



# IRS Website

Discussion on how to meet your needs

JUN 2011

Mike Silvia, Director-Portal Business Management Division





# Discussion Topics

- How do you currently use the site?
  - What tools do you use?
  - What do you like about these tools?
  - What would you change about these tools?



## Discussion Topics (Cont.)

- What content areas do you use most frequently?
  - What do you like about these areas?
  - What would you change about these areas?



## Discussion Topics (Cont.)

- Are there any tools that would make your job easier?
- What new content areas would you like to see?
- Is there anything else you would like to share about how we can improve our online services for your community?



## Discussion Topics (Cont.)

- How do you use your mobile devices?
  - What potential do you see with interactions with the IRS using your mobile device?