Web-Based Employee Technical Time System (WebETS) – Privacy Impact Assessment

PIA Approval Date – Jan. 11, 2007

System Overview
The WebETS system provides TE/GE employees a Web-based application to establish cases, maintain their inventory and report their time as it is applied, enable the production of group level reports, and enable the compilation of data from all groups for the production of area reports. TE/GE employees have an account log in and password and are able to maintain their inventory and perform data entry to record time as it applied to each case/activity. This system also houses the business unit's work plan data to enable resource management and provide the basis for reports generated. All reports produced by WebETS are internal management reports within TE/GE.

Systems of Records Notice (SORN):
- Treasury/IRS 00.001--Correspondence Files (including Stakeholder Relationship files) and Correspondence Control Files
- Treasury/IRS 34.037--IRS Audit Trail and Security Records System
- Treasury/IRS 50.222--Tax Exempt/Government Entities (TE/GE) Case Management Records

Data in the System

1. Describe the information (data elements and fields) available in the system in the following categories:
    A. Taxpayer:
    Taxpayer data available in the system:
- Taxpayer Identification Number (TIN)
- Year and type of return
- Plan name
- Plan number.

    B. Employee:
- Name
- Grade
- Standard Employee Identifier (SEID)
- Employee group code
- Tour of Duty
- Leave (amount of leave taken by the employee)
- Email address
- All time charges.

    C. Audit Trail Information that WebETS tracks are as follows:
- Database connectivity
- Tracks users once logged into the system.

    D. Other: None.

2. Describe/identify which data elements are obtained from files, databases, individuals, or any other sources.

    A. IRS: Employee data will be drawn from the IRS Corporate Authoritative Directory Service (CADS) to include the following:
- Name
- Employee group code
- Manager (name of an individual).

Additionally, TIN and taxpayer name will be provided based on taxpayer returns filed and case assignment. This comes from data entry by the user. The source of the info comes from IRS records, filed tax returns.

B. Taxpayer: None

C. Employee: Supplies any data not available via CADS.

D. Other Federal Agencies: None

E. State and Local Agencies: None

F. Other third party sources: None

3. Is each data item required for the business purpose of the system? Explain.
Yes. This is a technical time reporting system used by field agents to report the time they spend on all cases as well as non-case time. Each activity will be represented by an activity and project code. Reports generated by this system will enable resource management for each business unit within TG/GE in relation to stated business objectives.

4. How will each data item be verified for accuracy, timeliness, and completeness?
There are field level checks for all input fields of the Web interface. The input validations limit the types of input and enforces input for required fields.

Another method used to ensure input accuracy is through the use of drop down lists. In these cases the specific selections automatically populate related data fields.

5. Is there another source for the data? Explain how that source is or is not used.
No.

6. Generally, how will data be retrieved by the user?
Users are identified and authenticated for access to the network via SEID and password. Access to the WebETS application is based on cached user credentials from the network domain logon session and domain group memberships. Access level is based on domain group membership. Data is retrieved via the WebETS interface. Permission levels for each user are in place The users can access their own information, managers can review that information in three standard reports. Any other data to be retrieved needs to go through the DBA.

7. Is the data retrievable by a personal identifier such as name, SSN, or other unique identifier?
Yes. Each user will have a SEID with a unique password, created/maintained by the user. The application does not conduct queries, It does pull data based on a time period.

Access to the Data

8. Who will have access to the data in the system (Users, Managers, System Administrators, Developers, Others)?
Access to WebETS is controlled via domain group membership. There are currently 10 domain groups of which users can be a member as described in the chart below. Ninety percent of all system users are in the Level 1 domain group.

Role: Level 1 Users
Permissions: General end user with access to their own account and Form 6490 report only.

Role: Level 2 Manager
Permissions: First level manager with access to their own account as well as that of users who have identified them as their manager.

Role: Level 3 Senior Manager
Permissions: Second level manager with access to their own account as well as Level 2 Users who have identified them as their manager AND group reports for all groups of those Level 2 managers.

Role: Business Systems Planning (BSP) Admin
Permissions: Admin users from each BU for review and approval of work plan data submissions from the Web Services Employee Portal (WSEP) WebETS BU Admin users from each BU.

Role: Web Admin
Permissions: Full access to the application in an administrative role.

Role: BU Admin
Permissions: These users will have access to the work plan module for their BU for edit and submission to Business Applications Management (BAM).

Contactors have access to test data as a Web Administrators. They do not have access to the live system and cannot access taxpayer information. The contractor has a MBI clearance level.

9. How is access to the data by a user determined and by whom?
IRS personnel can obtain access to WebETS by completing and submitting an Online Form 5081 (OL5081) request. Upon successful completion of the process a user has an IRS system account but can only access WebETS if they are designated as an authorized user of the system.

Users are assigned to the appropriate access level as granted by the Web Admin. The Web Admin is responsible for maintenance and upkeep of user access level permissions.

10. Do other IRS systems provide, receive, or share data in the system?
Yes. CADS is a look-up that is performed when a user who is in an authorized domain group (BSP Admin, Web Admin, etc.) accesses the "Add New User" screen and enters the new user's SEID. They then click a button titled "Get User's Info" which activates the look up to CADS and the screen refreshes with the name, grade and email address that matches the SEID requested. This is the only visible interaction through the user interface that is performed by CADS.

11. Have the IRS systems described in Item 10 received an approved Security Certification and Privacy Impact Assessment?
    Corporate Authoritative Directory Service (CADS)
- PIA completed 9/3/1999, expired on 9/3/2002
- C&A completed 10/14/2005, expires on 10/14/2008

12. Will other agencies provide, receive, or share data in any form with this system?
The Department of Labor (DOL) processes each Form 5500 filed by Pension Plan Administrators and that data is provided to TE/GE through that agency. The return is processes by DOL, but no other interaction is made as to the time spent on any of the returns that are selected for examination for purposes of this system.

If needed, data may be provided to TIGTA, GOA or Congress in response to data call for auditing purposes.

Administrative Controls of Data

13. What are the procedures for eliminating the data at the end of the retention period?
For systems that store or process taxpayer information, audit trail archival logs are retained for six (6) years, unless otherwise specified by a formal Records Retention Schedule developed in accordance with IRM 15.1, *Records Management.*

The IRS retains audit log data, along with other system-specific records, as specified by a system records retention schedule for the system in question. See IRM 1.15, *Records Management*, for specific guidance regarding system records retention schedules. Audit logs may be retained up to seven (7) years, per IRM 1.15. IRM 1.15 has precedence over this IRM for systems covered by IRM 1.15.

14. Will this system use technology in a new way?
No.

15. Will this system be used to identify or locate individuals or groups?
No.

16. Will this system provide the capability to monitor individuals or groups?
Yes. WebETS can look at group level or individual time. To evaluate the effective use of an employee's time a manger can use the tool to monitor time records. A manager can print out a copy of a users time to review or question any input.

17. Can use of the system allow IRS to treat taxpayers, employees, or others, differently?
No. WebETS is a method to track time spent on activities and/or returns that have already been classified and assigned for examination.

18. Does the system ensure "due process" by allowing affected parties to respond to any negative determination, prior to final action?
Not Applicable. WebETS does not make any negative determinations.

19. If the system is Web-based, does it use persistent cookies or other tracking devices to identify Web visitors?
No. The system does not use persistent cookies. They system uses session cookies based values to monitor active log-ins and expire an active log-in after twenty minutes of inactivity. At log-out all session information is abandoned.

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