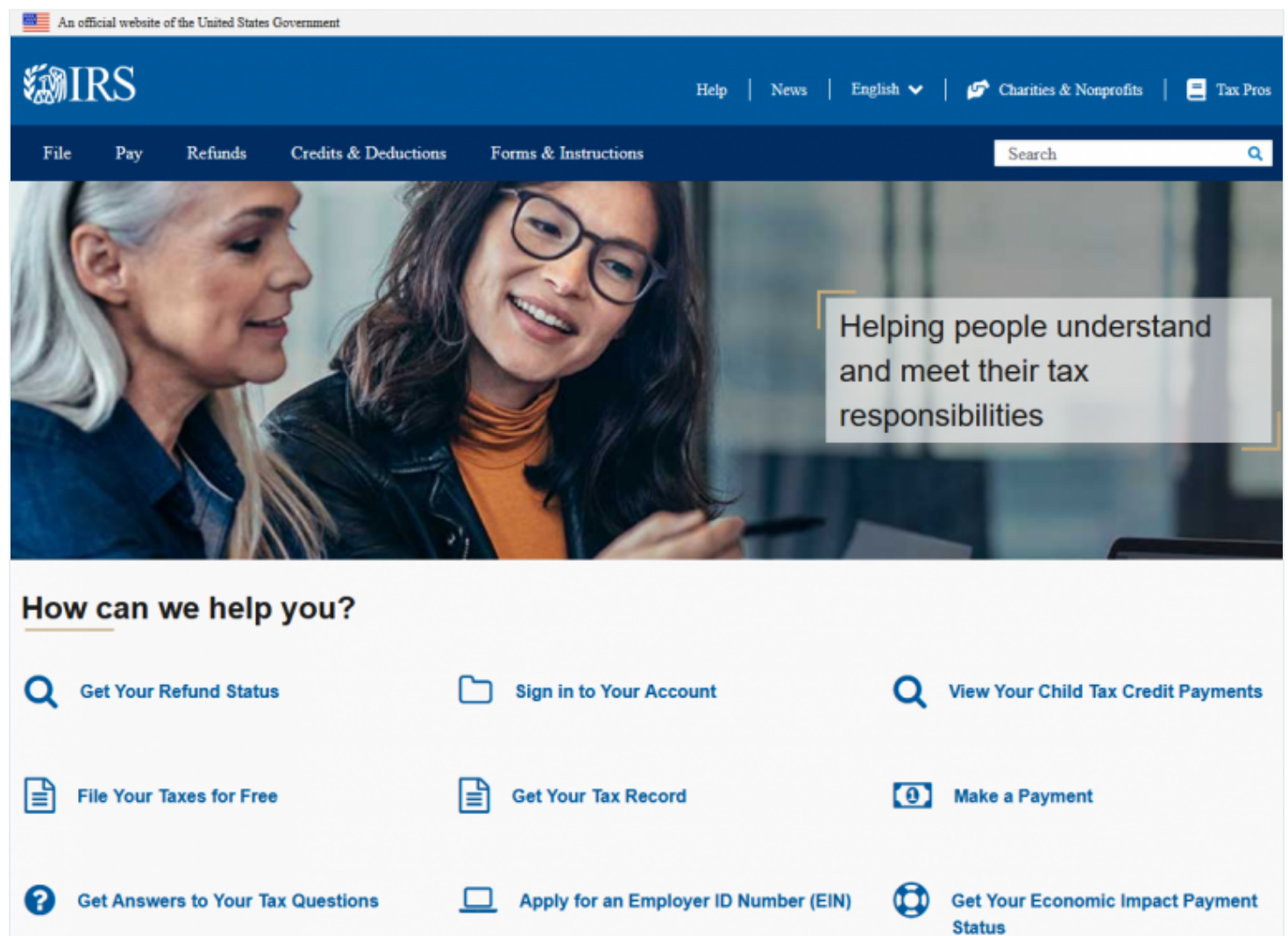


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Apr. 07, 2023



*By Christopher Zara – Fast Company*  
**Fast Company Magazine** (via TNS).

If you're one of the millions of U.S. taxpayers who have waited months or years to speak with an IRS agent, get an update on your filing status, or receive a refund, the tax man has some good news for you.

The Internal Revenue Service (IRS) this week announced “an ambitious effort to

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beef up resources to “unpack the complex filings” of wealthy individuals and large corporations, and update outdated technology and security systems.

As for how the IRS plans to make life easier for the average taxpayer, the plan lays out five key objectives. They are:

1. **Simplify and streamline:** “Dramatically improve services to help taxpayers meet their obligations and receive the tax incentives for which they are eligible.”
2. **Act faster:** “Quickly resolve taxpayer issues when they arise.”
3. **Crack down on wealthy scofflaws:** “Focus expanded enforcement on taxpayers with complex tax filings and high-dollar noncompliance to address the tax gap.”
4. **Upgrade outdated tech:** “Deliver cutting-edge technology, data and analytics to operate more effectively.”
5. **Beef up:** “Attract, retain and empower a highly skilled, diverse workforce and develop a culture that is better equipped to deliver results for taxpayers.”

Again, this is likely to be music to the ears of anyone who's needed to interact or contact the IRS for one reason or another in recent years. The agency was sitting on a backlog of millions of unprocessed returns, mostly due to the pandemic—as of late March 2023, there are still more than 2 million returns waiting to be processed from 2021 and 2022—and many people, with no easy way to reach out, have had to simply sit and wait for their refunds, if they were due one.

As such, the fresh funding and strategic plan should, hopefully, help smooth things out in the coming years—though that's far from a sure thing. The IRS still faces huge staffing shortages and is using technology and IT systems that would be hard to find in any modern business setting. A recent report from the Government Accountability Office (GAO) says that the “IRS uses hundreds of applications, software, and hardware systems that are outdated—25 years or older, or written in a programming

language that is no longer used.” Further, “IRS officials said the system wouldn’t be

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funding, the IRS has an opportunity to transform its operations and provide the service people deserve.”

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