

Benefits Summary

		Near-Term (Filing Season 2001-2002)	Medium-Term (Filing Season 2003-2005)*	Long-Term (Filing Season 2006-2008)**
<p>Organizational Modernization Benefits (Not Process-Specific)</p> <ul style="list-style-type: none"> • Customized Services • Greater focus on education and communication • Early recognition and resolution of problems • End-to-end accountability • Management roles revised to move decisions closer to taxpayers • Facilitate reengineering and deployment of technology • More effective/efficient tax administration • Increased practitioner involvement • Empower employees to improve service (workforce realignment) • Customer-focused organization (operating division realignment) • Improved service to large and mid-sized businesses (industry realignment) • Better alignment between field and service centers (service center realignment) 	<p>Increased value to proposition to transact electronically (2)</p> <p>Selected value adding parties receive long awaited enhancements (2)</p>	<p>More value adding third parties converting to e-Services and more being retained (2)</p> <p>Targeted marketing focuses resources more efficiently and lowers administrative costs (2)</p> <p>Targeted marketing helps to increase volume of e-Service usage by focusing on under-performing third parties and underserved taxpayers (2)</p>	<p>Targeted and customized education via improved research and segmentation (2,8,9,10)</p> <p>Improved taxpayer issues identification increases quality of communication (5,6,7,9)</p>	
	<p>Improved taxpayer access to service, by telephone and Internet (1)</p> <p>Improved workload management via intelligent call routing (1)</p>	<p>Enhanced assistance options for taxpayers via secure e-mail correspondence (2,5)</p> <p>Correct and consistent responses to taxpayer inquiries (5)</p> <p>Proactive assistance via taxpayer case histories (10)</p> <p>Targeted, timely employee training in enhanced assistance capabilities (11)</p>	<p>Reduced cycle-time for registering new taxpayer entities (8)</p> <p>Proactive, targeted assistance delivered through multiple channels (5,6,7,8,9,10,11)</p>	
	<p>Some refunds within days for e-filers (2,3)</p> <p>Increased electronic filing through third parties (2)</p>	<p>Refunds within days for most taxpayers (2,3)</p> <p>Reduced taxpayer burden, making it simpler and easier to file taxes (time, cost, etc.), via direct filing (2)</p> <p>Increased taxpayer satisfaction leading to greater participation in e-Services and higher retention (2)</p>	<p>Improved payment options for taxpayers (2)</p> <p>Exceed RRA goal of 80% electronic submissions (2)</p> <p>More effort spent serving taxpayers due to less effort spent processing paper (2)</p>	
	<p>Improved taxpayer access to service, by telephone and Internet (1)</p> <p>Improved Power of Attorney management for e-filers (2)</p> <p>Enhanced assistance messages for third parties via secure messaging (2)</p>	<p>Improved "first-call" resolution rate via electronic case folders (5)</p> <p>Enhanced assistance options via secure e-mail and Internet correspondence (2)</p> <p>Real-time access to customer account data (5)</p> <p>Targeted, timely employee training in enhanced assistance capabilities (1,11)</p> <p>Greater employee insight into customer history and future needs (4,5,9)</p>	<p>Proactive, targeted assistance delivered through multiple channels (5,6,7,8,9,10,11)</p>	
	<p>Increased effectiveness via more targeted case selection (6)</p> <p>Faster case resolution (4,6)</p>	<p>Improved case management (5,6)</p>	<p>Targeted exam efforts resulting from risk-based case selection (6)</p> <p>Exam cycle reduced to 12 - 18 months (3,6)</p> <p>Highly effective resource allocation (3,5,6)</p>	
		<p>Centralized case history (7)</p> <p>Increased use of risk-based criteria for case-selection help to empower employees (7)</p>	<p>Targeted collection efforts due to risk-based case selection (7)</p> <p>Improved probability of successful collection resulting from earlier initiation (7)</p>	
	<p><i>Enhanced training programs for employees (11)</i></p> <p><i>Improved access to management information. (11)</i></p>	<p><i>Targeted and timely employee training (11)</i></p> <p><i>More effective workforce management (11)</i></p> <p><i>Improved management reporting & decision-making (12)</i></p>	<p><i>Integrated planning, budgeting and capital expenditure (12)</i></p> <p><i>Improved overall resource/asset management (12)</i></p> <p><i>Reliable financial statements (12)</i></p>	
	<p><i>Consolidation of multiple IS Help Desks to a single Virtual Help Desk</i></p> <p><i>Remote network support capabilities allowing flexible resource locations</i></p> <p><i>Centralized reporting on all IRS computing devices</i></p>	<p><i>Improved systems to provide global service</i></p> <p><i>On-line Tax Law Assistance</i></p> <p><i>Standards-based integrated systems development and maintenance environment</i></p>	<p>Reduction in unit cost of telecommunications services while substantially increasing usage</p> <p><i>Improved methods for providing continuous protection of IRS information resources</i></p>	

Tier B projects to be defined by new business units

* in addition to near-term benefits

** in addition to near-term and medium-term benefits

Italic - Process Re-engineering Enabled Benefits

Blue - Technology-enabled Benefits

Plain - Both Process & Technology Enabled