REQUEST FOR RECORDS DISPOSITION AUTHORITY
(See Instructions on reverse)

TO: NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NWML)
8601 ADELPHI ROAD, COLLEGE PARK, MD 20740-6001

1. FROM (Agency or establishment)
Department of the Treasury

2. MAJOR SUBDIVISION
Internal Revenue Service

3. MINOR SUBDIVISION
Tax Advocate Service (TAS), Business Systems Planning

4. NAME OF PERSON WITH WHOM TO CONFER
Daniel W. Bennett, IRS Records Officer
Nancy A. Hellmann
Glenn M. Banks

5. TELEPHONE
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6. DATE RECEIVED
8/18/09

7. ITEM NO.

8. DESCRIPTION OF ITEM OF PROPOSED DISPOSITION

RCS 1.15.9 for Records Control Schedule for Tax Advocate Service

Future Updates:

- Adds new Item 13 for the Tax Advocate Management Information System (TAMIS)

Item 13 Tax Advocate Management Information System (TAMIS)
Sub-Items
- a. Inputs
- b. Outputs
- c. Data
- d. Systems Documentation

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

a.) Add new pointer to Item 13 in RCS 1.15.9

The records are owned by the Tax Advocate Service (TAS).

See the attached
Background:

The Taxpayer Advocate Management Information System (TAMIS) is the primary database/system that Taxpayer Advocate Service (TAS) employees use to record and manage all case activity involving the handling and resolution of taxpayer significant hardship cases and other tax problems that fall within the National Taxpayer Advocate's jurisdiction and legislative mandate (Internal Revenue Code Sections 7603 (c) (2) (A) (i) and 7811).

Taxpayer Advocate Management Information System (TAMIS) is the database of the Taxpayer Advocate Service (TAS) that is exclusively dedicated to the recordation, control and processing of TAS taxpayer cases and to the capturing and analysis of core tax issues, laws, policies and internal IRS functional processes that are the sources of taxpayer significant hardship and other critical problems.

TAMIS records and tracks TAS activity and performance in carrying out its statutory role of assisting taxpayers experiencing problems and hardships with the IRS. TAMIS is a critical data source for the National Taxpayer Advocate's Annual Report to Congress, for internal feedback reporting to the operating divisions and other functional areas and for proposing remedies to correct and cure inequitable tax legislation and internal IRS systemic processes that negatively impact the taxpayer public.

The system applications are computerized inventory control and report systems developed: 1) For the Taxpayer Advocate Service case worker. 2) To produce inventory and other MIS reports to support management. The Customer Feedback System (CFS) is now obsolete and has been removed from production.

Tax Advocate Management Information System (TAMIS)

Description:

The Tax Advocate Management Information System (TAMIS) is an automated, computerized application used to record, control, process, analyze, and report on Taxpayer Advocate Service (TAS) case inventories. It also maintains a data repository for report generation.

A. Inputs:

Tax Advocate Service (TAS) staff input information into the Tax Advocate Management Information System (TAMIS) derived from direct communication through the telephone, FAX, mail, email, or walk-in/face-to-face contacts, and IR Form 911, Request for Taxpayer Assistance Order, or an E-911 (Electronic Form 911) from Accounts Management Services (AMS).

Disposition: TEMPORARY. Delete/Destroy all cached records after successful entry and verification.

*Note – Staff should reference Records Control Schedule 31
B. System Data:

Contents of the Tax Advocate Management Information System (TAMIS) include, but are not limited, to the following: Taxpayer Information (Social Security Number or other Taxpayer Identification Number, name, Address; The Executor's/Powers of Attorney's name, address, phone number; tax issue, etc.), Employee Information (Staff Employee Identification Number, Post of Duty, Address, Telephone Number, etc.), Audit Trail Information, and Case Management Information.

1. Case Management Database

Disposition: TEMPORARY. Cut off at end of the Fiscal Year in which case is closed. Delete/destroy 3 years after cutoff.

2. Audit Log Database

Disposition: TEMPORARY. Cut off at end of the Fiscal Year in which case is closed. Delete/destroy 7 years after cutoff, or when no longer needed for operational purposes, whichever is later.

C. Outputs:

Outputs from the Tax Advocate Management Information System (TAMIS) include case management data which can be transmitted or viewed on the desktop, and reports that can be printed daily. In addition, the Business Performance Management System (BPMS) via Business Objects software extracts key statistical measures from TAMIS on a monthly basis.

Disposition: Disposition: TEMPORARY. Delete/destroy when no longer needed for operational purposes.

D. System Documentation

System Documentation for the Tax Advocate Management Information System (TAMIS) consists of codebooks, records layout, user guide, and other related materials located in the Functional Specifications Package (FSP) for TAMIS.

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