

REQUEST FOR RECORDS DISPOSITION AUTHORITY		JOB NUMBER <i>NI-058-06-8</i>	
TO: NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001		Date received <i>May 17, 2006</i>	
1. FROM (Agency or establishment) Department of the Treasury		NOTIFICATION TO AGENCY	
2. MAJOR SUBDIVISION Internal Revenue Service		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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	
3. MINOR SUBDIVISION Wage and Investment - Embedded Quality Review System (EQRS)/ National Quality Review System (NQRS)			
4. NAME OF PERSON WITH WHOM TO CONFER John B. Ellis Harry Matthews	5. TELEPHONE NUMBER 202-283-9291 913-344-7980	DATE <i>5/28/06</i>	ARCHIVIST OF THE UNITED STATES <i>Alta Wanda</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 2 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 May 4, 2006	SIGNATURE OF AGENCY REPRESENTATIVE 		TITLE IRS Records Officer
7. ITEM NO.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)
	Embedded Quality Review System (EQRS)/ National Quality Review System (NQRS) Background: This schedule requests disposition authority for IRS Quality Review Systems for Accounts Management, Compliance Services, Field Assistance and TE/GE. Each accesses separate tables in the same quality review database, but copies over and extracts records for different purposes. One platform is for managerial reviews used for employee appraisals and coaching (EQRS, scheduled under RCS 31 for Customer Service) and the other for quality control review against balanced measures goals reported as a result of GAO requirements (NQRS, scheduled under RCS 21 for Strategic Planning). See Attached: <i>cc Agency, NR NWM & NWMWA</i>		

1. Embedded Quality Review System (EQRS)

The EQRS is used by managers to capture evaluative data obtained from monitoring taxpayer phone calls, reviewing paper cases, and face-to-face contacts. Reports can be generated for planning and training purposes and also for evaluative purposes. Managers use the system to track employee performance and training needs. This component will be scheduled as an item in 1.15.31, Records Control Schedule for Customer Service.

a. Inputs:

Includes all source documentation (Data Collection Instruments, transcripts, and/or notes, etc.) relating to reviews of contact performance by employees which is used to input data into EQRS.

Delete/Destroy three years after close of reporting year.

b. Outputs:

1). Reports printed from EQRS:

Destroy when superseded or no longer needed.

~~2). Employee Specific Evaluative Data~~

~~Following feedback meeting(s) transfer to Supervisor's Employee Performance File and destroy all other non-record copies. Schedule with RCS 38 (1.15.38) Item 18. REVIEW annually.~~

~~DESTROY superseded or obsolete documents.~~

~~DESTROY file relating to an employee within 1 year after separation or transfer.~~

GRS 1, Item 18
(1.15.38, Item 18)

GRS 1,

Item 23

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5/6/06

c. Master files:

EQRS Master Data Files
One database record created for each customer contact.

Delete/Destroy three years after close of reporting year.

d. System Documentation:

Codebooks, record layout, data dictionary, User Guide, Master Attribute Job Aids and other relevant documentation.

Delete/Destroy when superseded or obsolete.

**IRM 1.15.21,
Item 17**

2. National Quality Review System (NQRS)

The NQRS is used by independent quality reviewers to capture non-evaluative national and local product review data obtained from monitoring taxpayer phone calls, reviewing paper cases, and face-to-face contacts. Reports can be generated for planning and tracking purposes. Management uses the system to track organizational performance against official business performance measures, and to identify opportunities for improvement. This component will be scheduled as an item in IRM 1.15.21, Records Control Schedule for Strategic Planning.

a. Inputs:

Includes all source documentation (Data Collection Instruments, transcripts, and/or notes, etc.) relating to non-evaluative national and local product reviews.

Delete/Destroy after data input has been validated.

b. Outputs:

1.) Various Printed Reports

Destroy when superseded or no longer needed.

2.) Directory Files- DAYS2CLOSE.<date>

Delete from directory six months after file transfer.

3.) NQRS.<date> files

Delete from directory six months after file transfer.

c. Master files:

NQRS Master Data Files

Delete/Destroy six years after close of reporting year.

d. System Documentation:

Codebooks, record layout, data dictionary, User Guide, Master Attribute Job Aids and other relevant documentation.

Delete/Destroy when superseded or obsolete.