

INDIVIDUAL

Taxpayer Experience of the Future



JANE
TEACHER,
LOCAL MIDDLE SCHOOL

BACKGROUND

Jane just rejoined the work force as a middle school math teacher. Having no previous teaching experience, Jane's income is low. Jane's son turned 19 years old this tax year and lives with her part-time.

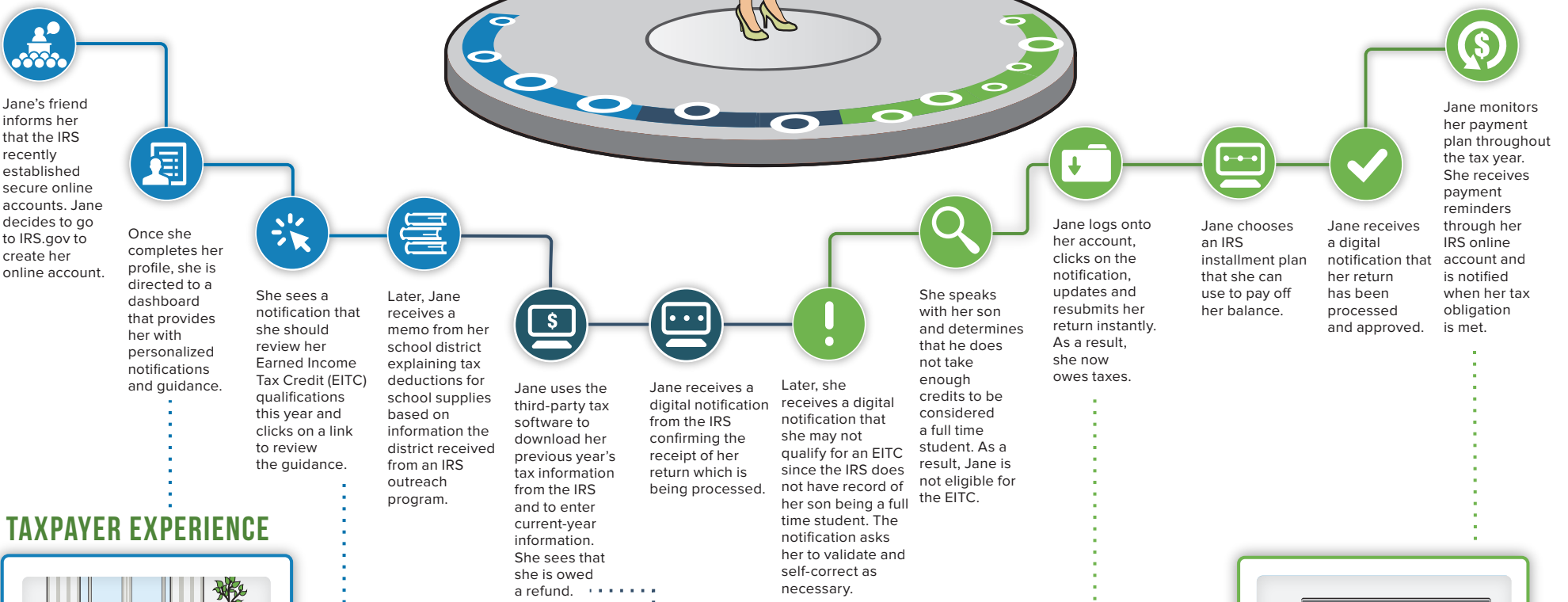
Jane has historically used a tax preparer to file her taxes, but this year she is switching to a third-party web application that her new neighbor recommended. Since Jane is filing her own taxes for the first time, she is unfamiliar with many tax laws.

EXPERIENCE EXPECTATIONS

Secure Consistent Transparent
Easily Accessible Fast



TAXPAYER JOURNEY



TAXPAYER EXPERIENCE

I receive clear guidance from the IRS and its partners on tax issues that directly affect me.

I access my tax information centrally through my secure online my account.

I receive personalized tax assistance from third parties.

I fix problems and make changes on my own or with limited support.

I am confident that digital interactions with the IRS are easy and secure.

TAXPAYER-FACING CAPABILITIES

<p>Taxpayer Outreach & Education</p> <p>Preemptive, tailored, multi-channel communications with taxpayers aimed at improving the taxpayer experience and encouraging voluntary compliance</p>	<p>e-Authentication</p> <p>Verification of a taxpayer or third party's identity across digital channels</p>	<p>Digital Taxpayer Account Management</p> <p>Online accounts that allow taxpayers to manage their tax compliance responsibilities</p>	<p>Third Party Services</p> <p>External partnerships that encourage and support third parties in providing services directly to taxpayers</p>	<p>Taxpayer Self-Correction</p> <p>Secure, online resources and tools that allow taxpayers to easily access relevant information and interact with the IRS</p>	<p>Digital Content Management</p> <p>Digitization of information accessible by taxpayers, to include taxpayer records, forms, and documents</p>	<p>Privacy & Security Management</p> <p>Systems, software, and governance that enable all transactions and information exchanges to be secure and protected</p>
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