





2 Field Assistance Contact Recording System (FACR) is an automated system that records the audio portion of a customer contact and synchronizes it with electronic information related to the customer

**Disposition: TEMPORARY. Delete/Destroy 3 years after close of reporting year.**

**C. Outputs:**

Reports generated for planning, training and to track employee performance

**Disposition: TEMPORARY. Delete/Destroy when superseded or no longer needed.**

**D. System Documentation:**

Owners Manual, User Manual, Data Dictionary, Software Design Description, Software Requirements, et al

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 Delete/Destroy when superseded or 5 years after the system is terminated, whichever is sooner.**

*GKS 205*

*exception to GKS 20.11*

**RECOMMENDATION TO THE ARCHIVIST ON RECORDS  
DISPOSITION REQUEST**

Job No N1-58-10-16  
Item Count: 3

**SUMMARY**

The Department of the Treasury, Internal Revenue Service requests disposition authority for the Field Assistance Support Systems

The Field Assistance Support Systems are used to track employee work, productivity, and effectiveness. This is done through a combination of data entry fields and recorded calls. Fielded data are used by managers to track employee workload and phone calls are recorded for quality control purposes. These records do not document significant actions of Federal officials since the files are strictly used for administrative purposes and do not document substantive interactions with taxpayers or their accounts.

**RECOMMENDATION**

- 1 APPROVED FOR DISPOSAL The records described under all items of the schedule, except those that may be listed in blocks 2, 3, and 4 of this section, are disposable because they do not, or will not after the lapse of the period specified, have sufficient administrative, legal, research or other value to warrant their continued preservation by the Government
- 2 APPROVED FOR PERMANENT RETENTION The records described under the following item or items have been appraised by the National Archives and Records Administration (NARA) and are determined to have sufficient historical or other value to warrant their continued preservation by the United States Government. The agency will transfer these records to the National Archives as specified
- 3 DISPOSITION NOT APPROVED The records described under the following item or items are not approved for disposition
- 4 WITHDRAWN The records described under the following item or items have been withdrawn at the request of the agency and/or NARA

**FEDERAL REGISTER NOTICE**

Not required

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SIGNATURES	TITLE	SIGNATURE	DATE
Appraisal <i>JM 6/15/11</i>	Appraiser	<i>Lauren Chisler</i>	<i>2011/4/2011</i>
<i>mmh 6/16/11</i>	ACNR	<i>Laurence v. Brown</i>	<i>6-17-2011</i>
<i>for</i>	ACN	<i>Julie Reaves</i>	<i>6-17-2011</i>
CONCURRENCES			