

# IRS BUSINESS PLAN

*IRS INTEGRATED MODERNIZATION BUSINESS PLAN. TABLE OF CONTENTS. Message from the Commissioner. 3 and Deputy Commissioners.*

Core Taxpayer Services and Enforcement Tax experience relies upon integrated case management, account management, and real time tax processing so that employees and taxpayers have a complete view of their interactions and history, regardless of the channel or the employee assigned. Through RPA, the agency expects to save its contracting workforce up to 15, hours a year. Simplify identity verification to expand access to online services while protecting data. Over time, the IRS plans to include new initiatives based on emerging priorities and advances in technology, consistent with the broad outlines of the modernization pillars and input from partners in the tax community. All rights reserved. This is an area where we cannot fail for the safety of our nation, and modernizing our technology is critical to stay ahead of constant cyber-attacks on our systems.

Modernized IRS Operations: The IRS will improve operational efficiencies by reducing system complexities, which will accelerate the pace of change and the adoption of emerging technologies to reduce costs and manual effort. These pillars are: the taxpayer experience, core taxpayer services and enforcement, modernized IRS operations as well as cybersecurity and data protection. Postal Service, IRS, big data and technology issues. Insight by Microsoft: Learn best practices managing human capital in challenging times in this exclusive executive briefing. Subscribe to our newsletters and be first to know the most important issues facing federal managers and government agencies. The plan introduces unparalleled data and refund fraud protections, protecting against approximately 1. Additional specifics on individual programs are highlighted in the plan. The new hires would also receive pay beyond what the General Schedule system allows for career employees. The IRS will implement this plan in two three-year phases, monitor its progress and adjust investment decisions as part of updating the plan. We look forward to working with Congress to implement this plan. The plan, which will be dependent on future funding, also includes business goals, multiple milestones and levels of accountability. In addition, the agency looks to adopt enhanced analytics tools for fraud detection, as well as more to provide better taxpayer services. The IRS seeks to accelerate the transformation of its technology infrastructure and adopt innovations that make it possible for sustained improvements to taxpayer service and enforcement while stabilizing maintenance costs. A key aspect of the plan should allow the IRS to modernize key systems and stabilize the cost of maintaining the technology ecosystem. The IRS will monitor and adjust the plan to account for emerging legislative and business requirements, tax community feedback and technology advancements. The plan outlines a bold strategy to enable business transformation focused on improving services for taxpayers and the tax community while protecting taxpayer data. Modernization delivers benefits to taxpayers and the tax community Faced with complex tax laws and time constraints, the IRS has had to continuously add systems to its IT environment. Make implementation of new tax provisions more straightforward. The IRS will also work with partners in the tax community as the we implement and update the plan. The IRS will provide regular reporting to Congress and oversight organizations as well as work with partners in the tax community as we implement the plan. Modernizing IRS systems creates opportunities to potentially reinvest savings in order to keep technology current and on pace with evolving taxpayer expectations. Data investments paying off The agency has touted the success of its Return Review Program RRP , which integrates taxpayer data from multiple sources and provides flags potential cases of fraud and tax noncompliance. The IRS looks forward to working with stakeholders to monitor and improve the plan over time and delivering world class customer service.