)

Transfer Method  
Secure Data Transfer (SDT)

## Systems of Records Notices (SORNs)

### **SORN Number & Name**

IRS 24.046 - Customer Account Data Engine Business Master File  
Describe the IRS use and relevance of this SORN.  
CADE Business

### **SORN Number & Name**

IRS 00.001 - Correspondence Files and Correspondence Control Files  
Describe the IRS use and relevance of this SORN.  
The IRS use data collected to measure customer satisfaction with The Injured Spouse operation within the Customer Account Services Operating Unit and help Customer Account Services measure customer satisfaction with the feature. The findings from this research will also inform the business unit of features that taxpayers would like to see for future enhancement.

### **SORN Number & Name**

IRS 24.030 - Customer Account Data Engine Individual Master File  
Describe the IRS use and relevance of this SORN.  
Customer account data engine

## 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

What type of Records is this for?

Electronic

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

These records fall under GRS 6.5 "Public Customer Service Records" section 010 "evaluations and feedback about customer services" and therefore will be destroyed "1 year after resolved, or when no longer needed for business use, whichever is appropriate"

according to Disposition Authority DAA-GRS-2017-0002-0001. These records will be kept exclusively on IRS servers and will not be furnished to any contractor.

What is the disposition schedule?

1 year after resolved

## Data Locations

What type of site is this?

SharePoint Online (SPO) Collection

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

Research Group 2 secure SharePoint site.

What is the URL of the item, if applicable?

<https://irsgov.sharepoint.com/sites/TM-SS-RG2/?ovuser=f2372b85-8802-490c-b196-7b96c73fee3b%2cd3gtb%40ds.irsnet.gov&OR=Teams-HL&CT=1755099094652&clickparams=eyJFcHBOYW1lIjoiVGVhbXMtRGVza3RvcCIsIkFwcFZlcnNpb24iOiI0OS8yNTA3MTcxNDgxNSIsIkhhc0ZlZGVyYXRlZFVzZXIiOmZhbHNlfQ%3d%3d>

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

The Qualtrics survey data will be exported to an Excel file for analysis and kept on the Taxpayer Services Strategies and Solutions Research Group 2 secure SharePoint site.

What type of site is this?

System

What is the name of the System?

Qualtrics

What is the URL of the item, if applicable?

[irsresearch.gov1.qualtrics.com](https://irsresearch.gov1.qualtrics.com)

Please provide a brief description of the System.

Qualtrics is a cloud-based, online platform for designing, administering, and analyzing surveys. Survey participants access the survey by entering in a Uniform Resource Locator (URL) or scanning a Quick Response (QR) code, and their unique username and password attached in the letter. Qualtrics collects the individual survey responses. Furthermore, Qualtrics will also generate aggregated statistics.

What are the incoming connections to this System?

Qualtrics is the data repository and where the reports are run. The Qualtrics survey report and underlying table, do not capture any PII.