billion to $2.7 billion over six years through Fiscal Year 2024. Some components of the plan are in place for the current year, and the administration's budget proposal ...

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The IRS says it has a six-year plan to modernize the its Information Technology systems and improve a variety of taxpayer services critical to the nation's tax system.

The plan outlines a strategy to enable business transformation focused on improving services for taxpayers and the tax community while protecting taxpayer data.

"Modernized systems are the key component to delivering quality service to taxpayers, providing efficient and robust enforcement activities and keeping

taxpayer data secure," said IRS Commissioner Chuck Rettig. "Our modernization

The plan is built around four "Modernization Pillars" that will help drive innovation and support the future of the IRS and its mission. These pillars are: the taxpayer experience, core taxpayer services and enforcement, modernized IRS operations as well as cybersecurity and data protection.

"A critical component of the plan involves the IRS's ongoing efforts to secure our systems and protect taxpayer data," Rettig said. "The IRS is responsible for safeguarding a vast amount of sensitive financial and personal data involving every taxpayer and business in the nation. This is an area where we cannot fail for the safety of our nation, and modernizing our technology is critical to stay ahead of constant cyber-attacks on our systems."

The four modernization pillars and material in the plan were based on extensive review by IRS, outside experts as well as ongoing input and needs from stakeholders and partners in the tax community.

The plan envisions the IRS being able to:

- Significantly improve the taxpayer experience by standardizing customer workflows and by expanding access to information.
- Reduce call wait and case resolution times with customer callback technology, online notices, and live online customer support.
- Simplify identity verification to expand access to online services while protecting data.
- Increase systems availability for taxpayers and tax practitioners.
- Make implementation of new tax provisions more straightforward.

Additional specifics on individual programs are highlighted in the plan. The IRS will implement this plan in two three-year phases, monitor its progress and adjust

investment decisions as part of updating the plan.

The IRS will provide regular reporting to Congress and oversight organizations as well as work with partners in the tax community as we implement the plan.

More information can be found in Fact Sheet 2019-9, IRS Modernization Plan provides plan to improve services for taxpayers, tax community.

Technology