



MANUAL TRANSMITTAL

Department of the Treasury
Internal Revenue Service

1.1.33

AUGUST 23, 2023

EFFECTIVE DATE

(08-23-2023)

PURPOSE

- (1) This transmits revised IRM 1.1.33, Organization and Staffing, Taxpayer Experience Office.

MATERIAL CHANGES

- (1) IRM 1.1.33.1, Chief, Taxpayer Experience Office - Updated the Taxpayer Experience Office (TXO) mission and vision statements to align with the Inflation Reduction Act (IRA) Strategic Operating Plan (SOP). Added reference to TXO's Deputy Chief Taxpayer Experience Officer (DCTXO). Added TXO At-a-Glance website.
- (2) IRM 1.1.33.2, Chief of Staff Office (CoS) - Updated the Chief of Staff Office mission and vision statements to align with the organization's mission and vision. Added acronym for Chief of Staff Office (CoS).
- (3) IRM 1.1.33.3, Operations Liaison Office (OLO) - Updated OLO's mission and vision statements to align with the organization's mission and vision.
- (4) IRM 1.1.33.4, Portfolio Management Office (PMO) - Updated PMO's mission and vision statements to align with the organization's mission and vision.
- (5) IRM 1.1.33.5, Community Engagement Office (CEO) - Updated CEO's mission and vision statements to align with the organization's mission and vision.
- (6) IRM 1.1.33.6, Insight and Analytics Office (IAO) - Updated IAO's mission and vision statements to align with the organization's mission and vision.
- (7) IRM 1.1.33.7, Multi-Channel Experience Office (MCXO) - Updated MCXO mission and vision statements to align with the organization's mission and vision.
- (8) The following changes were made throughout the IRM:
 - Changed taxpayer experience to customer experience.
 - Added who each Office in TXO reports to.
 - Incorporated plain language writing techniques.

EFFECT ON OTHER DOCUMENTS

IRM 1.1.33 dated 08-18-2022, (effective 08-18-2022), is superseded.

AUDIENCE

All IRS organizations

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Taxpayer Experience Office

1.1.33

Taxpayer Experience Office

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1.1.33.1

(08-23-2023)

**Chief, Taxpayer
Experience Office
(CTXO)**

- (1) The mission of the Taxpayer Experience Office (TXO) is to enrich all IRS interactions through an IRS wide customer-centric approach.
- (2) The vision of the TXO is to ensure all IRS customers are empowered and supported when engaging with the IRS.
- (3) The Chief Taxpayer Experience Officer (CTXO) reports directly to the Commissioner of the IRS and the Deputy Chief Taxpayer Experience Officer (DCTXO) reports directly to the CTXO.
- (4) The CTXO and DCTXO oversee the execution of a full range of activities to support the TXO mission. The TXO develops customer-centric guidelines and expectations to improve IRS interactions across all segments to ensure a consistent voice and experience. The TXO is organized into six functions:
 - a. Chief of Staff Office (CoS)
 - b. Operations Liaison Office (OLO)
 - c. Portfolio Management Office (PMO)
 - d. Community Engagement Office (CEO)
 - e. Insight and Analytics Office (IAO)
 - f. Multi-Channel Experience Office (MCXO)
- (5) To carry out the mission, the CTXO and DCTXO:
 - a. Support the strategic operating plan initiatives to ensure efforts incorporate a customer experience perspective.
 - b. Serve as the Customer Experience (CX) Center of Excellence to ensure interactions are designed and enriched through a customer-centric approach, with a focus toward continuous improvement.
 - c. Promote human-centered design by developing IRS wide CX standards.
 - d. Work closely with partners from across the IRS to drive continuous improvement of the IRS CX.
 - e. Facilitate the CX training delivery.
 - f. Host the CX Community of Practice.
 - g. Provide organizational units with guidance on the latest CX frameworks.
 - h. Support CX projects for the full scope of IRS interactions.
- (6) For more information, view the TXO At-a-Glance at <https://www.irs.gov/experienceoffice>.

1.1.33.2

(08-23-2023)

**Chief of Staff Office
(CoS)**

- (1) The mission of the Chief of Staff Office (CoS) is to provide administrative and executive support, maintain oversight controls, evaluate legislative implementation and perform special assignments to support the CTXO, DCTXO and the TXO.
- (2) The TXO CoS reports to the CTXO.

1.1.33.3

(08-23-2023)

**Operations Liaison
Office (OLO)**

- (1) The mission of the Operation Liaison Office (OLO) is to provide the TXO efficient and effective planning, coordination, and execution of operations services and support.
- (2) The TXO OLO reports to the CTXO.

- 1.1.33.4
(08-23-2023)
Portfolio Management Office (PMO)
- (1) The mission of the Portfolio Management Office (PMO) is to lead the oversight for the CX project portfolio. The PMO manages delivery schedules, scope and resources across the IRS related to CX projects. The PMO provides recommendations to foster implementation of the TXO strategy.
 - (2) The TXO PMO reports to the CTXO.
- 1.1.33.5
(08-23-2023)
Community Engagement Office (CEO)
- (1) The mission of the Community Engagement Office (CEO) is to partner with IRS stakeholders to gather insights to improve CX through outreach and education.
 - (2) The TXO CEO reports to the CTXO.
- 1.1.33.6
(08-23-2023)
Insight and Analytics Office (IAO)
- (1) The mission of the Insight and Analytics Office (IAO) is to support data driven decision making by coordinating with data functions and business operating divisions to identify and evaluate issues and trends, critical datasets, and measures and metrics to support TXO's mission and vision statements.
 - (2) The TXO IAO reports to the CTXO.
- 1.1.33.7
(08-23-2023)
Multi-Channel Experience Office (MCXO)
- (1) The mission of the Multi-Channel Experience Office (MCXO) is to facilitate the improvement of the CX by understanding the customer's needs, expectations, and feedback. MCXO will help identify insights and recommendations to enrich the CX through collaboration with internal and external stakeholders.
 - (2) The TXO MCXO reports to the CTXO.