REQUEST FOR RECORDS DISPOSITION AUTHORITY

To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION
   8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001

FROM (Agency or establishment)
   Department of Treasury

MAJOR SUBDIVISION
   Internal Revenue Service (IRS)

MINOR SUBDIVISION
   Modernization Information Technology Services (MITS)

NAME OF PERSON WITH WHOM TO CONFER
   Daniel W. Bennett
   Beverly Franklin

TELEPHONE NUMBER
   (202) 435-6337
   (202) 283-5985

DATE
   8-25-09

ARCHIVIST OF THE UNITED STATES
   Adrienne Thomas

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 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,

☐ is not required  ☐ is attached, or  ☐ has been requested

DATE
   5/13/09

SIGNATURE OF AGENCY REPRESENTATIVE
   Daniel W. Bennett

TITLE
   IRS Records Officer
   National Office, OS A RE SC
   Washington, DC 20224

ITEM NO
   7

DESCRIPTION OF ITEM AND PROPOSED DISPOSITION
   8

GRS OR SUPERSEDED JOB CITATION
   9

ACTION TAKEN (NARA USE ONLY)
   10

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RCS 1.15.17 for Records Control Schedule for Information Technology

Updates to RCS:

1.) Add Work Request Tracking System (WRTS), New Item 26.

RCS 1.15.35 Records Control Schedule for Tax Administration – Systems (Electronic)

1). Add new pointer to Item 26 in RCS 1.15.17.

The records are owned by MITS Enterprise Services/Business Integration/Demand Management.

See Attached.
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 requestor 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.

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.
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, rational 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

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.