

Glossary of Acronyms

Acronym	Definition
AARP	American Association of Retired Persons
ADR	Alternative Dispute Resolution
AI	Artificial Intelligence
AIMS	Automated Information Management System
AM	Accounts Management
AMIR	Accounts Management Inventory Report
AM RAD	Accounts Management Research, Analysis, and Data
BPR	Business Performance Review
CDW	Compliance Data Warehouse
CFR	Code of Federal Regulations
CIS	Correspondence Imaging System
COBOL	Common Business Oriented Language
COVID-19	Coronavirus Disease 2019
CSR	Customer Service Representative
CY	Calendar Year
DUT	Document Upload Tool
EITC	Earned Income Tax Credit
ERC	Employee Retention Credit
FS	Filing Season or Fact Sheet
FTC	Federal Trade Commission
FUTA	Federal Unemployment Tax Act
FY	Fiscal Year
GAO	Government Accountability Office
HCO	Human Capital Office
IA	Installment Agreement
IDT	Identity Theft
IDTVA	Identity Theft Victim Assistance
IP PIN	Identity Protection PIN
IR	Internal Revenue
IRA	Inflation Reduction Act
IRC	Internal Revenue Code
IRM	Internal Revenue Manual
IRS	Internal Revenue Service
IRTF	Individual Returns Transaction File
IT	Information Technology
ITIN	Individual Taxpayer Identification Number

Acronym	Definition
JCS	Joint Chiefs of Staff
JOC	Joint Operations Center
LITC	Low Income Taxpayer Clinic
LOS	Level of Service
LTA	Local Taxpayer Advocate
NTA	National Taxpayer Advocate
NTEU	National Treasury Employees Union
OMB	U.S. Office of Management and Budget
OPM	U.S. Office of Personnel Management
PMPA	Program Management/Process Assurance Branch
PRO	Problem Resolution Officer
PRWVH	Pre-Refund Wage Verification Hold
PTIN	Preparer Tax Identification Number
RAAS	Research, Applied Analytics, and Statistics
RAD	Research, Analysis, and Data
RIVO	Return Integrity Verification Operation
RPP	Return Preparers and Providers
RRA 98	IRS Restructuring and Reform Act of 1998
SAMS	Systemic Advocacy Management System
SERP	Servicewide Electronic Research Program
SOP	Strategic Operating Plan
TABOR	Taxpayer Bill of Rights (Colorado's)
TAC	Taxpayer Assistance Center
TAD	Taxpayer Advocate Directive
TAMRA	Technical and Miscellaneous Revenue Act
TAO	Taxpayer Assistance Order
TAP	Taxpayer Advocacy Panel
TAS	Taxpayer Advocate Service
TBOR	Taxpayer Bill of Rights
TCE	Tax Counseling for the Elderly
TFA	Taxpayer First Act
TIGTA	Treasury Inspector General for Tax Administration
TIN	Taxpayer Identification Number
TOC	Tactical Operations Center
TPP	Taxpayer Protection Program
TY	Tax Year

Acronym	Definition
VDP	Voluntary Disclosure Program
VITA	Volunteer Income Tax Assistance
VSD	Virtual Service Delivery
WebSD	Web Service Delivery
W&I	Wage and Investment (Operating Division)