
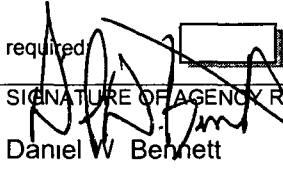


REQUEST FOR RECORDS DISPOSITION AUTHORITY (See Instructions on reverse)		LEAVE BLANK (NARA use only)	
TO NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NWML) 8601 ADELPHI ROAD, COLLEGE PARK, MD 20740-6001		JOB NUMBER N1-058-09-59	
1 FROM (Agency or establishment) Department of the Treasury		DATE RECEIVED 7/23/09	
2 MAJOR SUBDIVISION Internal Revenue Service		NOTIFICATION TO AGENCY	
3 MINOR SUBDIVISION Wage and Investment (W&I), Customer Account Services, Business Modernization, Accounts Management Services		In accordance with the provisions of 44 U S C 3303a the disposition request, including amendments, is approved except for items that may be marked "disposition not approval" or "withdrawn" in column 10	
4 NAME OF PERSON WITH WHOM TO CONFER		ARCHIVIST OF THE UNITED STATES	
Daniel W Bennett IRS Records Officer Tom E Erwin		DATE 4/17/2010	
5 TELEPHONE		ARCHIVIST OF THE UNITED STATES 	
202-435-6337		4	
202-283-2833		5	
5 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 now needed for the business of 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 type="checkbox"/> is not required, <input type="checkbox"/> is attached, or <input type="checkbox"/> has been requested			
DATE 7/22/2009		SIGNATURE OF AGENCY REPRESENTATIVE  Daniel W Bennett IRS Records Officer	
		TITLE IRS Records Officer National Office, OS A RE Washington, DC 20224	
7 ITEM NO	8 DESCRIPTION OF ITEM OF PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)
	<p>IRM 1.15.29 Records Control Schedule for Tax Administration – Wage and Investment Records</p> <p>Future Updates:</p> <ul style="list-style-type: none"> • Adds new Item 425 for <i>Accounts Management Services (AMS)</i> <p>Item 425 Accounts Management Services (AMS) Sub-Items</p> <ul style="list-style-type: none"> • a Inputs b. Outputs c. Data d. Systems Documentation <p>IRM 1.15.35 Records Control Schedule for Tax Administration - Systems (Electronic)</p> <p>Future Updates:</p> <ul style="list-style-type: none"> • Adds new pointer to Item 425 in RCS 1 15.29 for <i>Accounts Management Services (AMS)</i> <p>The records are owned by Wage and Investment (W&I), Customer Account Services (CAS), Business Modernization, Accounts Management Services.</p> <p><i>See attached</i></p>		

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Background

The mission of Accounts Management Services is to implement information technology solutions and reengineer business processes to improve the internal and external effectiveness and efficiency of the IRS. The Accounts Management Services (AMS) System was designed to deliver improved customer support functionality by leveraging two existing IRS applications (Desktop Integration & Corresponding Imaging System) to provide a bridge to data in legacy and modernized systems and enhanced interfaces to allow employees to view, access, manage and update taxpayer accounts more efficiently.

AMS provides a common user interface which allows resolution of taxpayer account inquiries received by telephone, correspondence or face to face. Taxpayer correspondence is scanned via the Correspondence Imaging System (CIS) to create inventory for resolution in AMS. Other inventories are created based on internally generated account records. AMS provides tools to assist with case resolution such as a disclosure authentication tool, tax return worksheets, case closure checklists, on-line forms, preformatted letters and payment calculator. Based on the user's profile, they can launch to other applications such as Reasonable Cause Assistant (RCA), Report Generating System (RGS), Automated Underreporter, Integrated Collection System (ICS), Taxpayer Advocate Management Information System (TAMIS), Automated Trust Fund Recovery (ATFR), etc.

Accounts Management Services (AMS)

Description:

AMS provides a common user interface which allows resolution of taxpayer account inquiries received by telephone, correspondence or face to face. Taxpayer correspondence is scanned via the Correspondence Imaging System (CIS) to create inventory for resolution in AMS. Other inventories are created based on internally generated account records. AMS provides tools to assist with case resolution such as a disclosure authentication tool, tax return worksheets, case closure checklists, on-line forms, preformatted letters and payment calculator.

A. Inputs:

Inputs to the Accounts Management Services (AMS) System are extracted from the following systems:

Automated Underreporter (AUR) CP2000 Form, process codes, correspondence history
Integrated Data Retrieval System Taxpayer Identification Number (TIN), taxpayer name, address, phone number
Individual Master File (IMF) and Business Master File (BMF)
Transcript data
Non Master File (NMF) TIN, taxpayer name, address, module data (transaction record, tax period)

NEW

GRS 20.2

IRM
1 15 29,
Item 425

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Taxpayer Advocate Management Information System (TAMIS) taxpayer name, received date for cases, issue codes (reason for filing the case) tax period, dollar amount owed, refund amount, balance due amount, history for taxpayer advocate services users only
Electronic Account Resolution (EAR) TIN, Power of Attorney (POA) name, address, phone number, user ID, Centralized Authorization File (CAF), business address, business name, city, state, zip, e-mail address, IRS reporting agent name
Corporate Files On-Line (CFOL) TIN, name, address, phone number
Taxpayer Correspondence (Scanned PDF images)
Exempt Organizations (Scanned Case File documentation)
Employee Plans (Scanned Case File documentation)

Disposition TEMPORARY Delete/destroy after successful entry and verification into the system

B. System Data.

The Accounts Management Services (AMS) System contains records of tax account information for individual and business tax returns resulting from taxpayer contacts by phone, correspondence or in person, or created from internally generated account records

Disposition TEMPORARY Delete/destroy 2 years after last account access to taxpayer record

**Note – AMS also contains images of taxpayer correspondence and other documents input via the Correspondence Imaging System (CIS) that are maintained according to various items in Records Control Schedule 29 (Internal Revenue Manual 1 15 29)*

AMS 2009 release made CIS an inventory within AMS, no longer a stand-alone application.

C. Outputs:

Outputs of the Accounts Management Services (AMS) System include Graphic User Interfaces (Internet Explorer), Reports, updates to the Integrated Document Retrieval System (IDRS), updates to Taxpayer Advocate Management Information System (TAMIS), and scanned images sent to a separate repository

~~Supplemental~~
~~Outputs~~

1. CIS Reports

Disposition TEMPORARY Cut off at end of processing year Delete/Destroy 5 years after cutoff or when no longer needed for administrative, investigative, legal, audit or other operational purposes

2. Non-CIS Inventory Reports

Disposition TEMPORARY Cut off at end of processing year Delete/Destroy 3 years after cutoff

