

### **Attachment I: Primary Agency Liaison Cover letter**

Dear < Participant's Name>

This is to request your help in gathering information about your agency's work with IRS Governmental Liaison and Disclosure (GLD). We would like your input as well as input from others within your agency.

The GLD evaluation is being administered in two parts.

- The first part, "Customer Satisfaction Evaluation for Primary Agency Liaison 2008," is attached and is directed to you for completion as an agency liaison.
- The second part, "Customer Satisfaction Evaluation for Users of IRS GLD Services and Products" will be sent to you separately with instructions.

As a primary liaison with the IRS, you can provide important feedback to help improve the services provided by your IRS GLD Primary Contact, as well as improving the data exchange program. Your help gathering information during the second part of the process will improve the products and services used within your agency.

Please send your completed evaluation by 11/3/08 to the following email address:

#### IRS.GLD.Tax.Agency.Survey@irs.gov

Evaluation responses will be compiled by IRS Research staff. Individual responses will be kept strictly confidential. Only aggregate results will be provided to the IRS Office of Governmental Liaison and Disclosure.

If you have any questions concerning the evaluation administration, please contact Cait DeStefano at 856-237-7828. Questions concerning the evaluation content may be directed to Judith Howard at 603-628-7542.

Thank you for your help with the 2008 evaluation of GLD services. We appreciate your time and assistance in providing this valuable feedback.

Thank you,

The IRS GLD Customer Satisfaction Evaluation Team

## **Attachment II: Primary Agency Liaison Evaluation**

IRS Office of Governmental Liaison & Disclosure (GLD)

# Customer Satisfaction Evaluation For Primary Agency Liaison 2008

Please respond by 11/03/2008

GLD Customer Satisfaction Evaluation For Primary Agency Liaison

OMB #1545-1342

Respond by 11/03/2008 Page 1

For each question, please indicate your opinion by choosing a number from 1 to 5, "1" means "Very Dissatisfied" and "6" means "Very Satisfied"

### PLEASE CHECK ONLY ONE BOX PER QUESTION

	Your working relati		your IRS GI			
	Please indicate your satisfaction with:	(1) Very Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied
1	Your working relationship with your IRS GLD Primary Contact.					
2	The understanding of your agency's needs shown by your IRS GLD Primary Contact.					
3	The responsiveness of your IRS GLD Primary Contact to your agency's needs.					
4	Your IRS GLD Primary Contact support of your agency's compliance <sup>1</sup> activities.					
5	The IRS special initiatives programs (e.g., State Reverse File Match Initiative (SRFMI), Questionable Employment Tax Practices (QETP), State Audit Reports to IRS).					

Compliance includes case assistance, requests for specific taxpayer records, joint projects and use of taxpayer data from Transcript Delivery System (TDS) and Examination Operational Automation Database (EOAD) for tax compliance purposes.

GLD Customer Satisfaction Evaluation For Primary Agency Liaison

OMB #1545-1342

Respond by 11/03/2008 Page 2

	e would like to d grams shown in							
		(Please	check all	that apply –	Leave blank i	f not applicabl	e)	
		Not Involved in this Program	Incomplete Unclear Direction Progran Guidance f IRS	Resource Staffin	ces / Capacity Issues wi	IT a low priorit	s y Security Issues	Legislative Issues
6	Questionable Employment Tax Practices (QETP)							
7	Disclosure of Information to Federal State and Local Agency (DIFSLA)							
8	State Audit Reports							
9	State Reverse File Match Initiative (SRFMI)							
	Customer Satisfa rimary Agency L		ion	OMB#	1545-1342		Resp	ond by 11/03/20 Page
For P	rimary Agency L	iaison	S	Safeguards	/ Security		Resp	ond by 11/03/20 Page
For P		iaison	S	Safeguards ard and Secu	/ Security	Yes □ No	Resp	Pago
For P	ou know the proc	iaison	S ing Safegu	Safeguards	/ Security  irity issues?   (2)	Yes ☐ No (3) Neutral	Resp (4) Satisfied	ond by 11/03/20 Page (5) (5) Very Satisfied
For P	pu know the proc  Please in satisfac  Your understar requirements is Information Se Federal, State and Entities (re	eess for elevation with: addicate your tion with: noting of the nourly location in our your local Age you 10/2007)	Sing Safegu	Safeguards ard and Secu (1) Very	/ Security  irity issues?   (2)	(3)	(4)	(5) Very
Do yo	ou know the proc  Please interest in the satisfactor of the satisfacto	ess for elevatidicate your titon with: noting of the n Publication 1 curity Guidelin and Local Age v1.0/2007) e resolving saf	ing Safegu 1075, Tax les for encies	Safeguards ard and Secu (1) Very Dissatisfied	/ Security  rity issues?   (2)  Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied
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Do yo	pu know the proc  Please interest information Sefecteral, State and Entities (requirements in Entities (requirements) IRS assistance	eess for elevation with:  dicate your dicate your dicate your dicate your dicate your dicate of the publication of the publication our divided in and Local Age you.10/2007) eresolving saffs?	ing Safegui 1075, Tax les for encies eguard	Safeguards ard and Secu (1) Very Dissatisfied	/ Security  rity issues?   (2)  Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied

		Overall Sa	tisfaction			
		(1) Very Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied
14	Overall, how satisfied are you with the services and products provided by your IRS GLD Primary Contact.					
The Pag	perwork Reduction Act requires IRS to display an OMB Control Nu any comments regarding the time est	Imber on all approved info timates associated with thi Internal F Tax Products C SE:W:C 1111 Con	s study or suggestions on Revenue Service coordinating Committee AR:MP:T:T:SP stitution Ave. NW	hree minutes will be need making the process sim	led to complete this volunter, please write to:	itary questionnaire. If you hav
The Pag	oervork Reduction Act requires IRS to display an CMB Control Nu any comments regarding the time est	Imber on all approved info timates associated with thi Internal F Tax Products C SE:WC 1111 Con Washins	rmation requests. About the s study or suggestions on Revenue Service coordinating Committee AR:MP:T:T:SP	making the process sim	led to complete this volur ler, please write to:	itary questionnaire. If you hav

## Attachment III: Users of Products and Services Evaluation

IRS Office of Governmental Liaison & Disclosure (GLD)

Customer Satisfaction Evaluation
Users of IRS GLD Services and Products
2008

Please respond by 11/03/2008

GLD Customer Satisfaction Evaluation For Users of IRS GLD Services and Products

OMB #1545-1342

Respond by 11/03/2008

For each question, please indicate your opinion by choosing a number from 1 to 5, "1" means "Very Dissatisfied" and "5" means "Very Satisfied" —Leave blank if not applicable—

PLEASE CHECK ONLY ONE BOX PER QUESTION.

#### Disclosure Have you participated in disclosure training pertaining to federal tax information in the past 12 months? (1) Very Dissatisfied Please indicate your (2) Dissatisfied (3) Neutral (4) Satisfied satisfaction with: Your ability to carry out your disclosure responsibilities? IRS assistance with disclosure matters? IRS explanations for delays or denials of requests for returns or return information (e.g., Form

GLD Customer Satisfaction Evaluation For Users of IRS GLD Services and Products

OMB #1545-1342

Respond by 11/03/2008 Page 2

	•	Safeguards	/ Security			
	Do you understand your respon federal	sibilities in repo tax information Yes	rting data breed (Incident Repo	ches, to includ rting)?	le lost and stole	en
	Please indicate your satisfaction with:	(1) Very Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied
4	Your ability to carry out your security responsibilities?					
5	IRS assistance resolving incident response issues?					

	Compl	iance Produ	ıcts and Ser	vices		
Lia	he next five questions are about the co sison and Disclosure office. Examples iffic taxpayer records, joint projects, us the Examination If you are not a us	of these produce of taxpayer do Operational A er please chec	cts and service ata from the Tr utomation Data k here and skip	es include case anscript Delive base (EOAD) to to question 1	e assistance, re ery System (TI	equests for
	☐ ←	(1)	ervices do not a	apply (3)	(4)	(5)
	satisfaction with:	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
6	The timeliness of the information provided for your agency's compliance program.					
7	The format of the information provided for your agency's compliance program.					
8	The <i>clarity</i> of the information provided for your agency's <b>compliance</b> program.					
9	The adequacy (meets your needs) of the information provided for your agency's compliance program.					
10	The accuracy of the information provided for your agency's compliance program.					

	ery of extracts, specification books, an	Office. This see	ction is about the extract informat	xchange Prog ne Customer Sa tion and/or upd	atisfaction with	n the timely
	If you do not use this pr		check here an	d skip to questi	on 19.	
	Please indicate your satisfaction with:	(1) Very Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied
11	The <i>timeliness</i> of the information provided by the GLDEP.					
12	The format of the information provided by the GLDEP.					
13	The <i>clarity</i> of the information provided by the GLDEP.					
14	The adequacy (meets your needs) of the information provided by the GLDEP.					
15	The accuracy of the information provided by the GLDEP.					
	Please indicate your	(1) Very Dissatisfi	(2) Dissatisfi	(3) ed Neutral	(4)	(5)
	satisfaction with:	Dissausii	ou	cu Neutrai	Satisfie	Vone
16	satisfaction with:  The SDT Standard Operating Procedure document.				Satisfie	Very
16 17	The SDT Standard Operating					Very
	The SDT Standard Operating Procedure document.  Support provided by IRS SDT help					Very
	The SDT Standard Operating Procedure document.  Support provided by IRS SDT help desk?	faction with	IRS Produc	ets and Serv	ices (4)	Very Satisfied  (5) Very
	The SDT Standard Operating Procedure document.  Support provided by IRS SDT help desk?	faction with	IRS Produc	ets and Serv	ices (4)	Very Satisfied
17 18.	The SDT Standard Operating Procedure document.  Support provided by IRS SDT help desk?  Overall Satisf  Overall, how satisfied are you with the services and products provided	faction with (1) Very Dissatisfi	IRS Produc (2) Dissatisfi	ets and Serv	ices (4) Satisfic	Very Satisfied  (5) Very Satisfied

We are particularly interested in any commen 22. How can IRS improve products and services		
	provided by GLD?	
The Paperwork Reduction Act requires IRS to display an OMB Control Number have any comments regarding the time estimate	Paperwork Reduction Act Notice on all approved information requests. About three minutes will be a associated with study and a supersistence of making the process internal Revenue Service and the process Tax Products Coordinating Committee \$EWICARMPTTSP\$ 1111 Constitution Ave. NW	needed to complete this voluntary questionnaire. If you simpler, please write to:
Departs	Washington, DC 20224 ment of the Treasury – Internal Revenue Service	
TOTAL CONTRACTOR OF THE PARTY O	ık you for your time!	

## Attachment IV: Users of Products and Services Cover letter

Dear < Participant's Name>

This is the second part of a request for your help in gathering information about your agency's work with IRS Governmental Liaison and Disclosure (GLD). We would like your input as well as input from others within your agency.

Please review the attached "Customer Satisfaction Evaluation for Users of IRS GLD Services and Products." and

- forward that evaluation for completion by anyone within your agency who
  receives any of the IRS Governmental Liaison and Disclosure services or
  products addressed in the evaluation
- ask those completing the evaluation to respond to all relevant questions and to provide comments as needed
- · complete the evaluation yourself, including comments as needed.

Feedback from these customers and you will help us determine how to improve services and products provided by Governmental Liaison and Disclosure.

Please send your completed evaluation by 11/3/08 to the email address below. Please ask those in your agency who complete the "Customer satisfaction Evaluation for Users of IRS GLD Services and Products" to send their evaluations to the same address.

#### IRS.GLD.Tax.Agency.Survey@irs.gov

Evaluation responses will be compiled by IRS Research staff. Individual responses will be kept strictly confidential. Only aggregate results will be provided to the IRS Office of Governmental Liaison and Disclosure.

If you have any questions concerning the evaluation administration, please contact Cait DeStefano at 856-237-7828. Questions concerning the evaluation content may be directed to Judith Howard at 603-628-7542.

Thank you for your help with the 2008 evaluation of GLD services. We appreciate your time and assistance in providing this valuable feedback.

Thank you,

The IRS GLD Customer Satisfaction Evaluation Team

## Attachment V: Follow-up / Reminder notice

Dear < Participants Name>

Recently you were sent the IRS Governmental Liaison and Disclosure (GLD) Customer Satisfaction Evaluation to complete. Our objective is to survey as many participants as possible who are familiar with the services provided by the GLD organization. This feedback will be used to improve our services and products to your agency.

If you have not already sent in your response, please send it to the email address listed below. Your feedback is important to us. We will use it to improve the services and products we provide to you. We appreciate you taking the time to complete the evaluation and return it to the email address listed below no later than 11/03/08.

IRS.GLD.Tax.Agency.Survey@irs.gov

Responses will be kept confidential. Only aggregate results will be provided to the IRS Office of Governmental Liaison and Disclosure.

If you have any questions concerning the evaluation administration, please contact Cait DeStefano at (856) 237-7828. Questions concerning the evaluation content may be directed to Judy Howard at (603) 628-7542.

Thank you for your help with the 2008 evaluation. We appreciate your time and assistance in providing this valuable feedback.

Thank you,

The IRS GLD Customer Satisfaction Evaluation Team

## **Attachment VI: GLD Agency Enrollment form**

### 2008 IRS Governmental Liaison Data Exchange Program Enrollment Form

The three pages of the enrollment form must be submitted together, in addition to the need and use justification selections, in order to participate in the GL Data Exchange Program (GLDEP).

State Abbreviation:	Agency Name:		Agency Code: ▶
Extract		Distribution Period	Indicate Participation
1099 Misc. TY 2006		April 2008	
Appeals EY2007 by	TIN (Tickler)	May 2008	
BMF EY2008 by EIN	(Tickler)	Dec 2008	
BMF EY 2008 by Sta	te Code ◆	Oct 2008	
BMF EY 2008 by Zip	Code (Tickler) ♦◆	Dec 2008	
BRTF EY 2008 by EI	N (Tickler)	Dec 2008	
BRTF EY 2008 by St	ate Code ♦	Nov 2008	
BRTF EY2008 by Zip Code (Tickler) ♦◆		Dec 2008	
Corporate Affiliations	EY2008 by State Code	Sept 2008	
Corporate Affiliations	EY2008 by EIN (Tickler)	Sept 2008	
CP2000 TY2006 by S Total Adjustment to I	State Code ♦ Tolerance ncome \$(	Apr 2008 – Nov 2009	
CP 2000 TY2006 by	SSN (Tickler)	Dec 2009	
CP2000 TY2006 by 2	Zip Code – <b>Cities</b>	Apr 2008 – Nov 2009	
Exam EY2007 by T	IN (Tickler)	May 2008	
Examination Operation	onal Automation Database (EOAD)	Jan 2008 – Dec 2008	
FEIN EY2008		Feb 2008 – Jan 2009	
IMF EY2008 by SSN	(Tickler)	Nov 2008	
IMF EY2008 by State	e Code ♦	Sept 2008	
IMF EY2008 by Zip C	Code (Tickler) ♦◆	Oct 2008	
IRTF EY2008 by SS	N (Tickler)	Nov 2008	
IRTF EY2008 by St	ate Code ♦	Sept 2008	
IRTF EY2008 by Zip	Code (Tickler) ◆◆	Oct 2008	
IRMF TY2006 Payee	by State Code	Jun 2008	
IRMF TY2006 Non-R	Resident K-1♦♦♦	Sept 2008	
Optional Non-F	Resident W-2/1099-MISC	***	
ITIN EY2008		Feb 2008 – Jan 2009	
Levy TY2007 by TIN	I (Ticklers)	May 2008 – Apr 2009	
Military Combat Zone	e EY2008 by State Code ◆	Jan 2008 - Dec 2008	
Non-Itemizer EY200	8	Nov 2008	
PTIN EY2008		Jan-Apr-Jul-Oct 2008	
TAR EY2008 by SSI	N (Tickler)	Feb 2008 - Jan 2009	

Page 1

Extracts available to states only
 Tickler submission required for state agencies only. City agency zip codes are preprogrammed.
 Participation for the IRMF Non-Resident K-1 extract is required in order to select the optional Non-Resident W-2/1099-MISC.

TY – Tax Year: Information extracted for a specific tax year.

EY – Extract Year: Period of processing time the extract covers other than a specific tax year.

### 2008 IRS Governmental Liaison Data Exchange Program Enrollment Form (Cont'd)

The State Reverse File Match Initiative (SRFMI) Enrollment must be completed by all State Taxing Agencies that enrolled for the MF/IRTF Extracts by State Code and/or the BMF/BRTF Extracts by State Code.

Govern	nrollment Fo FMI)	rm			
State Abbreviation: ▶	Agency Name:		Agend ▶	y Code:	
	•	Date State File	Indicate Participation		
SRFMI Extract		Due to IRS	Yes	No	
	lled for the IMF/IRTF Extracts The extracts by SSN can also RFMI process.	July 15, 2009			
	lled for the BMF/BRTF Extracts The extracts by EIN can also RFMI process.	July 15, 2009			
	lled for the BMF/BRTF Extracts The extracts by EIN can also	July 15, 2009			
by State Code and the IM on Page 1. The IMF/IRTF	lled for the BMF/BRTF Extracts F/IRTF Extracts by State Code F Extracts by SSN and the N can also be incorporated into	July 15, 2009			

- The State Reverse File Match Initiative (SRFMI) Enrollment must be completed by all State Taxing Agencies that enrolled for the IMF/IRTF Extracts by State Code or SSN and/or the BMF/BRTF Extracts by State Code or EIN
- The IRS has started to receive state data that will help identify federal nonfilers and underreporters. Under the State Reverse File Match Initiative (SRFMI), states will supply individual income tax, corporate income tax, sales tax, and withholding data annually to IRS.
- IRS will use the SRFMI data in compliance programs, including field audits and collections, correspondence audits, the Automated Substitute for Return Program, and the Automated Underreporter Program. All IRS operating divisions will be potentially able to access and use the state data.
- Your IRS Governmental Liaison can provide you with additional information concerning participation in SRFMI to include a copy of the Specification Book. Specific questions concerning SRFMI can also be sent to the SRFMI Mailbox at <u>SBSE.SRFMI@irs.gov</u>.
- Beginning with the 2008 Governmental Liaison Data Exchange Program (GLDEP) Enrollment Form, SRFMI has become a permanent part of the enrollment process.

Page 2

<b>&gt;</b>	Agency Name:		Agency Code	
	<b>&gt;</b>		<b>&gt;</b>	
1 <sup>st</sup> Line Street Address	For Requesting Age	ncy:		
2 <sup>nd</sup> Line Street Address	;		Room Number:	
► City:		State:	Zip:	
<b>▶</b>		► State:	<b>&gt;</b>	
New Address (Ch	eck if appropriate)			
Authorizing Official for	Reauestina Aaencv	(Typed):	Title:	
<b>&gt;</b>	, , , ,		<b>&gt;</b>	
Signature of Agency A JUSTIFICATION LIST N ENROLLMENT FORM.	uthorizing Official TH IUST BE COMPLETE	IE GLDEP NEED AND USE D AND ATTACHED TO THIS	Date:	
be safeguarded at all times Publication 1075. I further of IRC 6103(d) for the purp Requesting Agency's C  ▶ Name: ▶ Title:	in accordance with 26 U. acknowledge that FTI is to use of, and to the extent r	rom the IRS is federal tax information that must S.C. 6103(p)(4) and the guidelines described in to be used only in accordance with the provision necessary, in state tax administration. lange Extract Questions (Typed)		
► E-Mail:	DEI 01/ 0E/	TION IS FOR IRS SIGNATURES AND CE		
			Use" of this information for the above age	ency
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	6103(d)(1):	Signature	Date:	
in accordance with IRC	6103(d)(1):	Signature ▶	· ·	
in accordance with IRC Type Name ▶	6103(d)(1):	•	Telephone:	
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