

<b>REQUEST FOR RECORDS DISPOSITION AUTHORITY</b>		JOB NUMBER <b>N1-058-09- 26</b>	
To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001		Date received <b>5/18/09</b>	
1 FROM (Agency or establishment) Department of Treasury		NOTIFICATION TO AGENCY	
2 MAJOR SUBDIVISION Internal Revenue Service (IRS)			
3 MINOR SUBDIVISION Modernization Information Technology Services (MITS)			
4 NAME OF PERSON WITH WHOM TO CONFER Daniel W. Bennett Beverly Franklin	5 TELEPHONE NUMBER (202) 435-6337 (202) 283-5985	DATE <b>8-25-09</b>	ARCHIVIST OF THE UNITED STATES <i>Adrienne Thomas</i>
6 AGENCY CERTIFICATION I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached <u>3</u> page(s) are not needed now for the business for this agency or will not be needed after the retention periods specified, and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies,  <input checked="" type="checkbox"/> is not required <input type="checkbox"/> is attached, or <input type="checkbox"/> has been requested			
DATE <b>5/13/2009</b>	SIGNATURE OF AGENCY REPRESENTATIVE <i>[Signature]</i> Daniel W. Bennett	TITLE IRS Records Officer National Office, OS A RE SC Washington, DC 20224	
7 ITEM NO	8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)
	<b>RCS 1.15.17 for Records Control Schedule for Information Technology</b>  <b>Updates to RCS:</b>  <b>1.) Add Work Request Tracking System (WRTS), New Item 26.</b>  <b>RCS 1.15.35 Records Control Schedule for Tax Administration – Systems (Electronic)</b>  <b>1). Add new pointer to Item 26 in RCS 1.15.17.</b>  <b>The records are owned by MITS Enterprise Services/Business Integration/Demand Management.</b>  <b><i>See Attached.</i></b>		

**Background:**

The Unified Work Request (UWR) Initiative focused on consolidating the existing methods of requesting work from MITS into a single system using a common set of processes. Various existing methods of requesting work were replaced with an integrated suite of processes, procedures, and software applications. The process derived from the UWR Initiative is presently called the Work Request (WR) Process

All Request for Information Services Placeholders were replaced by WRs. All WRs are processed in a new system, the Work Request Tracking System (WRTS). All persons needing access to WRTS must first be registered in WRTS.

The work request process begins when a requestor prepares and submits a work request to MITS via the WRTS System. The work request is a required formal documentation that provides notification to MITS that a service or support request is needed. The requested may provide multiple updates to a work request before the requirements are fully defined. After the work request is approved by the requestor's Approving Official or proxy, MITS prepares a formal response, documenting the agreed to work request. On-going work is tracked in the system until completion, when the work request is closed-out in WRTS.

NEW

RCS/17,  
Item 26

**Work Request Tracking System (WRTS)**

**Description:**

*The work request process provides a common framework to document, control, monitor, and track requests to Modernization and Information Technology Services (MITS) for changes to IRS computer systems and for IT support. The work request, together with the response provides the IRS with a vehicle for formal communications regarding demand management between Requestor Organizations and MITS.*

*The electronic computing system designed to support the work request framework is the Work*

*Request Tracking System (WRTS). WRTS is the authoritative, centralized database and repository for the Work Request Process. WRTS maintains, distributes, and tracks Work Request documents and Responses. WRTS is also a management and reporting tool. WRTS tracks and controls MITS Information Technology Customer Work Requests from submission through completion by maintaining the project assignments, work status and progress, and due dates for work completion.*

*WRTS is a web-enabled tool that supports the management and tracking of WR data. WRTS is the official repository of record for all WRs, attachments, Responses, and any supporting documentation.*

**Inputs:**

End-User manual input, as well as any information files that an End-User attaches to the work request.

*Disposition: TEMPORARY. Destroy when no longer needed by end-user.*

**a. System Data:**

Work Request Tracking System (WRTS) data includes reference numbers, project names, dates of submittal and completion requirements, Capital Planning and Investment Control categories and linked references, Notice impacts supplier information, vendor product information, rationale for changes, justifications, legislation links, if applicable, cost estimations, project name, project links, priorities, end-user attachments, and status, and other additional information as necessary

*Disposition: TEMPORARY Maintain as long as system is in an active status Destroy when system is inactivated.*

Note – Records are not subject to audit.

**b. Outputs:**

The Work Request Tracking System (WRTS) has numerous report features. Reports types include, but are not limited to, Maintenance

Work Request report, New Project Request Report, Project History Report, Project Impact Report, Requestor Requirements Status Report, All Status Report, Weekly Activity List Report, Work Request Response Report, and Work request Due for Completion Report. The WRTS also has a dynamic feature, allowing custom report development as required

*Disposition: TEMPORARY. Destroy when obsolete or no longer needed for current business.*

**d. System Documentation**

Work Request Tracking System (WRTS) documentation includes Core Record Layouts, Schematics, and protocol instructions to access and maintain the system. All system documentation is stored in the DocIT Documentation Repository.

*Disposition: TEMPORARY. Delete/destroy when superseded or 5 years after the system is terminated, whichever is later.*