



Strategic Plan FY2022–2026 Goals & Objectives

Service

Provide quality and accessible services to enhance the taxpayer experience.

- 1.1** Deliver secure and customized services to meet taxpayer needs.
- 1.2** Identify and address the needs of underserved and multilingual communities to improve their ability to participate in the tax system.
- 1.3** Provide proactive outreach and education to improve taxpayer understanding of their rights, responsibilities and obligations.
- 1.4** Safeguard taxpayer data and privacy and protect the IRS against internal and external threats.

Transformation

Transform IRS operations to become more resilient, agile and responsive to improve the taxpayer experience and narrow the tax gap.

- 4.1** Reorganize our operational structure to provide an exceptional taxpayer experience by increasing collaboration and maximizing efficiencies.
- 4.2** Modernize technology infrastructure and develop secure and sustainable solutions to improve tax administration.
- 4.3** Increase digitalization to streamline processes, improve access to digital data and lessen our environmental impact.
- 4.4** Improve data management and application of analytical capabilities to drive evidence-based decisions.

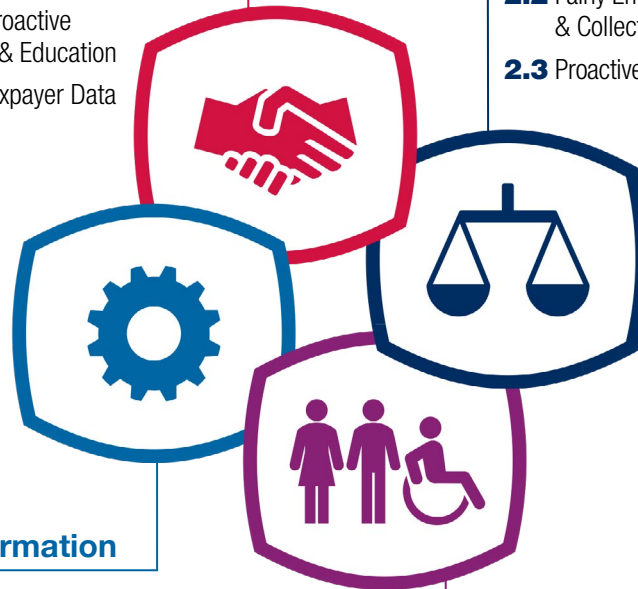
OUR MISSION: Provide America's taxpayers top quality service by helping them understand and meet their tax responsibilities and enforce the law with integrity and fairness to all.

1 Service

- 1.1** Deliver Secure & Customized Services
- 1.2** Address the Needs of the Underserved
- 1.3** Provide Proactive Outreach & Education
- 1.4** Protect Taxpayer Data

2 Enforcement

- 2.1** Address Non-Compliance
- 2.2** Fairly Enforce Tax Laws & Collect Taxes
- 2.3** Proactively Identify Fraud



4 Transformation

- 4.1** Redesign & Maximize Efficiencies
- 4.2** Modernize Infrastructure
- 4.3** Increase Digitalization
- 4.4** Improve Data-Driven Decision Making

3 People

- 3.1** Recruit, Hire & Retain a Diverse Workforce
- 3.2** Empower Workforce Development
- 3.3** Strengthen & Utilize Partnerships

Enforcement

Enforce the tax law fairly and efficiently to increase voluntary compliance and narrow the tax gap.

- 2.1** Improve operations to effectively and efficiently identify and address non-compliance.
- 2.2** Enhance enforcement efforts to collect unpaid taxes in a fair and impartial manner.
- 2.3** Proactively identify current and emerging fraud schemes and other threats using real-time intelligence and analytics.

People

Foster an inclusive, diverse and well-equipped workforce and strengthen relationships with our external partners.

- 3.1** Recruit, hire and retain a workforce that reflects the communities we serve to meet current and future needs.
- 3.2** Empower our workforce with the proper training, tools and processes to improve the employee experience and better serve taxpayers.
- 3.3** Strengthen, expand and effectively utilize our network of trusted partners to better serve taxpayers and improve compliance.