Initiative being enabled:	#	1.1	1.2	1.3	1.4	1.5	1.6	1.7	1.8	1.9	1.10	1.11	1.12	2.1	2.2	2.3	2.4	2.5	2.6	2.7	3.1	3.2	3.3	3.4	3.5	3.6	3.7	4.1	4.2	4.3	4.4	4.5	4.6	4.7	4.8	5.1	5.2	5.3	5.4	5.5	5.6	5.7	5.8
Improve the availability and accessibility of customer service	1.1			●	●								●																				●	●	●						●	●	●	
Expand digital services and digitalization	1.2																											●		●	●	●								●			
Ensure employees have the right tools	1.3																													●	●	●	●							●		●	
Improve self-service options	1.4		●	●									●															●		●	●	●								●			
Explore direct file	1.5			●																										●	●		●									●	
Enable taxpayers to access their data	1.6			●	●																							●		●	●	●											
Provide earlier legal certainty	1.7																																										
Deliver proactive alerts	1.8			●	●																							●		●	●	●											
Help taxpayers understand and claim appropriate credits and deductions	1.9	●	●											●					●											●	●	●	●			●				●	●	●	
Make payments easy	1.10			●	●																									●	●	●											
Build status tracking tools for taxpayers	1.11		●	●	●						●																	●	●	●	●	●											
Streamline multichannel customer assistance	1.12			●	●																									●	●	●								●			
Identify issues during filing	2.1			●																								●		●	●	●										●	
Deliver early and appropriate interventions for issues	2.2		●	●														●			●									●	●	●								●	●	●	
Develop taxpayer-centric notices	2.3			●	●																								●	●	●	●											
Expand tax certainty and issue resolution programs	2.4			●																										●						●			●		●	●	
Offer proactive debt resolutions	2.5													●		●			●	●	●									●													
Expand engagement with delinquent non-filers	2.6	●					●			●				●		●														●													
Use improved data and analytics to tailor timely collections interventions	2.7	●	●	●	●					●		●						●		●										●	●	●				●			●				
Employ centralized, analytics-driven, risk-based methods to aid in the selection of compliance cases	3.1			●																						●				●	●	●							●		●	●	●
Expand enforcement for large corporations	3.2			●																	●					●				●	●	●					●		●	●	●	●	●
Expand enforcement for large partnerships	3.3			●																	●					●				●	●	●					●		●	●	●	●	●
Expand enforcement for high-income and high-wealth individuals	3.4			●																	●					●				●	●	●					●		●	●	●	●	●
Expand enforcement in areas where audit coverage has declined to levels that erode voluntary compliance	3.5			●																	●					●				●	●	●					●		●	●	●	●	●
Pursue appropriate enforcement for complex, high-risk, and emerging issues	3.6			●																	●					●				●	●	●					●		●	●	●	●	●
Promote equity and fairness in enforcement activities	3.7																				●									●	●	●					●		●	●	●	●	●
Transform core account data and processing	4.1		●																									●															
Accelerate technology delivery	4.2																																										
Improve technology operations	4.3																																										
Continue to ensure data security	4.4																											●															
Maximize data utility	4.5		●																									●		●	●												
Apply enhanced analytics capabilities to improve tax administration	4.6																											●	●	●		●											
Strategically use data to improve tax administration	4.7																											●		●													
Partner to expand insights	4.8																													●													
Redesign hiring and onboarding	5.1																											●	●														
Attract a talented and diverse workforce	5.2																																			●		●	●			●	●
Improve the employee experience	5.3		●	●																																						●	●
Help employees grow and develop	5.4																											●											●		●		
Develop a data-savvy workforce	5.5																																						●				
Elevate workforce planning strategy	5.6										●																	●		●		●								●			
Improve organizational structures and governance	5.7			●																																				●			●
Build a culture of service and continuous improvement	5.8	●	●	●								●	●															●	●											●			