**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

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

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

**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.