

Exhibit 300 (BY2010)

PART ONE

OVERVIEW

1. Date of Submission:
2009-04-10
2. Agency:
015
3. Bureau:
45
4. Name of this Capital Asset:
Automated Collection System (ACS) - Major
5. Unique Project Identifier:
015-45-01-14-01-2468-00
6. What kind of investment will this be in FY2010?
Mixed Life Cycle
7. What was the first budget year this investment was submitted to OMB?
FY2007
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.
For BY10, Automated Collection System (ACS) is asking for \$5.296 M funding. For FY07, the ACS enterprise (SB/SE and W&I) finished with a combined total of 5.35 billion dollars collected. ACS closed 1,890,191 Tax Delinquent Accounts (TDAs) and 443,378 Tax Delinquent Inquiries (TDIs). There were 3,745,808 levies issued and 592,785 liens issued in FY07. Without funding ACS will be unable to support operational demands, legislative changes and customer requirements. ACS is a mixed life cycle system within the IRS providing a computerized telephone tax collection system designed to assist collection employees with automatic contact and follow up on delinquent taxpayers. ACS maintains a consolidated database at the Service's Enterprise Computing Center in Martinsburg, WV, with 14 Call Sites across the country. The taxpayer account information is allocated by call site and report information is created for all sites. Workstations located at the Call Sites have access to the database maintained at the Computing Center. ACS processing is grouped into two types of processing: real-time and batch. Real-time processing involves activities performed at an operator or manager workstation. This includes viewing and maintaining the taxpayer data, placing telephone calls through the Automated Call Distributor, updating taxpayer information and recording employee activity and time information for management review and for the control of security and employee profile information. The batch processing involves processing taxpayer account transactions on a daily, weekly, or on-request basis. To maintain current taxpayer accounts payments and master file updates are received during daily and weekly processing. An array of applications are available in a real-time environment where Customer Service Representatives (CSR's) can receive and initiate taxpayer calls, display all relevant information regarding a taxpayer delinquency, issue a variety of letter correspondence to either the taxpayer or third party sources, document their conversations with the taxpayer, and schedule the account for future follow-up review or other activity.
9. Did the Agency's Executive/Investment Committee approve this request?
yes
- 9.a. If "yes," what was the date of this approval?
2008-05-09
10. Did the Program/Project Manager review this Exhibit?
yes
11. Program/Project Manager Name:
Hawley-Ferguson, Andrea D.
Program/Project Manager Phone:
202-283-3082
Program/Project Manager Email:
Andrea.D.Hawley-Ferguson@irs.gov
- 11.a. What is the current FAC-P/PM certification level of the project/program manager?
New Program Manager
- 11.b. When was the Program/Project Manager Assigned?
2008-04-08
- 11.c. What date did the Program/Project Manager receive the FACP/PM certification? If the certification has not been issued, what is the anticipated date for certification?
2009-04-08

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)?
no
- 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
Financial Performance

- 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?)

The ACS system replaced most manual processing related to revenue collections by providing a computerized telephone tax collection system designed to assist collection employees with automatic contact and follow-up on delinquent accounts. This contributed to improved Financial Performance.

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 2008 agency high risk report (per OMB memorandum M-05-23)?
yes

19. Is this a financial management system?
no

20. What is the percentage breakout for the total FY2010 funding request for the following? (This should total 100%)

Area	Percentage
Hardware	0
Software	0
Services	99
Other	1

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?
no

22. Contact information of individual responsible for privacy related questions.

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Andrea D Hawley-Ferguson
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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

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.

Cost Type	Py-1 & Earlier -2007	PY 2008	CY 2009	BY 2010
Planning Budgetary Resources	0.832	0.277	0.285	0.577
Acquisition Budgetary Resources	1.233	0.553	0.563	0.292
Maintenance Budgetary Resources	2.924	1.118	2.645	2.662
Government FTE Cost	8.528	2.665	2.723	2.791
# of FTEs	25	25	25	25

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

3. If the summary of spending has changed from the FY2009 President's budget request, briefly explain those changes.

This change is due to increase of FTE cost due to inflation rates.

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 Measurement Grouping identified in the PRM. There should be at least one Measurement Indicator for each of the four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov. The table can be extended to include performance measures for years beyond the next President's Budget.

	Fiscal Year	Strategic Goal Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvement to the Baseline	Actual Results
1	2007	Effectively Managed U.S. Government Finances	Mission and Business Results	Taxation Management	Reduce the % of bad addresses for levy correspondence	8	5	5
2	2007	Effectively Managed U.S. Government Finances	Customer Results	Service Efficiency	Number of production Priority 1 (work-stoppage) problems found in annual report (ITAMS)	1	0	0
3	2007	Effectively Managed U.S. Government Finances	Processes and Activities	Productivity	% of customer requests for system enhancements delivered by Mid-year and Filing Season release	95	100	100
4	2007	Effectively Managed U.S. Government Finances	Technology	Service Availability	Increase System Uptime for collections caseworkers (Uptime is 21 hours from 3:30 AM to 6:30 AM Monday through Friday " Saturday is 6:30 AM to 8:00 PM)	95	100	99
5	2008	Effectively Managed U.S. Government Finances	Mission and Business Results	Taxation Management	Increase in percent the quality of ACS Levy Correspondence	85	91	91
6	2008	Effectively Managed U.S. Government Finances	Customer Results	Service Efficiency	Number of production Priority 1 (work-stoppage) problems found in annual report (ITAMS)	1	0	0
7	2008	Effectively Managed U.S. Government Finances	Processes and Activities	Productivity	% of customer requests for system enhancements delivered by Mid-year and Filing Season release	99	100	100

	Fiscal Year	Strategic Goal Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvement to the Baseline	Actual Results
8	2008	Effectively Managed U.S. Government Finances	Technology	Service Availability	Increase System Uptime for collections caseworkers (Uptime is 21 hours from 3:30 AM to 6:30 AM Monday through Friday â€” Saturday is 6:30 AM to 8:00 PM)	99	100	100
9	2009	Effectively Managed U.S. Government Finances	Mission and Business Results	Taxation Management	Increase in percent the quality of ACS Levy Correspondence	91	95	
10	2009	Effectively Managed U.S. Government Finances	Customer Results	Service Efficiency	Number of production Priority 1 (work-stoppage) problems found in annual report (ITAMS)	1	0	
11	2009	Effectively Managed U.S. Government Finances	Processes and Activities	Productivity	% of customer requests for system enhancements delivered by Mid-year and Filing Season release	99	99	
12	2009	Effectively Managed U.S. Government Finances	Technology	Service Availability	Increase System Uptime for collections caseworkers (Uptime is 21 hours from 3:30 AM to 6:30 AM Monday through Friday â€” Saturday is 6:30 AM to 8:00 PM)	99	99	
13	2010	Effectively Managed U.S. Government Finances	Mission and Business Results	Taxation Management	Increase in percent the quality of ACS Levy Correspondence	95	97	
14	2010	Effectively Managed U.S. Government Finances	Customer Results	Service Efficiency	Number of production Priority 1 (work-stoppage) problems found in annual report (ITAMS)	1	0	

	Fiscal Year	Strategic Goal Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvement to the Baseline	Actual Results
15	2010	Effectively Managed U.S. Government Finances	Processes and Activities	Productivity	% of customer requests for system enhancements delivered by Mid-year and Filing Season release	99	99	
16	2010	Effectively Managed U.S. Government Finances	Technology	Service Availability	Increase System Uptime for collections caseworkers (Uptime is 21 hours from 3:30 AM to 6:30 AM Monday through Friday & Saturday is 6:30 AM to 8:00 PM)	99	99	

Enterprise Architecture

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.
Automated Collection System (ACS) - Major
3. Is this investment identified in a completed (contains a target architecture) and approved segment architecture?
yes
 - 3.a. If yes, provide the six digit code corresponding to the agency segment architecture. The segment architecture codes are maintained by the agency Chief Architect.
180-000
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	Tax Account Management Business Logic	Manages the lifecycle of cases/issues or data for Taxpayer collections	Knowledge Management	Information Retrieval			No Reuse	95
2	Query	Acs uses query capabilities to perform reporting and analysis.	Tracking and Workflow	Process Tracking			No Reuse	5

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	Process Tracking	Service Access and Delivery	Service Requirements	Legislative / Compliance	IRS Written Code
2	Query	Component Framework	Data Management	Reporting and Analysis	IRS Written Code

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?

2008-05-27

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:

Program risk management is an ongoing part of project management on the ACS Investment. We have a risk management capability in place that requires a weekly coordination meeting with active participation from business customers, internal developers, contractors and other aspects of the investment. The technical coordinator and project team actively work together to identify, manage and track risks that could adversely impact the investment. Costs associated with risk capability are captured in task order and included in the cost estimated throughout the lifecycle. Schedule and cost risk are continuously monitored and mitigated through established processes. The following mitigation strategies are in place: a) Implement enhancements based on fiscal year funding available. b) Schedule discretionary changes in advance and share resources by utilizing overtime. c) Apply quality review to improve productivity. d) Conduct regular stakeholder status meetings, with follow-up on action items.

COST & SCHEDULE

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

yes

2. Is the CV% or SV% greater than $\hat{A} \pm 10\%$?

no

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

no