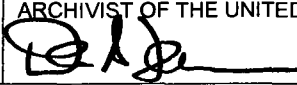
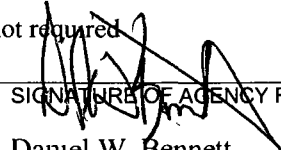


| | | | | |
|---|---|--|---|---|
| REQUEST FOR RECORDS DISPOSITION AUTHORITY | | JOB NUMBER N1-058-09- 111 | | |
| To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001 | | Date received 9/16/09 | | |
| 1 FROM (Agency or establishment) Department of the Treasury | | NOTIFICATION TO AGENCY 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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10 | | |
| 2 MAJOR SUBDIVISION Internal Revenue Service | | | | |
| 3 MINOR SUBDIVISION Modernization and Information Technology Services (MITS), Enterprise Networks | | | | |
| NAME OF PERSON WITH WHOM TO CONFER Tracee Taylor (Records) Carl Hirst, Marcia Robinson-Rice | | 4 TELEPHONE NUMBER 202-435-6308 202-283-1685,313-234-1868 | DATE 14 Jan 10 | ARCHIVIST OF THE UNITED STATES  |
| 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 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 9/16/2009 | SIGNATURE OF AGENCY REPRESENTATIVE  Daniel W. Bennett | | TITLE IRS Records Officer National Office, OS:A:RE:L Washington, DC 20224 | |
| 7 ITEM NO | 8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION IRM 1.15.18 Records Control Schedule for the Enterprise Computing Center – Detroit (DCC) New Item: Item 71, <u>Calling Card Ordering System</u> * RCS 1.15.35 Tax Administration Electronic Systems Add pointer to Item 71 in RCS 1.15.18. RCS 1.15.35 is a cross-walk of electronic systems to official IRC Records Control Schedules. See attached. The records are owned by MITS, Enterprise Networks and processed by the Detroit Computing Center (DCC). | 9 GRS OR SUPERSEDED JOB CITATION | 10 ACTION TAKEN (NARA USE ONLY) | |

1

**IRM 1.15.18, Item 71
Calling Card Ordering System (CCOS)**

Background:

Employees can access the Intranet and order a calling card through the Calling Card Ordering System (CCOS). Only one calling card can be ordered per employee

The Designated Agency Representative Staff (DAR Staff) located at the Enterprise Computing Center – Detroit (ECC-Detroit) has the responsibility for calling card order processing and focuses on service wide inventory control, vendor coordination, annual database validation, and processing and control of approximately 35,000 Calling Cards

The National Office (MITS) Enterprise Networks, Voice Services Section recommends the following criteria for issuance of the calling cards to IRS employees who have a business need and have management approval

- 1. Travels in-and-around the commuting area but incurs long distance charges when calling back to the office, to taxpayers, or to the employee's Residence,*
- 2. Performs city-to-city travel (outside the commuting area);*
- 3. Participates in Flexi place program,*
- 4. Places international calls, or*
- 5. Required to set up conference bridges on a routine basis*

Employees access the CCOS web site and complete the automated Intranet Calling Card Order Form and enter their immediate manager's email address. An email message is sent to the immediate manager that a Calling Card Order Form was completed and to go to a specific Intranet address to review and take action on the employee request. The manager will review the information for accuracy and, assuming the manager concurs that the employee should receive a calling card, approves the request and enters the email address of the second level approving manager or designee. The second level manager or designee will review, approve, and forward the automated request to the DAR Staff for processing. The DAR Staff will add mailing address and the billing hierarchy code for each calling card

order form and transmit the order to the calling card vendor. Notification of approval by the immediate and second level managers is mandatory before the DAR Staff is authorized to order a Calling Card.

The DAR Staff downloads a report bi-weekly from the Online 5081 Dynamic Report database with specified constraints, to obtain a list of employees that no longer work for the IRS. A query is done on the SEID number for the cancellation of a calling card.

As soon as the DAR Staff learns of a separation, they place an order with the calling card vendor to cancel the card TAPS data is scheduled under various disposition authorities under IRM 1 15.38 (GRS 1) Civilian Personnel Records.

Any IRS employee with a valid standard employee identifier (SEID) can access CCOS. CCOS is not used by parties outside of the IRS, nor is it accessible outside of the IRS Intranet.

Processing a Calling Card takes approximately 30 to 45 days.

Hardcopy submissions of Form 12836, Calling Card Order Form may be used if an IRS employee does not have computer access to the CCOS web site.

Description:

The Calling Card Ordering System (CCOS) provides a Service-wide online ordering, inventory and tracking system for all calling cards used at the IRS.

a. Inputs:

Calling Card requestor information obtained from hardcopy submissions of Form 12836, Calling Card Order Form or the Intranet Calling Card Order Form.

(1) Hardcopy submissions of Form 12836.

Disposition: Temporary. Cut off at end of fiscal year in which application was received. Destroy 1 year after cutoff.

(2) Intranet Calling Card Order Form.

Disposition: Temporary. Delete after input verification into CCOS master files/system data.

*Extension of
GRS 20 2(b)*

GRS 20.2(b)

b. System Data:

(1) Calling Card Order Form System

The Calling Card Order Form requires completion of pertinent information, including the employee's standard employee identifier (SEID), name, business address, office phone and fax numbers, work email address, personal identification number (PIN) for calling card, the type of calling card requested (Domestic or International), and the calling card number. Data also includes managers' names, contact information, and calling card approvals.

Disposition: Temporary. Cut off upon separation of an employee from the Service and/or cancellation of card. Delete 3 years after cutoff.

(2) Centralized Calling Card Inventory

A Service-wide in-house inventory of calling cards established and supported by the DAR Staff to provide the current locations and managers of all cardholders.

Disposition: Temporary. Delete/destroy when superseded or obsolete (i.e. employee/manager relationship data is updated).

c. Outputs:

Ad hoc reports relating to calling card approval requests, upgrades and cancellations, processing statistics, and other related information.

Disposition: Temporary. Delete/destroy when superseded, obsolete, or when no longer needed.

d. System Documentation:

Includes codebooks, user/manager guides, FAQs, and other related materials on how to manage and use the system.

Disposition: Temporary. Delete/Destroy when superseded or 3 years after the system is terminated, whichever is sooner.

AKS 20

Exception to
AKS 20.11