Exhibit 300 (BY2009)

PART ONE	
OVERVIEW	
1. Date of Submission:	2007-09-10
2. Agency:	015
3. Bureau:	45
4. Name of this Capital Asset:	Account Management Services (AMS)
5. Unique Project Identifier:	015-45-01-14-01-2463-00

6. What kind of investment will this be in FY2009?

Mixed Life Cycle

7. What was the first budget year this investment was submitted to OMB?

FY2008

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap.

Accounts Management Services (AMS) is a strategic program to deliver improved customer support by leveraging legacy systems. During the MV&S process in 2006 a strategy was created to retain CADE account data by processing on-line transactions. The strategy includes modernizing & retiring of Desktop Integration (DI) & Correspondence Imaging System (CIS). The AMS program comprises three major releases: 1.X Builds the infrastructure with some functionality aligning with CADE. 1.1 Implements EA compliant COTS products (EAI Broker & Documentum) to allow on-line address changes between DI & CADE. 1.2 Implements a new DI inventory. Automates the managing & reporting on the work inventory of transcripts to an on-line process. 1.3 Completes conversion of the CIS & DI to ensure EA compliance, consolidates interfaces, & makes information available to users. 2.X Completes the application framework by establishing on-line transactions between AMS & CADE. 2.1 Finalizes the Domain architecture and framework to view entity & account information, captures notice activity, and establishes a Virtual Case Folder. User access will be through the Employee User Portal. 2.2 Completes conversion of 2 existing DI inventories. Creates AMS on-line adjustments to CADE accounts. 3.X Begins series of releases concurrent with CADE to enable IMF and IMF-related IDRS retirement. 3.1 Implements initial Account Monitor (AM) functionality. AM tracks/manages all deferred actions for CADE case processing activities. Converts the last 3 DI inventories, implements AMS/CADE on-line processing of installment & payment agreements & completes account adjustment capabilities. 3.2 Implements more account monitor functions, on-line CADE/AMS processing of penalty abatements and credit transfers, & capability to perform notice review.

9. Did the Agency's Executive/Investment Committee approve this request?

Yes

9.a. If "yes," what was the date of this approval?

2007-08-16

10. Did the Project Manager review this Exhibit?

Yes

11. Project Manager Name:

Holland, Carrie

Project Manager Phone:

Project Manager Email:

carrie.y.holland@irs.gov

11.a. What is the current FAC-P/PM certification level of the project/program manager?

TBD

12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project.

No	
12.a. Will this investment include electronic assets (including computers)?	
Yes	
12.b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)	
No	
13. Does this investment directly support one of the PMA initiatives?	
Yes	
If yes, select the initiatives that apply:	
Expanded e Government	
13.a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?)	
AMS supports the Expanded Electronic Government strategic goal within the President's Management Agenda. AMS specifically supports the Government-to-Citizens (G2C) portfolio by providing faster and improved access by Customer Service Reps to taxpayer account data which will minimize taxpayer interactions, provide more timely response and resolution to taxpayer inquiries.	
14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)?	
No	
15. Is this investment for information technology?	
Yes	
16. What is the level of the IT Project (per CIO Council's PM Guidance)?	
Level 2	
17. What project management qualifications does the Project Manager have? (per CIO Council's PM Guidance)	
(1) Project manager has been validated as qualified for this investment	
18. Is this investment identified as high risk on the Q4 - FY 2007 agency high risk report (per OMB memorandum M-05-23)?	
Yes	
19. Is this a financial management system?	
No	
19.a. If yes, does this investment address a FFMIA compliance area?	
19.a.1. If yes, which compliance area:	
19.b. If yes, please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A11 section 52.	
20. What is the percentage breakout for the total FY2008 funding request for the following? (This should total 100%)	

Hardware	3
Software	0
Services	92
Other	5

21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities?	
N/A	
22. Contact information of individual responsible for privacy related questions.	
Name	
Carlos Moura	

Phone Number	
202- 927-0730	
Title	
Management and Program Analyst	
Email	
carlos.moura@irs.gov	
23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?	
Yes	
24. Does this investment directly support one of the GAO High Risk Areas?	
Yes	

SUMMARY OF SPEND

1. Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated Government FTE Cost, and should be excluded from the amounts shown for Planning, Full Acquisition, and Operation/Maintenance. The total estimated annual cost of the investment is the sum of costs for Planning, Full Acquisition, and Operation/Maintenance. For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

All amounts represent Budget Authority

	PY-1 & Earlier	PY	CY
	-2006	2007	2008
Planning Budgetary Resources	11.800	7.545	9.391
Acquisition Budgetary Resources	0.000	11.905	19.592
Maintenance Budgetary Resources	0.000	0.000	0.000
Government FTE Cost	0.000	1.570	15.287
# of FTEs			

Note: For the cross-agency investments, this table should include all funding (both managing partner and partner agencies).

Government FTE Costs should not be included as part of the TOTAL represented.

2. Will this project require the agency to hire additional FTE's?

No

2.a. If "yes," how many and in what year?

3. If the summary of spending has changed from the FY2008 President's budget request, briefly explain those changes.

FY2008 funding was adjusted to reflect OMB Passback amount.

PERFORMANCE

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures (indicators) must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative measure.

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Map all Measurement Indicators to the corresponding Measurement Area and

	Fiscal Year	Strategic Goal Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvement to the Baseline	Actual Results
1	2007	Manage the U.S. Government's Finances Effectively	Customer Results	Accuracy of Service or Product Delivered	Accounts Accuracy for Telephone Service: Percent of answers provided by IRS telephone assisters on taxpayer accounts questions which are accurate. Goal to maintain same level of accuracy/performance with annual increases in contacts.	93.0%	93.5%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
2	2008	Manage the U.S. Government's Finances Effectively	Customer Results	Accuracy of Service or Product Delivered	Accounts Accuracy for Telephone Service: Percent of answers provided by IRS telephone assisters on taxpayer accounts questions which are accurate. Goal to maintain same level of accuracy/performance with annual increases in contacts.	93.5%	94.0%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
3	2009	Manage the U.S. Government's Finances Effectively	Customer Results	Accuracy of Service or Product Delivered	Accounts Accuracy for Telephone Service: Percent of answers provided by IRS telephone assisters on taxpayer accounts questions which are accurate. Goal to maintain same level of accuracy/performance with annual increases in contacts.	94.0%	94.2%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
4	2010	Manage the U.S. Government's Finances Effectively	Customer Results	Accuracy of Service or Product Delivered	Accounts Accuracy for Telephone Service: Percent of answers provided by IRS telephone assisters on taxpayer accounts questions which are accurate. Goal to maintain same level of accuracy/performance with annual increases in contacts.	94.2%	94.4%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
5	2007	Manage the	Technology	Overall Costs	Cost Containment:	8%	7%	Customer

		U.S. Government's Finances Effectively			The percentage of cost variance during the acquisition phase of the investment			Satisfaction with Correspondence Service: Percent of customers responding they are either satisfied or very satisfied with IRS' correspondence service (based on surveys of a random group of recent customers)
6	2008	Manage the U.S. Government's Finances Effectively	Technology	Overall Costs	Cost Containment: The percentage of cost variance during the acquisition phase of the investment	7%	6%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
7	2009	Manage the U.S. Government's Finances Effectively	Technology	Overall Costs	Cost Containment: The percentage of cost variance during the acquisition phase of the investment	6%	5%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
8	2010	Manage the U.S. Government's Finances Effectively	Technology	Overall Costs	Cost Containment: The percentage of cost variance during the acquisition phase of the investment	5%	4%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
9	2007	Manage the U.S. Government's Finances Effectively	Customer Results	Customer Satisfaction	Customer Satisfaction with Correspondence Service: Percent of customers responding they are either satisfied or very satisfied with IRS' correspondence service (based on surveys of a random group of recent customers)	66.7%	63.3%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
10	2008	Manage the U.S. Government's Finances Effectively	Customer Results	Customer Satisfaction	Customer Satisfaction with Correspondence Service: Percent of customers responding they are either satisfied or very satisfied with IRS' correspondence service (based on surveys of a random group of recent customers)	63.3%	66.8%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007

11	2009	Manage the U.S. Government's Finances Effectively	Customer Results	Customer Satisfaction	Customer Satisfaction with Correspondence Service: Percent of customers responding they are either satisfied or very satisfied with IRS' correspondence service (based on surveys of a random group of recent customers)	66.8%	67.5%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
12	2010	Manage the U.S. Government's Finances Effectively	Customer Results	Customer Satisfaction	Customer Satisfaction with Correspondence Service: Percent of customers responding they are either satisfied or very satisfied with IRS' correspondence service (based on surveys of a random group of recent customers)	67.5%	71.0%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
13	2007	Manage the U.S. Government's Finances Effectively	Customer Results	Customer Satisfaction	Customer Satisfaction with Telephone Service: Percent of customers responding they are either satisfied or very satisfied with IRS' telephone service (based on surveys of a random group of recent customers)	94.0%	94.0%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
14	2008	Manage the U.S. Government's Finances Effectively	Customer Results	Customer Satisfaction	Customer Satisfaction with Telephone Service: Percent of customers responding they are either satisfied or very satisfied with IRS' telephone service (based on surveys of a random group of recent customers)	94.0%	94.0%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
15	2009	Manage the U.S. Government's Finances Effectively	Customer Results	Customer Satisfaction	Customer Satisfaction with Telephone Service: Percent of customers responding they are either satisfied or very satisfied with IRS' telephone service (based on surveys of a random group of recent customers)	94.0%	94.0%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
16	2010	Manage the U.S. Government's Finances Effectively	Customer Results	Customer Satisfaction	Customer Satisfaction with Telephone Service: Percent of customers responding they are either satisfied or very	94.0%	94.0%	Results will be posted in 2008 to correspond with the initial developed functionality in

					satisfied with IRS' telephone service (based on surveys of a random group of recent customers)			2007
17	2007	Manage the U.S. Government's Finances Effectively	Customer Results	Accuracy of Service or Product Delivered	Accuracy of Adjustments and Responses to Taxpayer Correspondence: Percent of adjustments to taxpayer accounts and answers to taxpayer issues provided by correspondence units which are accurate	86.3%	87.7%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
18	2008	Manage the U.S. Government's Finances Effectively	Customer Results	Accuracy of Service or Product Delivered	Accuracy of Adjustments and Responses to Taxpayer Correspondence: Percent of adjustments to taxpayer accounts and answers to taxpayer issues provided by correspondence units which are accurate	87.7	88.1	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
19	2009	Manage the U.S. Government's Finances Effectively	Customer Results	Accuracy of Service or Product Delivered	Accuracy of Adjustments and Responses to Taxpayer Correspondence: Percent of adjustments to taxpayer accounts and answers to taxpayer issues provided by correspondence units which are accurate	88.1	88.4	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
20	2010	Manage the U.S. Government's Finances Effectively	Customer Results	Accuracy of Service or Product Delivered	Accuracy of Adjustments and Responses to Taxpayer Correspondence: Percent of adjustments to taxpayer accounts and answers to taxpayer issues provided by correspondence units which are accurate	88.4	88.8	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
21	2007	Manage the U.S. Government's Finances Effectively	Processes and Activities	Productivity	Customer Contacts Resolved Per Staff Year: Total taxpayer contacts resolved for IRS customer service programs (phones,	7477	7555	Results will be posted in 2008 to correspond with the initial developed functionality in

					internet, walk-in) divided by FTE used			2007
22	2008	Manage the U.S. Government's Finances Effectively	Processes and Activities	Productivity	Customer Contacts Resolved Per Staff Year: Total taxpayer contacts resolved for IRS customer service programs (phones, internet, walk-in) divided by FTE used	7555	7742	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
23	2009	Manage the U.S. Government's Finances Effectively	Processes and Activities	Productivity	Customer Contacts Resolved Per Staff Year: Total taxpayer contacts resolved for IRS customer service programs (phones, internet, walk-in) divided by FTE used	7742	7907	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
24	2010	Manage the U.S. Government's Finances Effectively	Processes and Activities	Productivity	Customer Contacts Resolved Per Staff Year: Total taxpayer contacts resolved for IRS customer service programs (phones, internet, walk-in) divided by FTE used	7907	8024	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
25	2007	Manage the U.S. Government's Finances Effectively	Mission and Business Results	Taxation Management	Telephone Level of Service: The percent of time that taxpayers calling IRS toll-free operations successfully reach a live assister	82.0%	77.0%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
26	2008	Manage the U.S. Government's Finances Effectively	Mission and Business Results	Taxation Management	Telephone Level of Service: The percent of time that taxpayers calling IRS toll-free operations successfully reach a live assister	77.0%	82.0%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
27	2009	Manage the U.S. Government's Finances Effectively	Mission and Business Results	Taxation Management	Telephone Level of Service: The percent of time that taxpayers calling IRS toll-free operations successfully reach a live assister	82.0%	82.0%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007
28	2010	Manage the U.S. Government's Finances Effectively	Mission and Business Results	Taxation Management	Telephone Level of Service: The percent of time that taxpayers calling IRS toll-free operations successfully reach a live assister	82.0%	82.0%	Results will be posted in 2008 to correspond with the initial developed functionality in 2007

EA

In order to successfully address this area of the business case and capital asset plan you must ensure the investment is included in the agency's EA and Capital Planning and Investment Control (CPIC) process, and is mapped to and supports the FEA. You must also ensure the business case demonstrates the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture?

yes

2. Is this investment included in the agency's EA Transition Strategy?

yes

2.a. If yes, provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment.

This investment will be identified as Account Management Services Program (AMS).

3. Is this investment identified in a completed (contains a target architecture) and approved segment architecture?

yes

3.a. If yes, provide the name of the segment architecture as provided in the agency's most recent annual EA Assessment.

Enterprise Transition Plan, Volume 1: Enterprise Transition Strategy (IRS)

4. Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.whitehouse.gov/omb/egov/.

Component: Use existing SRM Components or identify as NEW. A NEW component is one not already identified as a service component in the FEA SRM.

Reused Name and UPI: A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

Internal or External Reuse?: Internal reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. External reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

Funding Percentage: Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the funding level transferred to another agency to pay for the service.

	Agency Component Name	Agency Component Description	Service Type	Component	Reused Component Name	Reused UPI	Internal or External Reuse?	Funding %
1								
2	Contact and Profile Management	Activity History	Customer Relationship Management	Contact and Profile Management			No Reuse	7.00
3	Assistance Request	Support taxpayer solicitations	Customer Initiated Assistance	Assistance Request			No Reuse	7.00
4	Tax Account Management Business Logic	Provides individual and business taxpayers with specific tax account data	Tracking and Workflow	Process Tracking			No Reuse	46.00
5								
6	Inbound Correspondence Management	Correspondence Imaging System (CIS)	Routing and Scheduling	Inbound Correspondence Management			No Reuse	3.00
7								
8								
9	Document Imaging and	Correspondence Imaging System	Document Management	Document Imaging and			No Reuse	12.00

	OCR	(CIS) Conversion		OCR				
10	Library/Storage	Case processing; document management	Document Management	Library / Storage			No Reuse	4.00
11	Document Review and Approval	Notice Review	Document Management	Document Review and Approval			No Reuse	7.00
12	Document Conversion	Correspondence Imaging System (CIS) conversion	Document Management	Document Conversion			No Reuse	3.00

5. To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component: Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications.

Service Specification: In the Service Specification field, Agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

	SRM Component	Service Area	Service Category	Service Standard	Service Specification (i.e., vendor and product name)
1	Contact and Profile Management	Service Access and Delivery	Access Channels	Web Browser	Microsoft Internet Explorer
2	Contact and Profile Management	Component Framework	Data Interchange	Data Exchange	Application Messaging and Data Access System (AMDAS) Project
3	Contact and Profile Management	Service Access and Delivery	Service Transport	Service Transport	Application Messaging and Data Access System (AMDAS) and EAI Broker projects
4	Assistance Request	Component Framework	Business Logic	Platform Independent	Sun Solaris
5	Process Tracking	Component Framework	Data Management	Reporting and Analysis	TBD
6	Process Tracking	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	ISS Project

7	Process Tracking	Service Access and Delivery	Service Requirements	Hosting	End-User Portal Project
8	Process Tracking	Service Access and Delivery	Service Transport	Supporting Network Services	Application Messaging and Data Access System (AMDAS), Enterprise Directory and Authentication System (EDAS), and the EAI Broker projects
9	Process Tracking	Component Framework	Business Logic	Platform Independent	EMC BPM
10	Process Tracking	Service Access and Delivery	Access Channels	Web Browser	Microsoft Internet Explorer
11	Process Tracking	Component Framework	Data Interchange	Data Exchange	Application Messaging and Data Access System (AMDAS)
12	Process Tracking	Service Platform and Infrastructure	Delivery Servers	Web Servers	End-User Portal Project
13	Process Tracking	Service Platform and Infrastructure	Delivery Servers	Application Servers	Application Messaging and Data Access System (AMDAS) and the EAI Broker projects
14	Process Tracking	Service Platform and Infrastructure	Delivery Servers	Portal Servers	End-User Portal Project
15	Process Tracking	Service Access and Delivery	Delivery Channels	Intranet	End-User Portal Project
16	Inbound Correspondence Management	Service Platform and Infrastructure	Database / Storage	Database	EMC Documentum
17					
18	Process Tracking	Service Interface and Integration	Interoperability	Data Types / Validation	XML Schemas
19	Document Imaging and OCR	Service Platform and Infrastructure	Delivery Servers	Media Servers	Sun Solaris
20	Library / Storage	Service Platform and Infrastructure	Database / Storage	Storage	(General computing infrastructure)
21	Document Review and Approval	Service Access and Delivery	Access Channels	Collaboration / Communications	EMC Documentum
22	Document Conversion	Service Platform and Infrastructure	Database / Storage	Database	Oracle DBMS
23	Document Conversion	Service Interface and Integration	Interoperability	Data Transformation	EMC Documentum
24	Process Tracking	Service Interface and Integration	Integration	Enterprise Application Integration	EAI Broker Services Project
25	Process Tracking	Service Platform and Infrastructure	Database / Storage	Database	EMC Documentum
26	Process Tracking	Component Framework	Presentation / Interface	Content Rendering	End-User Portal Project; WebMethods

6. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)?

no

PART TWO

RISK

You should perform a risk assessment during the early planning and initial concept phase of the investment's life-cycle, develop a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

Answer the following questions to describe how you are managing investment risks.

1. Does the investment have a Risk Management Plan?

yes

1.a. If yes, what is the date of the plan?

2007-06-28

1.b. Has the Risk Management Plan been significantly changed since last year's submission to OMB?

no

3. Briefly describe how investment risks are reflected in the life cycle cost estimate and investment schedule:

The budgeted costs are risk adjusted and reflected in the lifecycle costs for each milestone based upon the criticality scoring for each risk and potential impact on the milestone.

COST & SCHEDULE

1. Does the earned value management system meet the criteria in ANSI/EIA Standard 748?

no

2. Is the CV% or SV% greater than ± 10%?

yes

2.a. If yes, was it the?

CV

2.b. If yes, explain the variance.

2.c. If yes, what corrective actions are being taken?

Update the FY2007 Cost and Schedule with the actuals.

3. Has the investment re-baselined during the past fiscal year?

yes

3.a. If yes, when was it approved by the agency head?

2007-05-22