Disrupting and Transforming Digital @IRS
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OUR STORY (IN PHOTOS)

- Elements of our culture
- Success factors
- The results!
- Lessons learned
- What we’re up to next
Elements of our culture
Individuals (FY 15):
240 million tax returns
$3.3 trillion collected
35 cents spent to collect $100

Corporations (FY13):
5.9 million active
 corporate tax returns
$293 Billion paid to U.S. Treasury

We value accuracy and fairness
Legacy technology is deeply embedded into our core processes
Our culture is heavily siloed (like everyone else)
Success factors
Success factors

Focus on the people

SPC’s are critical

Great spaces: if you build it, they will come
Leadership at all levels helped to normalize change
The results!
“Since November 16, 2016, over 481,000 Direct Pay payments totaling over $1.48 billion have been submitted by taxpayers who have used online account. Additionally, taxpayers have established more than 130,000 installment agreements and generated over 5.9 million sessions (as of May 31, 2018).” source: itdashboard.gov
Right now, go here (we’ll wait)

iOS 11+: Open camera, point at QR code, wait

Android: Focus camera and hold home, or use Google Assistant/Lens
Some lessons learned

• Working with legacy IT is really time consuming
  • Environments are a killer (hardware setup, test environments)
  • Enterprise data isn’t always designed to be accessible

• Even when our compliance people (508, cyber) were embedded and had “early warning” their processes still lagged our pace of operations

• Writing good user stories is still really hard
  • Getting the work right-sized
  • Navigating technical dependencies (especially to legacy)
What’s Next for Web Apps

• Keep training everyone
• Keep pushing for more DevOps
• Keep working with our partners to streamline their processes that impact us
• Keep sharing our successes with other programs so they take the plunge
Questions

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