

**DEPARTMENT OF THE TREASURY****Internal Revenue Service****Proposed Collection; Comment Request for the IRS Taxpayer Burden Surveys**

**AGENCY:** Internal Revenue Service (IRS), Treasury.

**ACTION:** Notice and request for comments.

**SUMMARY:** The Internal Revenue Service, as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on continuing information collections, as required by the Paperwork Reduction Act of 1995. The IRS is soliciting comments concerning the 2020, 2021, and 2022 Wage and Investment Strategies and Solutions Behavioral Laboratory Customer Surveys and Support.

**DATES:** Written comments should be received on or before May 8, 2020 to be assured of consideration.

**ADDRESSES:** Direct all written comments to R. Joseph Durbala, Internal Revenue Service, Room 6529, 1111 Constitution Avenue NW, Washington, DC 20224.

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information or copies of the form should be directed to Kerry Dennis, at (202) 317-5751 or Internal Revenue Service, Room 6529, 1111 Constitution Avenue NW, Washington DC 20224, or through the internet, at [Kerry.Dennis@irs.gov](mailto:Kerry.Dennis@irs.gov).

**SUPPLEMENTARY INFORMATION:**

*Title:* Wage and Investment Strategies and Solutions Behavioral Laboratory Customer Surveys and Support.

*OMB Number:* 1545-2274.

*Regulatory Number:* N/A.

*Abstract:* As outlined in the Internal Revenue Service (IRS) Strategic Plan, the Agency is working towards allocating IRS resources strategically to address the evolving scope and increasing complexity of tax administration. In order to do this, IRS must realize their operational efficiencies and effectively manage costs by improving enterprise-wide resource allocation and streamlining processes using feedback from various behavioral research techniques. To assist the Agency is accomplishing the goal outlined in the Strategic Plan, the Wage and Investment Division continuously maintains a "customer-first" focus through routinely soliciting information concerning the needs and characteristics of its customers and implementing programs based on the information received. W&I Strategies and Solutions

(WISS), is developing the implementation of a Behavioral Laboratory to identify, plan and deliver business improvement processes that support fulfillment of the IRS strategic goals. The collection of information through the Behavioral Laboratory is necessary to enable the Agency to garner customer and stakeholder feedback in an efficient, timely manner, in accordance with the commitment to improving taxpayer service delivery. Improving agency programs requires ongoing assessment of service delivery. WISS, through the Behavioral Laboratory, will collect, analyze, and interpret information gathered through this generic clearance to identify strengths and weaknesses of current services and make improvements in service delivery based on feedback provided by taxpayers and employees of the Internal Revenue Service.

*Current Actions:* The IRS will be revising and replacing various surveys. The survey scope is expanded to include burden for surveys associated with all taxpayer segments. This effort represents a continuation of the IRS's strategy to gather taxpayer burden data for all types of tax returns and information reporting documents in order to support Wage and Investment's OMB Improvement Strategy to transition burden estimates for all taxpayers to the preferred RAAS burden estimation methodology. These surveys will allow RAAS to update and validate the IRS Taxpayer Burden Model which will be used to provide estimates for consolidated taxpayer segments, like what is currently done for OMB numbers 1545-0074, 1545-0123, and 1545-0047.

*Data Collections Covered Under This Clearance Request:* Customer Call Back Programming (CCB).

*Type of Review:* Extension of a currently approved collection.

*Affected Public:* Individual, Business, or other for-profit organizations.

*Estimated Number of Respondents:* 150,000.

*Estimated Time per Respondent:* 1 hours.

*Estimated Total Annual Burden Hours:* 150,000 hours.

The following paragraph applies to all the collections of information covered by this notice.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection of information displays a valid OMB control number. Books or records relating to a collection of information must be retained as long as their contents may become material in the administration of any internal

revenue law. Generally, tax returns and tax return information are confidential, as required by 26 U.S.C. 6103.

*Request for Comments:* Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. All comments will become a matter of public record. Comments are invited on: (a) Whether the collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden of the collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology; and (e) estimates of capital or start-up costs and costs of operation, maintenance, and purchase of services to provide information.

Approved: March 2, 2020.

**R. Joseph Durbala,**

*IRS Tax Analyst.*

[FR Doc. 2020-04733 Filed 3-6-20; 8:45 am]

**BILLING CODE 4830-01-P**

**DEPARTMENT OF THE TREASURY****Internal Revenue Service****Open Meeting of the Taxpayer Advocacy Panel Taxpayer Communications Project Committee**

**AGENCY:** Internal Revenue Service (IRS), Treasury.

**ACTION:** Notice of meeting.

**SUMMARY:** An open meeting of the Taxpayer Advocacy Panel's Taxpayer Communications Project Committee will be conducted. The Taxpayer Advocacy Panel is soliciting public comments, ideas, and suggestions on improving customer service at the Internal Revenue Service.

**DATES:** The meeting will be held Thursday, March 26, 2020 and Friday, March 27, 2020.

**FOR FURTHER INFORMATION CONTACT:** Cedric Jeans at 1-888-912-1227 or 901-707-3935.

**SUPPLEMENTARY INFORMATION:** Notice is hereby given pursuant to Section 10(a)(2) of the Federal Advisory Committee Act, 5 U.S.C. App. (1988) that a meeting of the Taxpayer Advocacy Panel Taxpayer Communications Project Committee will be held Thursday, March 26, 2020, from

8:00 a.m. to 5:00 p.m. Central Time and Friday, March 27, 2020, from 8:00 a.m. until 12:00 p.m. Central Time, in Oklahoma City, OK. The public is invited to make oral comments or submit written statements for consideration. Due to limited time and structure of meeting, notification of intent to participate must be made with Cedric Jeans. For more information please contact Cedric Jeans at 1-888-912-1227 or 901-707-3935, or write TAP Office, 5333 Getwell Road, Memphis, TN 38118 or contact us at the website: <http://www.improveirs.org>. The agenda will include various IRS issues.

Dated: March 3, 2020.

**Kevin Brown,**

*Acting Director, Taxpayer Advocacy Panel.*

[FR Doc. 2020-04674 Filed 3-6-20; 8:45 am]

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## DEPARTMENT OF THE TREASURY

### Internal Revenue Service

#### Open Meeting of the Taxpayer Advocacy Panel's Notices and Correspondence Project Committee

**AGENCY:** Internal Revenue Service (IRS), Treasury.

**ACTION:** Notice of meeting.

**SUMMARY:** An open meeting of the Taxpayer Advocacy Panel's Notices and Correspondence Project Committee will be conducted. The Taxpayer Advocacy Panel is soliciting public comments, ideas, and suggestions on improving customer service at the Internal Revenue Service.

**DATES:** The meeting will be held Thursday, March 26, 2020 and Friday, March 27, 2020.

**FOR FURTHER INFORMATION CONTACT:** Robert Rosalia at 1-888-912-1227 or (718) 834-2203.

**SUPPLEMENTARY INFORMATION:** Notice is hereby given pursuant to Section 10(a)(2) of the Federal Advisory Committee Act, 5 U.S.C. App. (1988) that an open meeting of the Taxpayer Advocacy Panel's Notices and Correspondence Project Committee will be held Thursday, March 26, 2020, from 8:00 a.m. to 5:00 p.m. Central Time and Friday, March 27, 2020, from 8:00 a.m. until 12:00 p.m. Central Time, in Oklahoma City, OK. The public is invited to make oral comments or submit written statements for consideration. Due to limited time and structure of meeting, notification of intent to participate must be made with Robert Rosalia. For more information please contact Robert Rosalia at 1-888-

912-1227 or (718) 834-2203, or write TAP Office, 2 Metrotech Center, 100 Myrtle Avenue, Brooklyn, NY 11201 or contact us at the website: <http://www.improveirs.org>. The agenda will include various IRS issues.

Dated: March 3, 2020.

**Kevin Brown,**

*Acting Director, Taxpayer Advocacy Panel.*

[FR Doc. 2020-04672 Filed 3-6-20; 8:45 am]

**BILLING CODE 4830-01-P**

## DEPARTMENT OF THE TREASURY

### Privacy Act of 1974; System of Records

**AGENCY:** Departmental Offices, Department of the Treasury.

**ACTION:** Notice of a modified system of records.

**SUMMARY:** In accordance with the Privacy Act of 1974, the Department of the Treasury ("Treasury" or the "Department"), Departmental Offices proposes to modify a current Treasury system of records titled, "Department of the Treasury/Departmental Offices—.216 Treasury Security Access Control and Certificates Systems System of Records."

**DATES:** Submit comments on or before April 8, 2020. The new routine uses will be applicable on April 8, 2020 unless Treasury receives comments and determines that changes to the system of records notice are necessary.

**ADDRESSES:** Comments may be submitted to the Federal eRulemaking Portal electronically at <http://www.regulations.gov>. Comments can also be sent to the Deputy Assistant Secretary for Privacy, Transparency, and Records, Department of the Treasury, Departmental Offices, 1500 Pennsylvania Avenue NW, Washington, DC 20220, Attention: Revisions to Privacy Act Systems of Records. All comments received, including attachments and other supporting documents, are part of the public record and subject to public disclosure. All comments received will be posted without change to [www.regulations.gov](http://www.regulations.gov), including any personal information provided. You should submit only information that you wish to make publicly available.

**FOR FURTHER INFORMATION CONTACT:** For general questions and privacy issues please contact: Deputy Assistant Secretary for Privacy, Transparency, and Records (202-622-5710), Department of the Treasury, 1500 Pennsylvania Avenue NW, Washington, DC 20220.

**SUPPLEMENTARY INFORMATION:** In accordance with the Privacy Act of 1974, the Department of the Treasury ("Treasury") Departmental Offices (DO) proposes to modify a current Treasury system of records titled, "Treasury/Departmental Offices .216—Treasury Security Access Control and Certificates Systems." This action is necessary to meet the requirements of the Privacy Act to publish in the **Federal Register** notice of the existence and character of system of records maintained by the agency (5 U.S.C. 552a(e)(4)).

The Treasury Security Access Control and Certificates System improves security for both Treasury and DO physical and cyber assets by: Maintaining records concerning the security/access badges Treasury issues; risk assessments (including background checks) to validate the decision to grant access (or not) to Treasury facilities and cyber assets; restricting entry to installations and activities; ensuring positive identification of personnel and others authorized to access restricted areas; maintaining accountability for issuance and disposition of security/access badges; maintaining an electronic system to facilitate secure on-line communication between federal automated systems, federal employees or contractors, and/or the public, using digital signature technologies to authenticate and verify identity; providing a means of access to Treasury cyber assets including the DO network, local area network (LAN), desktop and laptops; and to provide mechanisms for non-repudiation of personal identification and access to DO sensitive cyber systems; including, but not limited to human resource, financial, procurement, travel and property systems as well as tax, econometric and other mission critical systems. The system also maintains records relating to the issuance of digital certificates using public key cryptography to employees and contractors for the purpose of transmission of sensitive electronic material that requires protection. Treasury is authorized to collect and share this information for the above purposes under the following statutes and Executive Orders: 5 U.S.C. 301; 31 U.S.C. 321; 18 U.S.C. 3056A(3) and E.O. 9397 (SSN).

The purpose of this report is to give notice of a modified system of records notice—Treasury/Departmental Offices .216 Treasury Security Access Control and Certificates Systems. Treasury is modifying this existing SORN to: (1) Add a new authority; (2) add a new category of records (and data elements); (2) clarify and make more explicit disclosures that are currently the subject