

Department of the Treasury
Internal Revenue Service
(IRS)
FY 2024
Capital Investment Plan

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Note to Reviewers: Consistent with the corresponding Summary of Capital Investments table, the columns included in the investment tables below are defined as:

- **FY 2022 Actuals** – Total actual obligations.
- **FY 2023 Estimated Obligations** – Anticipated obligations from all budgetary resources (i.e., balances from prior years, reimbursables, user fees, Inflation Reduction Act (IRA), and FY 2023 operating levels).
- **FY 2024 Estimated Obligations** – Anticipated obligations from all budgetary resources (i.e., balances from prior years, reimbursables, user fees, IRA, and FY 2024 President’s Budget request).
- **FY 2024 President’s Budget** – Requested level reflecting the levels that are included in the President’s FY 2024 budget submission.

Major IT Investments

Account Management Services (AMS)

Description:

AMS is a major strategic investment that delivers improved customer service to over 34,000 end-users by providing the tools necessary to access tax information quickly and accurately.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	0.20	0.01	0.01	0.01	0.00	0.00%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	11.72	9.45	9.93	9.93	0.48	5.08%
Total Obligations	11.93	9.46	9.94	9.94	0.48	5.08%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

AMS is a strategic program that delivers improved customer support for managing taxpayer accounts for over 34,000 end-users across business units by leveraging existing Internal Revenue Service (IRS) applications.

AMS consolidates information from multiple IRS systems into a single user interface, allowing IRS employees the ability to access, research, and update taxpayer accounts quickly. AMS provides data presentation services to display and validate changes/updates for taxpayer accounts. It also facilitates management actions/activities and makes case information readily available for decision making and reporting. In addition, AMS provides end-users with the ability to work specific case workloads through nine case management and referral inventories.

FY 2022 Accomplishments:

- Implemented updates to the Advanced Child Care Tax Credit (AdvCTC) Tool in AMS
- Updated Correspondence Imaging Inventory (CII) to allow delivery of scanned documents to a Small Business Self Employed (SB/SE) Exam and Automated Under reporter (AUR) inventory SharePoint sites to be worked.
- Implemented changes for the annual Allowable Living Expenses (ALE). The ALE standards help determine a taxpayer's ability to pay a delinquent tax liability.

- Migrated AMS from utilizing Online 5081 to the Business Entitlement Access Request System (BEARS).
- Completed implementation of Data at Rest Encryption (DARE) to all 36 AMS databases including 1.2 Terabytes of production data.
- Redesigned AMS Account Summary/homepage with a new User Interface to utilize a single screen format that improve efficiency, allows AMS Core to be run in native Microsoft Edge mode (no longer dependent on Internet Explorer 11), and emulates the style and structure of modern IRS applications such as the IRS.GOV website.
- Completed implementation of additions, updates, and fixes to various components to AMS including Affordable Care Act (ACA) Tools, Checklists, Forms, Inventories (Compliance Service Collection Operations (CSCO), Automated Collection System Support (ACSS), electronic-4442 & Reasonable Cause Assistance (RCA)), Remittances (3244/795A), Reports, Tax Return Data, Worksheets, Calendar, Financial Statement, Innocent Spouse, Return Refund Check, and Correspondent Imaging Inventory (CII).
- Re-platformed AMS from Red Hat Enterprise Linux (RHEL 6) JBoss to RHEL7/Spring Boot.

FY 2023/2024 Future Objectives:

- Complete User Interface upgrades and migration to remediate security findings and allow all AMS to run in native Edge mode especially the CII component.
- Implement a new Graphical User Interface (GUI) tool that will allow certain business contacts to make updates to AMS Worksheets and Checklists to free severely limited AMS Application and Development (AD) resources for other work.
- Upgrade Commercial Off the Shelf (COTS) products Brava & Documentum if DME funding is approved.
- Modify AMS to allow certain SBSE users to have access to both CSCO and ACSS inventories at the same time if funding is approved.
- Upgrade of AMS servers to RHEL8.
- Review the possibility of adding Correspondence Imaging Inventories for business units other than W&I to allow for greater flexibility in managing taxpayer correspondence digitally.
- Migrate AMS from existing in-house Continuous Integration and Continuous Development (CICD) tools and processes to Enterprise offerings (Jenkins Software Tool, Incident Management of Record (IMR), Central Software Staging Repository (CSSR)).
- Migrate AMS ClearQuest to Engineering Workload Management (EWM), Rational Team Concert (RTC), and Collaborative Lifecycle Management (CLM).
- Expand existing AMS audit logging to comply with latest government standards.

Affordable Care Act Administration

Description:

The Affordable Care Act (ACA) investment encompasses the planning, development, and implementation, operations and maintenance of IT systems needed to support IRS's tax administration responsibilities associated with key provisions of the ACA legislation.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	0.00	0.07	0.07	0.07	0.00	0.00%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	66.86	23.60	19.44	19.44	-4.16	-17.63%
Total Obligations	66.86	23.67	19.51	19.51	-4.16	-17.57%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

The ACA Administration investment implemented many of the changes required to support IRS tax administration responsibilities associated with the key provisions of the ACA legislation. Releases ACA 1.0 through 7.1, already in production, included the design and deployment of new systems, along with changes to existing IRS IT infrastructure. These responsibilities required work that encompasses the following:

- The planning, development, and implementation of new IT systems needed as well as updating current systems in support for the implementation of the American Health Benefit Exchanges.
- The validation of health care coverage retained by individuals and provided by employers.
- The administration of a variety of industry-specific credits, fees, and taxes (including, but not limited to, branded prescription drug companies, high-cost health insurance plans, taxes on medical devices and services); sharing of information across governmental entities and additions or changes to individual and business tax administration (such as new credits or payments, or changes to return processing).
- The support of new taxes, credits, and fees, such as the Small Business Health Care Tax Credit, Branded Prescription Drug Industry Fee, Excise Tax on Medical Device Manufacturers and Hospital Insurance Tax.
- The maintenance and support of the technical solution for Health Insurance Marketplace throughout the year including open enrollment season, along with IRS pre-filing compliance activities.

- The expanded information return processing and capabilities needed for compliance processing.

New IT systems deployed as part of ACA included the ACA Coverage Data Repository (CDR), Income and Family Size Determination (IFSV), Information Sharing and Reporting (ISR-S), Premium Tax Credit (PTC), ACA Information Returns (AIR), ACA Verification Service (AVS), ACA Compliance Validation (ACV), and ACA Information Returns Database (DB).

FY 2022 Accomplishments:

- Supported the implementation of new tax changes, such as adding Form 1040-NR to e-File Application - External Services Authorization Management (ESAM).
- Continued to maintain and support Health Insurance Marketplace technical solution throughout the year including open enrollment season, along with IRS pre-filing and post-filing compliance activities.
- Implemented annual updates to the information return processing and capabilities needed for compliance processing.
- Made updates to PTC calculations for annual changes and Legislative and Tax Year updates.

FY 2023/2024 Future Objectives:

IRS will focus on operations and maintenance of the systems in ACA releases 1.0 through 7.1 in the Current Production Environment (CPE) in support of annual Filing Seasons and Open Enrollments. This also includes:

- CPE updates to existing non-ACA systems that support ACA.
- Successful execution of open enrollment and filing season for FY 2023.
- Maintaining the ACA systems and upgrading as needed to ensure security and conform to IRS standards and guidelines for infrastructure currency.
- Continue support for IRS Transformation related changes in PTC.

Also, ISR-S will focus on integrating ACA Services with Application Programming Interface (API) Management Platform and moving ACA Services to the cloud as required by the Legislative and Tax Year updates. The planned IRS Transformation work for ISR-S also includes system upgrades and SiteMinder replacement with Ping Federate.

Customer Account Data Engine 2 (CADE 2)

Description:

CADE 2 is IRS's modernized core tax processing system. It leverages modern-day database technology, programming languages and principles to determine refunds, penalty, and interest, monitor compliance, and track historical data about individual taxpayer accounts. CADE 2 implements a data-centric solution which provides daily processing of taxpayer accounts.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	120.47	64.52	0.10	0.10	-64.42	-99.85%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	16.66	9.99	18.60	18.60	8.61	86.19%
Total Obligations	137.13	74.51	18.70	18.70	-55.81	-74.90%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

CADE 2 was chartered in 2009 to provide 21st century technology and digital services to the taxpayer and IRS employees. CADE 2 is responsible for developing the IRS's modernized core tax processing system. CADE 2 implemented a data-centric solution which provides daily processing of taxpayer accounts. The CADE 2 solution includes an authoritative database for individual taxpayer data that is transforming the way the IRS approaches tax administration. In addition, CADE 2 is improving data processing rates by reducing the latency of antiquated technology. CADE 2's goals are:

- Establish one authoritative source for taxpayer data by leveraging a relational database and daily processing.
- Continue IT modernization efforts so business processes can be realigned to enable better taxpayer service and more timely compliance.
- Demonstrate compliance with Federal Information System Controls Audit Manual (FISCAM) and maintain a clean audit opinion.
- Improve security and privacy posture.

CADE 2 is progressing through the largest part of the program, Transition State 2 (TS2) and is focused on the critical goal of reengineering the Individual Master File (IMF) core components through the Individual Tax Processing Engine (ITPE) project, which is prioritized due to its complexity and reliance on dwindling subject matter experts.

CADE 2 began executing on the Target State in FY 2023. In Target State, ITPE, currently being built in TS2, will be further modernized to directly access, and update individual taxpayer account and transaction data on the CADE 2 database. ITPE will modernize remaining key IMF financial cycle components and enable retirement of the IMF Sequential File. It will also:

- Complete modernization of transaction handling, posting, settlement, and analysis for individual taxpayer accounts.
- Include modernized accounting to address outstanding Significant Deficiency (formerly Financial Material Weaknesses (FMWs)).

After Target State, the legacy individual taxpayer account system core components and sequential processing will be retired. Completing CADE 2 is not synonymous with "retiring IMF"; future capabilities will enable visibility and access to taxpayer account detail on a near real-time basis for internal and external consumers of individual taxpayer data.

FY 2022/2023 Accomplishments:

- Converted 100 percent of the legacy system of IMF core component code as part of reengineering the IMF's core components.
- Lead an innovative testing approach (i.e., High Volume Functional Testing) which promotes identification of code defects earlier in the lifecycle by expanding test coverage prior to entering Parallel Validation.

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- ITPE modernization of core tax processing by the end of FY 2023 and focus on testing in FY 2024.
- Supporting Target State goals of enhancing taxpayer experience and empowering the IRS workforce by making data available for downstream consumption by:
 - Conducting foundational architectural and infrastructure analysis.
 - Producing requirements for the prioritized components of the ITPE Step 2 development effort, including the validation and testing approach.

e-A3 (Authentication, Authorization, Access)

Description:

Securing data and providing secure access and self-help tools to taxpayers are part of the IRS's highest priorities. Securing this data includes ongoing assessments of current or evolving threats. Under constant evaluation are the access points and self-help tools that are central to improving the taxpayer experience. Without rigorous security, taxpayer data and access are at

risk. e-A3 is an enterprise solution, serving as the front door for the taxpayer or their authorized representative. e-A3 supports the IRS Strategic Plan: to Empower and Enable all Taxpayers, Drive Increased Agility, Efficiency, Effectiveness and Security, Collaborate with External Partners, and Advance Data Access, Usability and Analytics.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	78.80	30.95	16.27	16.27	-14.68	-47.43%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	21.74	12.29	23.30	23.30	11.01	89.59%
Total Obligations	100.54	43.24	39.57	39.57	-3.68	-8.50%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

e-A3 is an enterprise solution, serving as the front door for taxpayers and authorized representatives by securing data, providing secure access, self-help tools, protecting from cyber-attacks and fraud through identity proofing and authentication. This secure access infrastructure supports on-demand features, monitoring, analytics, and scaling technology to increase availability. Meeting the latest National Institute of Standards and Technology (NIST) guidance, eA3 will use external Credential Service Providers (CSP) for identity verification, adding online tools in support.

Secure Access Digital Identity (SADI) is a NIST 800-63-3 and 800-63-2 compliant solution to replace Authentication, integrate taxpayer facing applications, expand cloud infrastructure, integrate Omni-Channel support, deploy advanced fraud detection and prevention, automate incident response, and employ Federation. The Federation process allows the conveyance of identity and authentication information across a set of networked systems. SiteMinder Replacement Program's focus is enacting a new set of Commercial off the shelf (COTS) to meet strategic and financial goal alignments. It will support enterprise goals focused on establishing measurable and achievable transformation of core Identity Credential & Access Management Modernization (ICAMM) Program elements.

FY 2022 Accomplishments:

SADI has accomplished and will continue to build on the following:

- Expanded customer services, integrating new applications to Federate with an external CSP to expand taxpayer coverage.
- Complied additional requirements under NIST 800-63-3.
- Replaced Authentication to comply with NIST 800-63-2.

- Unified the taxpayer experience by establishing an integration point for non-digital channels to link with digital accounts.

FY 2023/2024 Future Objectives:

- Modernize Secure Access to leverage updated software, hardware, and Cloud technology, scaling to increase system availability.
- Expand and automate fraud detection, user metrics, and operations monitoring.

Authorization (Az) Framework provides authorization checks for applications of taxpayer records, validating user authorizations. It will continue to expand its list of client applications and supporting data. It currently provides checks for the e-Services Consent API. It is scheduled to support e-Services Terms of Service (TOS), Federal Contractor Tax Check System (FCTCS), and Taxpayer First Act (TFA) 2201 Income Verification Express Service (IVES) authorization checks. The roadmap includes connections to the Central Authorization File database for finer authorization checks in the future.

AZ Framework has accomplished and will continue to build on the following:

FY 2022 Accomplishments:

- Operation and Maintenance (O&M) on existing authorization service.
- Enhanced authorization service for current client applications.
- Developed authorization service for containerized on-premises in the lower environments.
- Provided enhancements, client application integration, O&M and will continue to add client applications and support additional data sources.

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Enhancements to its authorization solution while maintaining O&M.
- Authorization services on a containerized on-premises environment in production.
- Support SADI and e-Services with redesign of the eAuthentication personalities. Provide authorization checks for tax professionals attempting to access taxpayer records.
- Integration with other IRS applications to include: FCTCS and IVES.

Electronic Signature Storage and Retrieval (ESSAR) will provide client applications the ability to store and retrieve electronic signatures, including signatures of Form 4506-C (Request for Copy of Tax Return), aiding TFA 2201 IVES authorization process. Relevant stakeholders (e.g., Enterprise Digitalization and Case Management Office (EDCMO), Digital and Mobile Adaptive Forms (DMAF), Online Services, business units) will aid developing new processes to improve taxpayer service performance, compliance, improving customer

experience and identifying fraud. The roadmap provides support for additional client applications, increasing performance, and enhanced security and access controls.

ESSAR has accomplished and will continue to build upon the following:

FY 2022 Accomplishments:

- Back-ended common enterprise shared service providing recording of the electronic signatures for IRS documents.
- Enhanced system monitoring and control with SPLUNK and Application Dynamic (AppD) tools integration.

FY 2023/2024 Future Objectives:

- Complete modernization, moving to OpenShift containers and migrating to Integrated Enterprise Portal (IEP) Amazon Web Services (AWS) Cloud. Providing compliance with e-Signature IRM 10.10.1.
- Integration with new client applications supporting IRS Forms Digitization and development of mobile adaptive forms including the standardization of the intake process for signatures storage and processing within IRS.
- Enterprise efforts to develop the technical design for e-Signature Services (e.g., requirements), including support for National Archives and Records Administration Electronic Records Management Requirements, storage of joint filing documentation with multiple eSignature standards.

e-Services (e-SVS)

Description:

e-Services are a suite of web-based, self-assisted services, most of which, utilize two parallel multi-tiered access portals, one for external IRS users and one for internal IRS employees.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal Labor (Govt. FTE))	0.31	0.00	0.00	0.00	0.00	0.00%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	9.63	8.18	8.63	8.63	0.45	5.50%
Total Obligations	9.93	8.18	8.63	8.63	0.45	5.50%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

As part of Organization and Business Systems Modernization programs, the Internal Revenue Service has reinforced the importance of leveraging the indirect channel of third-party relationships to meet its strategic goals of service to all taxpayers, and productivity.

FY 2022 Accomplishments:

- Delivered Income Verification Express Service (IVES) Automation along the new e-Services cloud-based application Forms Based Processing (FBP) as part of the Taxpayer First Act (TFA) solutions.
- Delivered FY 2022 Operations and Maintenance changes for all e-Services applications.
- Implemented electronic filing authorization for 5 new TFA tax forms.
- Moved all Filing Information Returns Electronically (FIRE) users to the External Services Authorization Management (ESAM).
- Digitized the TFA fingerprinting capture.
- Added new Document Upload Tool users to ESAM for Customer Account Relationship Environment (CARE).
- Delivered TDS Late Legislative and Wage and Income for 2023.

FY 2023/2024 Future Objectives:

- Incorporate Taxpayer First Act information return users.
- Automate Certification of Acceptance Agents.
- Deliver TDS Legislative and Wage and Income 2023.
- Modernize Transcript Delivery System.
- Deliver FY 2023/2024 Operations and Maintenance changes for e-Services.
- Deliver TDS Late Legislative and Wage and Income 2024.

Enterprise Case Management (ECM)

Description:

Enterprise Case Management (ECM) provides the IRS with an enterprise solution for streamlining case and workload management processes to improve the quality and effectiveness of case interactions with individual taxpayers, small and large businesses, tax-exempt organizations, and others. ECM will digitize case information, provide business automation, and increase resource alignment across IRS business units to improve customer service and reduce the timeframe for case resolution.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal Labor (Govt. FTE))	80.07	144.78	232.02	150.02	5.24	3.62%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	3.55	2.86	6.21	6.21	3.36	117.35%
Total Obligations	83.62	147.64	238.23	156.23	8.59	5.82%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

ECM provides an enterprise solution for performing case management functions using a Commercial Off the Shelf (COTS) platform and common services to improve customer service, automate manual processes, increase efficiencies, and simplify case management systems operations. ECM helps drive modernization efforts across the IRS, leading to increased business and IT efficiencies and improved customer service while enabling the retirement of legacy case management systems/components.

The IRS envisions modernizing and standardizing enterprise-wide case management processes and systems to provide top quality service to taxpayers. ECM will empower employees to rapidly resolve cases in a simplified technical environment, designed to drive efficiency and collaboration. In FY 2023, the ECM Program's primary focus will be on the Exam Line of Business, with a secondary focus on delivering additional functionality for current ECM applications and on-boarding additional new users as capacity allows.

The target platform for ECM has been deployed into production and we continue to work with various business process owners to prepare their individual applications to go live. Continued work to integrate data and common services and develop applications on the platform will result in most major business organizations transitioning off their legacy case management systems over time. These business process deployments demonstrate how ECM will improve business units' case management and better serve their customers. The adoption and evolution of ECM continues in FY 2023 and beyond to empower employees to rapidly resolve cases in a simplified technical environment, designed to drive efficiency and collaboration.

FY 2022 Accomplishments:

- Delivered Releases 1 thru 4. They provided IT and Business foundational and case management capabilities for the TE/GE's Exempt Organization Customer Service group, W&I Grants Management, External Referrals, Equity Diversity and Inclusion Anti-Harassment and Sexual Harassment business processes. These releases also included data integration with individual taxpayer account data and establishment of the Exam line of business framework.

- Delivered five business solutions across Services and Enforcement and Operations Support. These included integration with the foundational data services and established the initial Exam framework to begin development of a single Exam solution and integrated with additional prioritized data sources.

FY 2023 Accomplishments:

- Completed Release 5. Release 5 continued development of the Exam line of business application. With Release 5, ECM deployed additional system functionality for Equity, Diversity, and Inclusion (EDI), Employee Conduct (EmpCon), Tax Exempt Government Entities (TEGE) Exempt Organization Customer Support (EOCS), Privacy, Governmental Liaison and Disclosure (PGLD) Clearance Management (ClearMGMT), External Referrals, and integration with Digitalization Research & Execution (IT Digital Transformation) - DIGI. These updates enhance the ability for employees to work and resolve cases more effectively and in a timelier manner.
- Started Release 6. This release continues developing the single Exam Solution, focused on Field Exam and Correspondence Exam. The program will build out 1040 returns Exam implementation and begin to scale to implement the next set of logical Exam releases. Release 6 will continue ECM integration with key suppliers to deliver modernization goals, including additional modernized data access and integration with Enterprise Tax Calculation Services (ETCS).

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Subsequent ECM releases in FY 2023 and FY 2024 will focus on delivering additional capabilities for the single exam solution while looking for opportunities to migrate additional business processes to ECM.

Foreign Account Tax Compliance Act (FATCA)

Description:

FATCA requires foreign financial institutions to report to the IRS information about financial accounts held by U.S. taxpayers, or foreign entities in which U.S. taxpayers hold a substantial ownership interest. This investment is essential to the IRS fulfilling its international commitments and to the IRS fully utilizing the information directed by Congress to promote compliance for U.S. taxpayers using foreign accounts.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal Labor (Govt. FTE))	0.00	0.00	0.00	0.00	0.00	0.00%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	24.88	8.19	8.60	8.60	0.41	5.00%
Total Obligations	24.88	8.19	8.60	8.60	0.41	5.00%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

The purpose and goal of FATCA is to promote disclosure of foreign accounts held by U.S. taxpayers and to integrate this information into current IRS compliance activities. FATCA was enacted in 2010, and includes reporting requirements for U.S. taxpayers and Foreign Financial Institutions (FFIs). FACTA requires U.S. taxpayers holding foreign financial assets, with aggregate values exceeding certain thresholds, to annually report information to the IRS; and for FFIs with U.S. taxpayer accounts to register, report annually to the IRS, and withhold/pay 30 percent of selected U.S. source income to the IRS. These complementary provisions create a web of international tax accountability, allowing the IRS to gather and analyze information from multiple sources, bolstering the compliance of U.S. taxpayers with assets overseas.

Treasury has worked with foreign governments to negotiate Intergovernmental Agreements (IGAs) that address specific legal impediments surrounding privacy laws and the disclosure of account holder information. In addition to foreign account and asset data submitted by taxpayers and entities, the IRS will assemble and transmit Bank Deposit and Interest (BDI) data on accounts held by foreign nationals from U.S. financial institutions (FIs) to foreign government Host Country Tax Authorities (HCTAs), under agreements intended to facilitate FATCA adoption.

The FATCA investment encompasses planning, development, and implementation of key IT systems needed to support IRS tax administration response to FATCA provisions. Work is organized into Releases that deploy functionality to meet key legislative dates. Major application components of the FATCA Program are: Financial Institution (FI) Registration, International Data Exchange Service (IDES), International Compliance Management Model (ICMM), Withholding and Refund (W&R) and Qualified Intermediary (QI) Application. Release details are explained in further detail below.

FY 2022 Accomplishments:

The IRS has delivered all legislatively mandated functionality ahead of schedule and under budget that was approved under FATCA governance.

- Deployed state-of-the-art FATCA Registration solution for FIs worldwide, establishing a streamlined environment to register and ensuring data security. As of April 17, 2023, 469,336 FIs have registered.
- Developed Global Intermediary Information Number (GIIN), issued to FIs that register with the IRS that allows the U.S. and IGA partners to identify FIs with associated filing data.
- Deployed an electronically searchable/downloadable FI List.
- Developed uniform standards for data collection/transmission from FIs via the FATCA XML schema, with cooperation of foreign governments; information sharing pursuant to IGAs will take place in accordance with these standards.
- Released new FATCA forms and deployed a global platform, International Data Exchange Service (IDES); successfully enabling reporting and electronic information exchange.
- Launched ICMM to receive, process, store, and manage FATCA data received from various sources, making it available for future compliance activities.
- Implemented significant communication/ outreach activities to streamline processes and provide FATCA guidance (e.g., issues escalated from IRS.GOV, eHelp Desk, and Comments Application).
- Established IGAs with over 100 governments worldwide, on behalf of The Department of Treasury.
- Implemented Reciprocal Data Exchanges to include Form 1042S-Withholding Agent changes; application submission, QI Agreements; and Renewal of FI Agreements.
- Released certification process and features to allow FATCA FI and QI to stay compliant with FATCA. Improved capabilities to improve and support the certification process were also achieved and delivered.
- Implemented Country by Country Reporting (CbC) as part of the Organization for Economic Cooperation & Development (OECD)'s Base Erosion and Profit Shifting (BEPS). BEPS intends to promote greater transparency for tax administrations by providing them with relevant and reliable information to conduct high-level transfer pricing risk assessments through increased transfer pricing documentation requirements.
- CbC implemented a system to intake and process Form 8975 which is used to report a U.S. Multinational Enterprise group's income, taxes paid, and other indicators of economic activity on a country-by-country basis.

FY 2023 Accomplishments:

- Incorporated OECD schema updates and other technical modernizations.

FY 2023/2024 Future Objectives:

FATCA's long-term goals will be achieved through the FATCA Program Release Plan, which outlines a prioritized approach to: address required legislative mandates, deliver new/enhanced business capabilities, reduce/mitigate risks, evaluate deficiencies in current system

capabilities, reduce manual workarounds for the Business and IT, improve FATCA compliance practices, and establish IT capabilities that can support other IRS initiatives.

- Implement infrastructure currency upgrades. FATCA FI webservice, Foreign Financial Institution (FFI) List and IDES are Lights on Category, where are CbC, BOE and Tableau project are DME Category.
- Application teams will continue providing support for any production, emerging P1/P2 issues. Address any security activities, requests, and findings. Will continue implementing infrastructure currency upgrades.
- DME will take all development initiatives including as per business needs maintaining the projects.
- Additional development may be spent on Business Object Environment (BOE) and Tableau projects.
- FATCA FI Registered User Portal (RUP)/Employee User Portal (EUP)/Webservices, QI, (ICMM) may continue to be in break fix/Light on mode.
- Continue providing support for any production, emerging P1/P2 issues. Address any security activities, requests, and findings. Will continue implementing infrastructure currency upgrades.
- Continue incorporating OECD schema updates and other technical modernizations.

Individual Master File (IMF)

Description:

IMF is the authoritative data source for individual tax account data. All other IRS information system applications that process IMF data depend on output from this source. IMF is a critical component of IRS's ability to process tax returns. IMF is considered a Treasury High Value Asset (HVA) because of its critical role in tax administration. The Office of Management and Budget Memorandum M-17-09 Management of Federal High Value Assets defines HVAs as federal information systems, information, and data for which an unauthorized access, use, disclosure, disruption, modification, or destruction could cause a significant impact to the United States' national security interests, foreign relations, economy, or to the public confidence, civil liberties, or public health and safety of the American people.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal Labor (Govt. FTE))	4.67	6.36	178.76	0.09	-6.27	-98.59%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	20.61	9.71	10.70	10.70	0.99	10.20%
Total Obligations	25.28	16.07	189.46	10.79	-5.28	-32.86%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

IRS is responsible for collecting revenue from individuals to fund the operations of the federal government. To effectively accomplish this goal, it must maintain authoritative data on individual taxpayers. The IMF is the authoritative data store for individual taxpayer's accounts. Within the IMF, accounts are updated, taxes are assessed, and refunds are generated as required each tax filing period. Virtually all IRS information system applications and processes depend on output, directly or indirectly, from this data source.

IMF is a complex suite of legacy components, originating in the 1960's and has been extensively expanded and modified through the years. IMF's original objective was to maintain and balance the individual taxpayer account data. Over time, many ancillary functions were added to IMF scope and objectives, such as providing hundreds of taxpayer account data extracts from IMF to other systems, for tax processing supporting other functions, including reporting. In FY 2022 IRS started to embark upon modernizing IMF. IMF Modernization will lay the foundation to transform the IRS to be a world class financial and revenue collection agency.

The IMF sits at the heart of every function performed by the service and its modernization is foundational to several strategic priorities. The IMF Modernization Portfolio completes the work started by the CADE 2 Program. New IMF Modernization initiatives will fully modernize individual taxpayer account management functions and distribution of individual taxpayer account data. They will also decommission legacy IMF, dramatically simplifying how individual taxpayer account data is shared with IRS Web Applications, Enterprise Case Management, and Financial Reporting. It will also support adoption of modernized solutions for downstream systems and end users. Most importantly, the benefits to the taxpayers include more accurate and reliable information on their account status and the availability of modernized reporting and analytics capabilities for individual taxpayer reports. IMF fills the functional needs of individual taxpayer account processing and performs Operations and Maintenance for tax law changes. Future endeavors include translating key IMF runs from Assembly Language Coding (ALC) to Java in conjunction with the CADE 2 and Individual Tax Processing Engine (ITPE) projects. The IMF team will continue interacting with programs that impact IMF and continue performing Operations and Maintenance for tax law and maintenance changes.

FY 2022 Accomplishments:

- IMF continues to fill the functional needs of individual taxpayer account processing and to perform Operations and Maintenance for tax law changes.

FY 2023 Future Objectives for IMF O&M:

- Translating key IMF runs from Assembly Language Coding to Java in conjunction with the CADE 2 and Individual Tax Processing Engine projects.
- Interact with programs that impact IMF.
- Continue performing Operations and Maintenance for tax law and maintenance changes.

FY 2023/2024 Future Objectives for IMF Modernization:

Planning is still in progress for transformational initiatives IRS will perform in FY2024.

- Analyze downstream usage of IMF data to prioritize and plan IMF component (programs or datafiles) optimization; create overall Optimization Roadmap; and complete optimization of first set of IMF Runs.
- Design a new cloud-native Individual Taxpayer Analytical Datastore to be used as a source for creating business reports and extracts. This work includes:
 - Finalizing analytic data store use cases.
 - Identifying preliminary technology stack for analytic datastore.
 - Completing the logical and physical design.

Information Returns Modernization (IR Mod) formerly Business Services

Description:

Information Returns Modernization (IR Mod) program will transform and modernize end-to-end IR pipeline, improving data while enabling technological advancement within IRS. This will enhance compliance and enforcement activities and help close the tax gap by increasing processing efficiency, retiring legacy IR systems, and expanding self-service capabilities to taxpayers. Initial release of IR Mod (R1) will be delivered for Filing Season 2023 to meet the legislatively mandated date set by TFA Provision 2102. R1 includes deployment of a Cloud-based multi-channel intake interface for 1099 Form Family and downstream modernization that lays the foundation for future releases. IR Mod will provide a simple and secure manner for small businesses and form transmitters to file critical IRs electronically through an online business services platform. This platform will enable small business to prepare and file information returns online while preparing payee statements and creating business records.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	71.90	30.00	105.00	0.00	-30.00	-100.00%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	0.00	59.60	5.64	5.64	-53.96	-90.54%
Total Obligations	71.90	89.60	110.64	5.64	-83.96	-93.71%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

The IRS will continue to modernize core information return filing systems to provide the quicker and easier filing services that taxpayers expect. These outcomes will be realized through data-driven operations and decision-making, and core information returns systems modernization. Information Return (IR) Modernization (Mod) supports the goal of enhancing systemic identification of noncompliance and fraud, while also decreasing false positives, by improving data quality and availability for downstream compliance. Longer term, these efforts will also contribute to the IRS's ability to increase efficiency of audits and voluntary compliance as taxpayers find it easier to make self-corrections.

FY 2022/2023 Accomplishments:

- Completed coordination across IT and the Business to assess Release 1 Organizational Readiness and develop the tools, methods, and communications necessary to support a successful and on-time delivery of TFA 2102 capabilities.
- Delivered modernized Information Returns (IR) processing systems and enhanced legacy systems to interface with the new Form 1099 portal on 12/19/2022, laying the groundwork for future phases of work as the IRS modernizes the entire end-to-end IR pipeline.
- Completed development of the Information Returns Modernization (IR Mod) web portal and modernized processing systems on 12/19/2022. The IR Mod system was made available to taxpayers on 1/3/2023, which satisfies the Taxpayer First Act (TFA) Section 2102 legislative mandate, and will enable taxpayers and small businesses to prepare, file and distribute Form 1099 electronically.

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Provide enhanced Information Return Review Portal, Application-to-Application (A2A) Capability, SCRIPS Paper Processing, Partial Search Function within the CSR

Portal, NTIN Cloud Service, Information Return Review Portal (IRRP), and New IRIS-Replay-Microservice.

- Enable downstream processing of automatic extensions that are received through IR Mod platform. Enhance the platform for intake and processing of the 1042 Form Family, 1098 Form Family, 5498 Form Family, 392X Form Family, Form 8027, Form 8508, Form 8596, Form 8596-A, Form 8955-SSA, and Form 8809.
- Enhance scalability and processing of information return data storage to meet future requirements for the forms listed above as well as Cryptocurrency information reporting as required in the Infrastructure Investment & Jobs Act (IIJA).
- Enhance the platform for intake and processing of Form 8300-DA as required in the IIJA.
- Provide 1099-DA requirements.
- Complete new Information Return Data Base (IRDB) and Information Returns Processing System (IRPS) migration to the cloud.
- Begin AIR Channel, G2G/NS Channel, PreCompliance Database.

Integrated Customer Communications Environment (ICCE)

Description:

Integrated Customer Communications Environment (ICCE) provides problem-solving information through software and connections to legacy databases for both the phone and web. These applications use voice response, Internet, and other computer technology to provide service to taxpayers 24 hours a day.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	0.66	0.00	0.00	0.00	0.00	0.00%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	12.04	9.53	10.00	10.00	0.47	4.93%
Total Obligations	12.70	9.53	10.00	10.00	0.47	4.93%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

ICCE supports the IRS's mission of helping taxpayers meet their tax obligations while protecting the integrity of the tax system.

ICCE allows taxpayers to securely perform various tasks online, including:

- Volunteer Income Tax Assistance (VITA) and Federal Student Aid – Data share (FSA-D), which are available for individual taxpayers.
- Additionally, ICCE facilitates the Private Debt Collection Data Transfer Component (PDTC) and FUTURE Act direct Data Exchange (FA-DDX), which enable Private Collection Agencies (PCAs) to collect past due taxes and allow the Department of Education to securely retrieve taxpayers' Federal Tax Information to process their Free Application for Student Aid (FAFSA).

FY 2022 Accomplishments:

- Improved audit logging by using Splunk instead of Security Audit and Analysis System (SAAS) and retired the Get My Payment app.
- Implemented FA-DDX and App Programming Interface (API).
- Integrated FSA-D with the new site for Department of Education apps (Studentloan.gov).
- Deployed nine functionalities using the automated call routing Voice Bot with User and Network Service (UNS)/Contact Service Support Division (CCSD) and continued to deliver additional applications in four phases.
- Updated Online Payment Agreement (OPA) and Voice Balance Due (VBD) apps, allowing users to extend short-term payment plans to 180 days and updated Application User Fee for Installment Agreements.
- Completed migration from Google Analytics web applications version 3 to version 4 to follow cyber security mandate.
- Call Processing Provided two menu options within ICCE Telephone applications to access one-time payments and Notice FAQ.
- Implemented "Topic Base Routing Menu" to route callers more accurately based on their inquiry.
- Implemented a feature to track user behavior on the Customer Voice Portal (CVP) while waiting for service and listening to automated messages.
- Migrated apps (OPA, IPPIN, and Get Transcript) from e-Authentication to Secure Access Digital Integration (SADI), providing a more secure experience for taxpayers.
- Completed Infrastructure Currency updates by upgrading JBoss 8, MQ 9, and Oracle 19c, Oracle Exadata Database on the Business Web Application Server (BWAS) and Database servers.
- Updated Where's My Refund (WMR) and IRS2Go apps to provide refund status for two additional tax years.

FY 2023/2024 Future Objectives:

- Maintain all telephone, web, cloud, and mobile applications.
- Retire Database (FSA-D) and Income-Driven Repayment (FSA-D IDR).
- Deliver updates to the FA-DDX API, support Ed integration testing, and prepare to go live in 2023.
- Implement multilingual support for Web Apps.

- Update remaining telephone-based apps ACS Conversational IVR (ACI) to utilize Voice Bot in a joint effort with UNS/CCSD and migrate the Automated Collection system (ACS) APIs to the enterprise Gateway.
- ACI will be deploying WMR and Where’s My Amended Return APIs for its telephone-based application in a joint with (UNS) and (CCSD).
- Resolve Plan of Action and Milestone (POA&M) weaknesses, modernize ICCE apps, and prepare to migrate to the cloud.
- Meet OMB Audit application logging requirements for all ICCE by migrating from Internet Protocol version 4 (IPv4) to IPv6 and migrating Cron jobs to Control-M (CRON).

Integrated Data Retrieval System (IDRS)

Description:

Since 1973, the Integrated Data Retrieval System (IDRS) has been a mission critical system. Used by 60,000 IRS employees, it provides for systemic review, consistency in case control, alleviates staffing needs, issues notices to taxpayers and allows taxpayers to see status of refunds. IDRS is one of Treasury’s high value assets (HVAs) for its critical role in tax administration. It manages data retrieved from the Tax Master Files allowing IRS employees to take specific actions on taxpayer account issues, track status and post updates back to the Master Files. It provides for systemic review of case status, alleviating staffing needs and providing consistency in case control. Actions taken via IDRS include notice issuance, installment agreement processing, offers in compromise, adjustment processing, penalty and interest computations and explanations, credit and debit transfers within an account or other related accounts and research of taxpayer accounts for problem resolution of taxpayer inquiries.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	0.01	25.00	30.00	0.00	-25.00	-100.00%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	15.05	14.93	16.08	16.08	1.15	7.70%
Total Obligations	15.06	39.93	46.08	16.08	-23.85	-59.73%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

IDRS is a secure, reliable, flexible, and mission-critical system consisting of databases and programs supporting IRS employees who are working active tax cases.

- IDRS manages data retrieved from the Tax Master Files allowing over 60,000 IRS employees who use it daily to take actions on specific taxpayer account issues, track status and post updates back to the Master Files.
- IDRS provides for systemic review of case status, reducing staffing needs and providing consistency in case control. For example, each time a taxpayer phones IRS, the representative answering the phone uses IDRS to log the call and answer any questions.
- Actions taken via IDRS include (but are not limited to): notice issuance; taxpayer correspondence; installment agreement processing; offers in compromise; adjustment processing; penalty and interest computations and explanations; credit and debit transfers among accounts; and research of taxpayer accounts for problem resolution of taxpayer inquiries.
- Using data analytics, IDRS enables IRS to efficiently evaluate taxpayer data to inform enforcement and secure legal compliance, both domestically and internationally.
- IRS internet applications access IDRS to provide services, information, and assistance to taxpayers. For example, in 2022, there were over 384 million inquiries via Where's-my-refund at www.IRS.gov and over 4.9 million business taxpayers obtain Employer Identification Numbers through www.IRS.gov instead of paper correspondence annually. IDRS enables businesses that provide payroll services to submit tax data on behalf of millions of taxpayers. It also collaborates with registered tax practitioners to reduce the burden of filing Powers of Attorney and Taxpayer Information Authorizations, allowing them to request access to other e-Services.

IDRS produces a variety of tax information that facilitates collaboration with various internal and external partners, including Social Security Administration, Bureau of the Fiscal Service, state and local governments, and tax practitioners. IDRS is continuously monitored for cost, schedule, and project performance. IDRS's taxpayer-centered services ensure consistent, efficient service, and helps address various performance gaps.

FY 2022 Accomplishments:

- Populated Penalty and Interest Tables for Taxpayer Delinquent Accounts (TDA), Automated Collections (ACS), and Automated Lien (ALP) notices.
- Interest rate changes, Systemic Pause of Civil Penalties.
- Inflation Adjustments for FS 2023 under Public Law 113-295, Provision 208 that “certain penalties are adjusted for inflation.”
- Interest rate changes requiring an update to program code.
- Added a new 971 transaction to IDRS CC FRM77 to track National Federation for the Blind (NFB) media preference from Form 9000.

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Populate Penalty and Interest Tables for TDA, Automated Collections (ACS), and Automated Lien (ALP) notices.
- Inflation Adjustments for FS 2024 under PL.
- Interest rate changes, Systemic Pause of Civil Penalties.
- Adjustment Command Code (ADJ54) will implement changes related to several Unified Work Requests (UWR's), including those related to the future Legislative Initiatives.
- Significant work related to the evolution and transformation of IRS is anticipated to be performed.
- Research Command Codes (RCC) will implement changes related to 4 Unified Work Requests (UWR's), including those related to the Tax Reform and the Bipartisan Budget Act (BBA).
- EIN Research and Assignment System (ERAS) will implement changes to provide Census Bureau with additional data (approved through an Interagency Agreement (IAA)), which is essential to support the program objectives and mission-critical statistical functions of the U.S. Census Bureau.

Integrated Financial System/CORE Financial System (IFS)

Description:

The Integrated Financial System (IFS) is the IRS's core financial system used for budget, payroll, accounts payable/receivable, general ledger functions and financial reporting. IRS uses IFS to report on the cost of operations and manage budgets by fiscal year. In addition, it provides functionality supporting the management and administration of the federal acquisition/ procurement processes.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	6.49	0.28	0.29	0.29	0.01	3.57%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	12.34	11.68	4.74	4.74	-6.94	-59.42%
Total Obligations	18.83	11.96	5.03	5.03	-6.93	-57.94%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

The IFS is the cornerstone of financial management for the Internal Revenue Service (IRS) that streamlines financial processes, enhances regulatory compliance, and boosts overall financial efficiency. The investment in IFS is an investment in the future success of the IRS. By leveraging the powerful Federal version of the Software Application and Products (SAP) Commercial Off the Shelf (COTS) software, IFS provides a comprehensive, standardized, and auditable solution for managing all aspects of administrative accounting and budget formulation, execution, and funds management.

Further, with its advanced financial reporting capabilities, IFS streamlines critical financial functions such as general ledger, managerial cost accounting, accounts payable and receivable, purchase card transaction processing, asset accounting, and budgetary and management reporting. It also supports the effective management and administration of the federal acquisition and procurement processes.

IFS empowers financial management analysts and accountants with the tools they need to effectively manage government finances and respond to audit requests, ensuring a clean audit opinion. With its ability to support timely bill payments and meet Federal financial regulatory requirements, IFS is an invaluable asset for the IRS, providing peace of mind and financial stability for the organization.

IFS has achieved significant milestones in its mission to support ongoing Federal Financial System mandates. The IFS is a Federal version of SAP COTS software, which includes Procurement for Public Sector (PPS).

FY 2022/2023 Accomplishments:

IFS completed changes to support ongoing Federal Financial System mandates:

- Completed standard maintenance patches, year-end close, and address any GAO findings.
- Deployed monthly releases for defect corrections and service requests as requested and prioritized by the customer (CFO/Procurement).
- Continued the Legislative mandated interface development with Treasury's G-Invoicing system. Required implementation date is October 2022. IFS is developing a new interface for this effort.
- Completed Functional changes for legislatively mandated changes related to Dun and Bradstreet (D and B) Universal Numbering System (DUNS) number replacement.
- IFS initiated an effort to move our application to the next level of SAP architecture from the current version Enterprise Computing Center (ECC) to High Performance Analytical Appliance HANA S/4). In FY 2022, the project began the migration of the current IFS SAP applications to a Software Application and Products (SAP) High Performance Analytical Appliance HANA Infrastructure in a Cloud Environment. The overall migration effort will take two (2) years to complete.
- Completed the implementation of Red Hat Enterprise Linux (RHEL7).

- Completed the migration of all databases to Oracle 19c.

FY 2023/2024 Future Objectives:

- Complete the Legislative mandated interface with Treasury's G-Invoicing system.
- Complete an upgrade to the Informatica component of the application.
- Continue efforts to move our application to the next level of SAP architecture from the current version Enterprise Computing Center (ECC) to HANA on the cloud.

Integrated Submission and Remittance Processing System (ISRP)

Description:

The Integrated Submission and Remittance Processing System (ISRP) is the legacy frontline tax processing system that processes paper tax returns from individuals and businesses. It also updates tax forms to comply with tax law changes.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	0.00	0.00	0.00	0.00	0.00	0.00%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	8.13	1.48	1.74	1.74	0.26	17.56%
Total Obligations	8.13	1.48	1.74	1.74	0.26	17.56%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

ISRP is an integrated suite of hardware, software and network components that provides the interfaces for data entry perfection and transmission of data to IRS Corporate data storage. ISRP Data Entry Operators enter the information from various paper documents, which are then converted into electronic data used by downstream operations such as Financial Information Systems. ISRP also updates tax forms to comply with legislative changes in tax laws. There is a system dependence on various IRS applications such as Generalized Mainline Framework (GMF), Enhanced Entity Index File (EEIF), Integrated Data Retrieval System (IDRS), and Enterprise File Transfer Utility (EFTU).

FY 2022 Accomplishments:

- Delivered legislatively mandated Coronavirus Aid, Relief, and Economic Security (CARES) Act to keep ISRP up to date.
- Delivered legislatively mandated Taxpayer First Act Changes to keep ISRP up to date.
- Continued to send Foreign Account Tax Compliance Act (FATCA) information (Forms 8938, 8966 and 1042-S (Recipient Copy) to the International Compliance Management Model (ICMM) system.
- Delivered legislative mandates to remove the display of Social Security Numbers by using 2D barcode scanning capability for processing of notice vouchers.
- Deployed security patches, maintenance, and firmware updates.
- Continued to support both Individual Master File (IMF) and Business Master File (BMF).

FY 2023/2024 Future Objectives:

- Continue to deliver legislative tax form and processing changes.
- Deliver legislatively mandated Inflation Reduction Act and other mandated changes to keep ISRP up to date.
- Continue to send Foreign Account Tax Compliance Act (FATCA) information (Forms 8938, 8966 and 1042-S (Recipient Copy) to the International Compliance Management Model (ICMM) system.
- Deploy security patches, maintenance, and firmware updates.
- Continue to support both Individual Master File (IMF) and Business Master File (BMF).
- Continue to consider proposals and options to leverage functionality between the ISRP and Service Center Recognition/Image Processing System (SCRIPS) systems to improve efficiency and continue to reduce costs.
- Continue the effort to keep the ISRP infrastructure current.

IRS End User Systems and Services (EUSS)

Description:

The End User Systems and Services (EUSS) standard investment provides user-centered information technology (IT) products and services for over 80,000 IRS employees at headquarters and field offices (including international locations). The EUSS investment funds the provisioning of end user hardware and software as well as the day-to-day operations, maintenance, services, and support of all end user technologies at the IRS. As such, this investment is essential to providing the IRS with reliable, secure, innovative, cost-effective technology and services that enable communication, collaboration, and business capabilities.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	69.84	135.66	17.32	17.32	-118.34	-87.23%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	241.13	267.44	228.13	201.02	-66.41	-24.84%
Total Obligations	310.97	403.10	245.45	218.34	-184.75	-45.83%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

The EUSS investment provides end user focused Information Technology (IT) products and services for over 80,000 IRS employees at headquarters and field offices (including international locations). The EUSS investment includes annual funding for the provisioning of end user hardware and software as well as the day-to-day operations, maintenance, services, and support of all end user technologies at the IRS as required by Federal Information Technology Acquisition Reform Act (FITARA).

The purpose of the EUSS investment is to provide secure, reliable, innovative, and cost-effective IT computer hardware, software, services, and support for IRS employees in delivering the IRS' Tax Administration mission. The goal of the EUSS investment is to ensure that the IRS maintains a secure, stable, and innovative workplace computing environment that provides employees with state-of-the-industry computing devices, applications, security defenses, business tools and associated end user services to maximize their uptime and productivity, while providing compliance with both NIST and DISA security requirements. Additionally, the EUSS investment facilitates delivery of user focused IT projects and initiatives that enable communication, collaboration, and business capabilities in alignment with the IRS's Integrated Modernization Plan and the IRS Strategic Plan.

The following strategic objectives guide the implementation and execution of EUSS:

- Operational Excellence – Secure, efficient, and effective service through on-time delivery, lower costs, and capacity gains.
- Workforce Excellence – A satisfied, engaged and well-trained workforce equipped to provide outstanding services.
- Innovation and Business Value (Technology) – Increased business value, expanded capabilities, increased operational and resource capacity to support changing business priorities.

FY 2022 Accomplishments:

- Created over 605 software (SW) deployment packages, equal to 7.8M individual deployments to workstations (WS), with a 99 percent success rate and minimal issues.

- Achieved an overall aged software currency goal of 15 percent thru efforts to reduce Tier 3 COTS software portfolio and upgrade end-of-life software versions.
- Provisioned a total of 21,628 workstations to New Hire employees.
- Replaced 11,000 aged workstations resulting in 8 percent of aged infrastructure End User equipment.
- Implemented process to ensure Endpoint Detection Response is properly installed on all workstations and reduced the number of non-compliant workstations from 7032 to 1233.
- Reduced the number of inactive workstations on Active Directory by 80 percent.
- Assisted Cyber security in determining trust status and identifying impact points during an outage; supported faster recovery and assisted with FISMA reporting requirements - resulted in 7499 VOMA (Vendor Owned and Managed Assets) devices added to the asset repository.
- Implemented process to track mainframe partitions to assist Cyber security in determining trust status and identifying impact points during an outage; supported faster recovery and assisted with FISMA reporting requirements – resulted in 104 partitions added to the asset repository.
- Implemented Enterprise Self Service Reporting to provide visibility into inventory data received from multiple tools – resulted in increased inventory management efficiencies thus enabling effective organizational decision making on inventory related processes.
- Used Robotics Process Automation (RPA) to implement a Robotic Asset Mover to optimize IT Asset move transactions and reduce manual processing time.

FY 2023 Accomplishments:

- Retired 4,449 laptops and processed a total of over 12 thousand Enterprise Disposals.
- Deployed 3,864 workstations to New Hire employees.
- Created 201 software deployment packages, equal to 2.5 million individual deployments to workstations with a 99 percent success rate and minimal issues.
- Achieved an overall Tier 3 aged software currency goal of 14 percent.
- Deployed over 10,000 monitors to W&I and SBSE Customer Service Representative employees to support Return to Office operations.

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Expand the Symantec Self-Service portal to add all unrestricted/unlicensed products and establish a BEARS entitlement approval process for all restricted and licensed software thus allowing users to download approved software anytime while eliminating the need to call the Service Desk.
- Develop proof of concept for Windows Autopilot, in collaboration with Microsoft, to transition to a Zero Touch Workstation Deployment Model.
- Transition to ServiceNow Information Technology Asset Management System (ITAM) Out of the Box (OOB) capabilities.

- Develop a Microsoft Power BI connector to Common Operating Environment (COE) Application Registration database to provide a real-time software pipeline process dashboard on SharePoint.
- Upgrade eLeave reporting process and integration of the scheduled call back function with eGain, Finesse and ServiceNow.
- Adapt Robotics Process Automation (RPA) technology to design, build, implement and maintain RPA solutions for the automation of Customer Service Sections (CSS) use cases and implementation of CSS business and technical requirements with the IRS ServiceNow environments.
- The expansion of the IT Service Desk telephonic interface for fully automated interactions and responses also provides technical support for Bot (Voice to, Chatbot) technologies and Live Chat.

IRS Main Frames and Servers Services and Support (MSSS)

Description:

Main Frames and Servers Services and Support (MSSS) provides for the development and deployment of server, middleware and large systems and enterprise storage infrastructures, including systems software products, databases, and operating systems for these platforms.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	68.92	10.70	33.40	33.40	22.70	212.15%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	620.91	613.65	558.82	558.82	-54.83	-8.94%
Total Obligations	689.84	624.35	592.22	592.22	-32.13	-5.15%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

MSSS investment represents the operational investment for the deployment of server, middleware, and large systems as well as enterprise storage infrastructure, including systems software products, databases, and operating systems for these platforms. MSSS resources are primarily used to support the operations & maintenance of the vast array of infrastructure necessary to support tax administration. MSSS represents roughly 25 percent of the IRS's total IT budget.

The primary objective of the MSSS investment is to ensure the 24x7 IT operations, support, and maintenance for all Tier I (Enterprise Servers) and Tier II (Servers, Middleware, Storage, Databases) production systems responsible for the daily operations of IRS batch and online processing. In addition, all supporting environments that make up application development and deployment pipelines must be maintained, patched, secured and available for over 400 processing applications.

This investment shall ensure timely tax processing and refund issuance to taxpayers and businesses. MSSS Tier I Infrastructure costs supports submission processing and the upgrading of Enterprise mainframes to handle over 10,000 MIPS (Millions of Instructions Per Second) thus increasing capacity to handle peak transactions. MSSS Tier II Infrastructure costs also support submission processing and critical IRS processes such as: collections, criminal investigations, processing individual tax returns and, processing paper and electronic taxpayer payments as well as many various internal IRS business applications. The MSSS non-tier specific costs supports critical IRS processes and infrastructure that could occur through normal operations that may not be foreseeable. This cost is required to ensure all infrastructure related to supporting filing season and submission processing is available for the tax customer without disruption.

FY 2022 Accomplishments:

- M365 Modernization Program, transitioned mailboxes on a server to the cloud and leveraged a full suite of Microsoft services including Teams, SharePoint Online, OneDrive for Business and Project Online.
- Automated the patching process for 25 percent of Premium Service List applications
- Unlocked over 382GB of virtual central processing unit (vCPU) cores and 802GB of virtual Random-access memory (RAM) with Virtual Infrastructure Reclamation Project. Enhanced the customer experience and avoided almost \$3 million in Capital Expenditure (Capex) IT investments.
- Upgraded the Linux OS Migration with 1200 servers from RHEL 6.x to RHEL 7.x to strengthen data security controls within the IRS to substantially reduce the risk of unauthorized exposure of Taxpayer and IRS employee's sensitive information.
- Complied with HSPD12 mandates by allowing Personal Identity Verification (PIV) access to applications. It provided savings by purchasing hardware instead of using cloud resources.
- Linux Enterprise Server Refresh - Replaced the two existing IBM z13 mainframes, adding slightly more capacity to support the growth of Modernized eFile (MeF) and any projects committed to migrate from Oracle/Solaris to Enterprise zLINUX soon.
- Implemented sufficient processing capacity to handle filing season 2022 workloads for mission critical applications such as MeF, TAPS/SETR, and CASE-MIS.
- Installed Unisys Dorado 8590 Refresh a new mainframe in the IRS Memphis and Martinsburg Computing Centers. Access to premium vendor support of the Dorado 8590 hardware for five years, bringing stability to this key component in tax processing.

FY 2023 Accomplishments:

- M365 Modernization Program completed transition of on-premises mailboxes to the cloud and decommissioned Skype for Business software and infrastructure.

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Will complete transition from SharePoint 2013 legacy environment to SharePoint Online, migrate data from user home directories to OneDrive for Business, and reach a full continued delivery state for core M365 services: Teams, Exchange Online, SharePoint Online, OneDrive for Business, Power Platform, Project Online, and Mobile Device and Application Management.
- Will perform portfolio rationalization to reduce redundant tools and service offerings across the enterprise.
- WIN OS Migration, a multi-year effort to upgrade/migrate outdated Windows Operating Systems to WIN OS 2019 and the SQL 2019.
- Mail Inserter Replacement – Replacement of four mail inserters in the Detroit site and four mail inserters in the Ogden site.
- Unisys Dorado 8590 Refresh – This proven hardware will meet the IRS needs for the next five years, providing the time needed to implement a future solution that does not rely on mainframes.
- Internal Revenue Workflow Optimization, Request and Knowledge System (IRWorks) KISAM Replacement project. The new ServiceNow ITSM solution will consolidate disparate solutions used by other organizations and provide a path to Cloud SaaS and provide a more resilient experience for the users.
- Cyber security and Enterprise Operations (EOps) organizations are partnering to develop and implement processes and capabilities to improve the overall validation and security posture of mainframe z/TPF environment. The z/TPF validation process is currently performed manually, with no automation capability currently available.
- Migration of ITRAC to ServiceNow Integrated Risk Management (IRM) module with the decommissioning of IBM Rational ClearQuest. The implementation of a new risk management tool that will replace the ITRAC system and allow of retirement of Rational ClearQuest.

IRS Telecommunications Systems and Support (TSS)

Description:

The Telecommunications Systems and Support (TSS) investment supports network (data and voice) services to provide secure taxpayer and employee access to IRS services. This includes

the ability to provide access, phone, video, wireless and data services to 530 locations, 60,000 remote users, over 80,000 employees and over 225 million taxpayer calls annually. As such, this investment is essential to providing the IRS with reliable, secure, innovative, cost-effective technology and services that enable communication, collaboration, and business capabilities. Live Assistance enables real-time communication via a taxpayer’s preferred channel and improves the experience through expanded self-service, using NLP-enabled capabilities that improve both the taxpayer experience and IRS efficiencies. The target state will provide seamless omni-channel taxpayer interaction, while providing IRS assistors with additional tools and resources to enhance productivity.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	45.02	126.11	147.70	45.20	-80.91	-64.16%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	306.36	344.94	312.01	312.01	-32.93	-9.55%
Total Obligations	351.38	471.05	459.71	357.21	-113.84	-24.17%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

TSS investment supports network (data and voice) services to provide secure taxpayer and employee access to IRS services. This includes the ability to provide access, phone, video, wireless and data services to 530 locations, 60,000 remote users, over 80,000 employees and over 225 million taxpayer calls annually. The TSS investment provides a reliable, secure, innovative, and cost-effective telecommunications systems and services that enable communication, collaboration, and business capabilities in support of the IRS' Tax Administration mission. TSS also provides initiatives that are IT modernization centric and support the IRS IT Modernization plan.

The Strategic Objectives of the investment are:

- Operational Excellence – Secure, efficient, and effective service through on-time delivery, lower costs, and capacity gains.
- Workforce Excellence – A satisfied, engaged and well-trained workforce equipped to provide outstanding service.
- Innovation and Business Value (Technology) – Increased business value, expanded capabilities, increased operational and resource capacity to support changing business priorities.

TSS facilitates IRS's vision and IT agility by delivering innovative next generation technology to provide multichannel taxpayer access to IRS business organizations. The modernization of the IRS network and operations ensures a secure highway supporting tax administration and is the

critical base for the IRS digitalization strategy. Modernization and digitalization support the IRS mission of helping taxpayers understand and meet their tax responsibilities and enforce the law with integrity and fairness.

FY 2022/2023 Accomplishments:

- Delivered Toll Free Contact Center EIS and transitioned 95 percent of toll-free numbers from Network to EIS utilizing Back Office Transition.
- Developed design, implemented solution, and completed functionality of IP Transport in lab environment. Transition of 31 call sites completed by December 2021.
- Refreshed core server hardware infrastructure supporting Call Manager & Unity voicemail at 4 core locations. Upgraded Jabber softphone client & CM instances to maintain infrastructure currency.
- Expanded Customer Callback solution by 4 taxpayer-facing applications for a total of 5; upgraded the Ogden primary circuit to 10G.
- Deployed Quality of Service to all PODs to control & manage network resources; updated all Network devices to adhere to password minimum length requirement.
- Rolled out IPV6 to ERAP. All users connecting to the IRS network via VPN are now receiving IPV6 addressing.
- Completed Unified Access Enforcement Mode to all IRS & CI PODs and completed Segmentation of first HVA.
- Deployed Aternity client to all workstations to monitor, analyze & improve IRS user experience and Upgrade of Unified CC Enterprise Parent & Child IUP-ER app to Cisco IOS 11.6.
- Increased IRS telework capabilities from 40K to over 73K users and provided infrastructure to support over 56,000 concurrent IRS online users.
- Provided CC infrastructure & systems to support over 74.4 million IRS call center calls & over 1.46 million Stimulus Check calls; implemented Economic Impact Payment Integrated Voice Response via cloud to handle stimulus payment calls.
- Sent over 500 emergency alerts to over 80,000 IRS employee's desktops & mobile devices via AdHoc and Hardware refresh of the 8 session border controller routers supporting the enterprise.
- Stood up and successfully tested of Cloud Security Boundary/External Partner Zone (CSB/EPZ).

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Updates to Cisco Call Manager, Emergency Responder, and Unity Voicemail appliances (to v12.5), and to VMware virtualization layer supporting Call Manager, Emergency Responder and Unity (to v7).
- Decommissioning of Cisco Webex.
- Implementation of 10G hand off to IEP and of IPv6 transport to IEP.

- Upgrade of Legacy 2.4G ISP circuit in MTB to ATT 10G to expand capacity and solve existing issues with TEAMS traffic.

IRS.GOV - Portal Environment

Description:

IRS portal provides seamless one-stop web-based services to internal and external users, such as taxpayers, business partners and IRS employees. The IRS.GOV portal environment allows the IRS to provide 24x7 service to taxpayers at their convenience and facilitated 4.13 billion-page views and 1.72 billion downloads in FY 2022.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	5.04	3.85	3.99	3.99	0.14	3.64%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	82.36	81.34	83.69	83.69	2.34	2.89%
Total Obligations	87.40	85.19	87.68	87.68	2.47	2.92%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

The mission at the IRS is to provide American taxpayers top-quality service by helping them understand and meet their tax responsibilities and enforce the law with integrity and fairness to all. The IRS portal environment supports the IRS mission by providing a virtual tax assistance center for internal and external users. IRS.GOV remains a cost-efficient platform to rapidly deploy standardized, customer-facing solutions despite constricting budgets.

The IRS portal provided invaluable remote access to taxpayers, business partners, and employees by maintaining a tax administration capability in a climate where standard face-to-face methods increased risk to taxpayers and IRS employees. It provided remote access via applications like Get My Payment (GMP) and Modernized Electronic Filing (MeF).

The portals continue to support rapid application deployments that are secure and fully capable to meet taxpayer needs. New evolving applications like Document Upload Tool (DUT), Information Returns Intake System (IRIS), Verification Express Service (IVES), and Enterprise Case Management (ECM) aligns the IRS with the changing needs of our taxpayers by providing them with a fast, accessible, and secure digital presence. The IRS portal supports the continuity of the U.S. tax administration by introducing new ways for taxpayers to interface virtually and digitally with the IRS.

IRS.GOV continues to improve its ability to provide better tools by supporting rapid deployment solutions, utilizing Cloud technologies to quickly acquire a secure application platform. This includes improving communications and security measures that comply with the latest National Institute of Standards and Technology (NIST) standards to provide value added services to our broad customer base.

Integrated Enterprise Portal (IEP) supports a robust innovation effort which brings IRS subject matter experts together to explore innovative technologies to improve the way we work and provide services to the public. The Innovation Center team is continuing to develop new and progressive efforts, such as the Automated Error Response via Self-Healing Agents project and the Automatic Waiting Room. This innovation project will integrate automation into the existing IEP ecosystem via Artificial Intelligence (AI). The goal is to reduce system down time and minimize human intervention to resolve incidents.

FY 2022 Accomplishments:

- Deployed DUT Wage and Investment Taxpayer Employee Facing (TPEF).
- Completed Red Hat Enterprise License (RHEL) 8 upgrades for all 37 Registered User Portal applications and all 14 Employee User Portal applications.
- Delivered Secure Access Digital Identity (SADI).
- Completed MarkLogic database build out for Production.
- Completed Web Content Management System (WCMS) operations and content updates for current filing season and second year tax reform changes.
- Completed annual filing season prep activities for all portals (Public User Portal (IRS.GOV), Registered User Portal, Employee User Portal, and Transactional Processing Environment).
- Completed Affordable Care Act (ACA) activities in preparation for Open Enrollment.
- Provided on-going Web Apps releases support.
- Deployed Information Returns Modernization (IR Mod):
 - Income Verification Express Service (IVES)
 - Information Returns Intake System (IRIS)
 - Supported required activities for the following IRS Initiatives:
 - Martinsburg Failover to Memphis
 - Memorial Day Martinsburg Power Down/Up
 - Disaster Recovery Exercises
 - Political Organization Filing & Disclosure (POFD)
- Increased capacity, performance testing, and integration support for expected tax reform demand.
- Supported application updates and identified needed infrastructure upgrades.
- Supported increases in portal activity based on historical growth trends and public's increased reliance on digital transactions.
- Expanded ongoing Business Master Plan (BMP) implementation support (active protection) for public facing apps.
- Expanded Enterprise Case Management (ECM) infrastructure (target state) to support 1000+ users.

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

Continue efforts in the following areas:

- Enterprise Non>Returns Digitalization System
- Self-Healing Infrastructure
- Automatic Waiting Room
- Robotic Process Automation (RPA)
- Business On-Line Account (BOLA)
- Expansion of DUT to cover a broader selection of IRS tax forms

Modernized e-File (MeF)

Description:

Modernized e-File (MeF) is a critical component of the tax filing system. It provides service to institutional taxpayers by delivering a web-based system that allows electronic filing of corporate, individual, partnership, exempt organization, and excise tax returns through the Internet. Modernized e-File (MeF) is one of Treasury’s high value assets (HVAs) for its critical role in tax administration. The Office of Management and Budget defines HVAs as “those assets, systems, facilities, data, and datasets that are of particular interest to potential adversaries”.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	4.96	50.35	40.35	0.35	-50.00	-99.30%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	48.29	21.40	21.88	21.88	0.48	2.24%
Total Obligations	53.25	71.75	62.23	22.23	-49.51	-69.02%

¹\$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

The MeF Program provides a secure, web platform for electronically filing tax and information returns by registered Electronic Return Originators (EROs). This system uses a browser-based and application-to-application solution to provide ERO end users with optimized return filing. MeF is the primary system for electronic filing of business and individual tax returns and forms.

The MeF program supports the Treasury and IRS strategic goals by effectively and efficiently using resources to optimize return filing, expand e-Government, and reduce taxpayer burden.

Beneficiaries include the tax preparation community and the taxpayers they represent. MeF also benefits large corporations and tax-exempt organizations that are required at a specific asset threshold to electronically file their tax returns or annual information returns by reducing the handling/mailing of voluminous paper returns which sometimes exceed 820 attachments/schedules. MeF has dependencies with:

- IRS.GOV – Portal Environment
- Information Return and Document Matching (IRDM)
- Generalized Mainline Framework (GMF)
- Return Review Program (RRP)
- ACA Verification Service (AVS)
- Individual Master File (IMF)
- Business Master File (BMF)
- Tax Return Data Base (TRDB)

FY 2022/2023 Accomplishments:

- Delivered legislative changes to support the American taxpayers and those impacted by COVID: American Rescue Plan (ARP) changes for 1040/1041/94, Cares Act: 1040/1041/990T/94X; Infrastructure Investment and Jobs Act (IIJA) - Sunsetting of ERTC for 94X; Form 1120S Schedule K2 & Schedule K3; Taxpayer First Act (TFA): form 5330; Successful demonstration of Digitalization of 1040 forms to help reduce paper backlog.
- Developed MeF Release 10.6 for Filing Season 2023 which will allow maintenance of MeF including hardware, software, security, helpdesk, training, etc. including implementation of Lockbox Digitalization of 940s to reduce processing of paper.
- Deployed MeF Release 10.6 which will allow maintenance of MeF including hardware, software, security, helpdesk, training, etc. including implementation of Lockbox Digitalization of 940s to reduce processing of paper.

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Develop MeF Release 10.7 for Filing Season 2024 which will allow maintenance of MeF including hardware, software, security, helpdesk, training, etc. This includes IRS Transformation 8 to 12 forms, and Digitalization (DIGI) of Scan Paper Returns.
- Deploy MeF Release 10.7 which will allow maintenance of MeF including hardware, software, security, helpdesk, training etc.
- Develop new MeF Release for Filing Season 2025 which will allow maintenance of MeF including hardware, software, security, helpdesk, training, etc.

Modernized IRS Operations

Description:

The IRS will use innovative technologies and processes, such as Cloud, Agile, DevOps, Application Programming Interfaces, robotic process automation, and next generation infrastructure to reduce costs and manual effort.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	28.58	187.49	249.58	2.58	-184.91	-98.62%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	0.00	16.85	0.00	0.00	-16.85	-100.00%
Total Obligations	28.58	204.34	249.58	2.58	-201.76	-98.74%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

Modernizing IRS Operations supports technology efforts that will provide continuous operations and systems availability to support taxpayer application access, analytics-based decision-making enabled by reliable and accessible data, efficient process execution through increased automation of transactional repeatable activities, increase speed of delivery of new capabilities, and safeguard taxpayer data.

This investment will enable modernized capabilities across IRS operations including:

- Automate manual processes using artificial intelligence and other advanced techniques freeing up IRS staff for more value-added work.
- Quicker software deployment through automating delivery and infrastructure provisioning.
- Create standard, reusable services and common application programming interface (API) code, reducing duplicative/"recreate" work for IRS employees, operational efficiency, reduced licensed cost, shared services platform.
- More efficient, scalable, resilient, and secure infrastructure.

Modernizing IRS Operations seeks to modernize and integrate technologies and systems that support secure, flexible, and accurate work across IRS functions:

The IRS is moving toward the Target State architecture by modernizing its business applications and adopting emerging technologies such as cloud, data analytics, DevOps automation, and leveraging Application Programming Interfaces (APIs) for reusable enterprise-wide services. These initiatives and ongoing development efforts as described in the Target Enterprise

Architecture will help IRS to progressively deliver new capabilities and enhancements to the taxpayer and improved operations across all major business and technical areas.

Digitalization is a priority at the IRS as the result of several events that accelerated the need for the IRS to implement near-term digitalization efforts and establish long-term strategic planning for digitalization of the IRS.

Digitalization

FY 2022/2023 Accomplishments:

- Deployed Digitalization System Release 1 (SYS 314): Deliver scanning solution with Cloud and ECM integration.
- Deployed Pilot: SCaaS Gift Tax Returns F709.
- Deployed Release 2: Scaled the Enterprise Digitalization System (SYS 314).
- Deployed Release 2: Scale the Enterprise Digitalization System - Integrated Authenticated Digital.
- Intake Capabilities with the Digitalization System.
- Deployed Release 2: Scale the Enterprise Digitalization System - Integrated Unauthenticated.
- Deployed the Document Upload Tool with Digitalization System.
- Digitalization System Release 2: Initiate E-Fax Digitalization intake.
- Deployed Release 2: Scale the Enterprise Digitalization System - Scale Scanning and Intake.
- Capabilities to Additional Business Processes.
- Deployed Digital Acceleration Planning.
- Deployed Lockbox F940 solution in production.

Digitalization

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Green Energy: Elective Payments Process.
- Digital Mobile & Adaptive Forms (DMAF).
- Digitalization System Release 3: Scale customer use.
- Digitalization System Release 3: Support orchestration of multiple extraction engines.
- Digitalization System Release 3: Expand distribution services.

Cloud Execution:

Execution will result in improved agility for IRS IT, through improved "time to launch" for public consumption, decreased infrastructure provisioning time, optimization opportunities for seasonal workloads, increased application operational efficiency and resilience, increased innovation, increased availability of the latest technologies across operations and development,

reduced demand on IT personnel, and enhanced or maintained security posture by migrating workload to "the Cloud."

Cloud Execution

FY 2022 Accomplishments:

- Enhanced Multi-cloud Environment and Core Services.
- Established Cloud External Gateway.

Cloud Execution

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Cloud Migration and Support Services Expansion.
- Establish Self-Service and Automated Provisioning Components (MSP).
- Enhance Cloud Cyber security.

Enterprise Data Platform (EDP)

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Complete the artifacts required for the Enterprise Life Cycle (ELC) Service Selection Phase (MS 3/4a).
- Complete required artifacts for the Enterprise Life Cycle (ELC) Development Phase (MS 4B).
- Provision the WC2 in DEV, TEST, Pre-Prod, and Prod environments.

Workforce Infrastructure:

FY 2023 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Create Transformation Roadmap (to include the Vision, Scope, and Architecture).
- Build out Human Resource Service Delivery (HSRD) initial Capabilities - targeting 2-4 Use Cases.

IT Service Management (ITSM):

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Migrate Service Manager (SM).
- Migrate Configuration Management Database (CMDB).
- Migrate E-Help Support System (EHSS).

- Migrate Asset Manager (AM).
- Retire KISAM (Legacy ITSM Platform).

Return Review Program (RRP)

Description:

In late 2016, RRP became the primary system used for pre-refund anomaly and fraud detection for individual tax returns claiming refunds, including all identity theft and fraud detection components.

RRP uses leading-edge, machine learning technologies to detect, resolve, and prevent criminal and civil tax refund fraud and non-compliance. The IRS will expand the use of RRP to other return types, to further improve the agency's ability to pursue significant areas of tax noncompliance.

RRP is an anomaly detection system that enhances the IRS's capabilities to detect, resolve, and prevent criminal and civil non-compliance (such as identity theft), in Tax Returns, reducing issuance of refunds for fraudulent tax returns.

RRP is in sustaining operations targeted to deliver business value within the following scope areas: Analytics and Automation, Data Access and Analysis, Addressing Legacy Components, Infrastructure/Architecture.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	28.08	0.60	175.63	0.63	0.03	5.00%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	53.16	19.24	21.35	21.35	2.11	10.97%
Total Obligations	81.24	19.84	196.98	21.98	2.14	10.79%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

Return Review Program (RRP) uses leading-edge machine learning technologies to detect, resolve, and prevent criminal and civil tax refund fraud and non-compliance, maximize fraud detection in real-time, and protect taxpayer revenue from the risks of increasing global fraud sophistication. RRP is mission-critical for the IRS to combat the ever-evolving tax fraud in a sophisticated, scalable, and adaptable manner. It is the anomaly detection platform for the enterprise for fraud and non-compliance. RRP correlates data across multiple data sources and enables the IRS to create predictive models for fraud and non-compliance. RRP has been

operational since 2015 and continues to perform today as the primary line of defense against the perpetration of individual tax return identity theft, fraud, and non-compliance. RRP's primary customers are W&I and CI.

FY 2022/2023 Accomplishments:

- Provided SNAP (Selections and Analytics Platform) access to LB&I (Large Business and International Division) users and associated training. Develop a rules-backed inbox application for FATCA (Foreign Account Tax Compliance Act) users to evaluate Forms 1042, 1042-S, 1040s, 1065s, 1120-S, 1041, 709 and 706 and identify taxpayers who have the highest non-compliance risks.
- Completed a detailed analysis of current Business Master File (BMF) rules/analytics on RRP and Dependent Data Base (DDB). With this information, Data Delivery Services (DDS) worked with the business to establish priorities for expanding BMF Analytics on RRP.
- Implemented on October 24, 2022, new requirements in place to evaluate and associate a return with up to four types of treatment (both IDT and NIDT) for the 1040X.
- Implemented annual legislative changes, in addition to required changes by the Taxpayer First Act (TFA), American Rescue Plan (ARP), and Tax Reform to maintain ability to detect identity theft and fraud.
- Implemented IRA legislative changes for FS23 Forms.
- Implemented updates associated with the Greenplum upgrade.

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Implement separate resource queues for rules processing and extracts.
- Deploy Operational Data Store (ODS) fixes to correct RRP 1040X exclusion logic and incorrect wage amounts.
- Process IMF balance due returns.
- Update RRP overaged servers.
- RRP Database (GreenPlum) servers.
- RRP Legacy Component (RRPLC) implements 2-factor authentication.
- RRPLC retirement.

Service Center Recognition/Image Processing System (SCRIPS)

Description:

Service Center Recognition/Image Processing System (SCRIPS) is a data capture, management and image storage system that uses high speed scanning and digital imaging to process the 940, 941, 943, K-1, IRP, and ACA-IRP paper returns and converts data to electronic format for processing downstream.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	0.20	0.00	0.00	0.00	0.00	0.00%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	8.31	1.40	1.59	1.59	0.19	13.57%
Total Obligations	8.51	1.40	1.59	1.59	0.19	13.65%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

SCRIPS is a major paper input processing system specifically designed to automate the processing of Information Return Processing (IRP) forms, Schedule K-1's (Forms 1041 K-1, 1065 K-1, and 1120 K-1), Form 941 (and associated Schedules B and Schedule R), Form 940 (and associated Schedule A and Schedule R) and Form 943 Stand-alone Schedule R. SCRIPS processes Affordable Care Act (ACA)-IRP Forms 1094-x and 1095-x. SCRIPS scans and stores images of all tax documents processed, saving time by converting the scanned images and data to computer-readable code and providing hardcopy images when requested. This is accomplished using the Optical Character Recognition/Intelligent Character Recognition (OCR/ICR) engine in addition to utilizing 2-Dimensional (2D) bar code recognition which optimizes and automates data entry of the taxpayer data.

SCRIPS is one of the front-end input systems that operates at three IRS Service Centers where forms are received, sorted, and then sent to the scanning areas. SCRIPS sends the electronic taxpayer data to the IRS downstream tax processing systems, including Generalized Mainline Framework (GMF) and Master File for posting to the IRS database, as well as Service-Wide Employment Tax Research System (SWETRS) and Statistics of Income (SOI) for compliance.

SCRIPS sends data to ACA Information Returns (AIR) database for Master Files. Images are archived and retained on the Enterprise Shared Storage platform. IRS Customer Service Representatives can request hard copies of images through the Integrated Data Retrieval System (IDRS). SCRIPS will deliver legislatively mandated Tax Year Changes to keep SCRIPS up to date. SCRIPS processed more than 40 million tax forms in 2022 and expects to process equivalent volume in 2023. SCRIPS provides taxpayers fair and uniform application of the law and increases efficiency for tax processing by converting paper forms to electronic images.

FY 2022 Accomplishments:

- Delivered legislatively mandated Coronavirus Aid, Relief, and Economic Security (CARES) Act to keep SCRIPS up to date.
- Deployed security patches, maintenance, and firmware updates.

- Delivered legislatively mandated Tax Changes to keep SCRIPS up to date.
- Continued to support both Individual Master File (IMF) and Business Master File (BMF).
- Implemented Multisite Option Process so that SCRIPS users could log into any of the three SCRIPS processing sites to work inventory as directed by their management to reduce workload at a targeted site.

FY 2023 Future Objectives:

- Deliver legislatively mandated Tax Changes to keep SCRIPS up to date.
- Continue development to deliver Information Returns (IR) Modernization changes for filing season 2023.
- Support Digitalization by incorporating several ISRP forms into the SCRIPS scanning process to remove the dependency on transcribers. SCRIPS will start with IR forms to facilitate the delivery of IR Modernization efforts.
- The refresh of SCRIPS server infrastructure is being planned. Will leverage functionality between the Integrated Submission and Remittance Processing System (ISRP) and SCRIPS systems to improve efficiency and continue to reduce costs.
- Continue to support both Individual Master File (IMF) and Business Master File (BMF).
- Deploy security patches, maintenance, and firmware updates.

FY 2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Deploy security patches, maintenance, and firmware updates.
- Deliver legislatively mandated Tax Changes to keep SCRIPS up to date.
- Continue to support and improve the digitalization SCRIPS efforts.
- Continue to support both Individual Master File (IMF) and Business Master File (BMF).
- Continue the effort to keep the SCRIPS infrastructure current.

Web Applications

Description:

The Web Apps program and initiatives improve interactions and communications across taxpayers, the IRS, and third parties by providing a broad range of self-service options, establishing secure information exchange options, and building internal capabilities. By enabling authorized individual taxpayers and third parties to interact digitally with the IRS, the investment provides a better user experience and delivers consistent data and services through reusable Application Programming Interfaces (APIs). Web Apps will continue to transform the way the IRS does business by enhancing the taxpayer experience and delivering new digital services that allow taxpayers and their authorized tax professionals to track, receive, and send information and take actions on their personalized online account.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	44.30	180.00	241.49	130.99	-49.01	-27.23%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	9.59	5.96	10.48	10.48	4.52	75.84%
Total Obligations	53.89	185.96	251.97	141.47	-44.49	-23.92%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

Web Apps capabilities allow the IRS to maintain, improve and expand on the broad range of digital services offered today and enhance the number and types of transactions the taxpayer and their representatives can complete securely using their personal IRS Online Account. Continued investment in the program will enable new digital options for self-service and secure information exchanges including access to fast, secure, and personalized digital communications delivered through a secure messaging platform. Ultimately, Web Apps will help ensure a higher-quality customer experience in line with government-wide efforts to deliver what the public expects and deserves from a 21st century government.

FY 2022 Accomplishments:

Web Apps delivered a series of taxpayer experience features aligned to capabilities in the IRS Modernization Plan (Mod Plan):

- Enabled, for Individual Online Accounts, taxpayers to make same day balance and non-balance payments from their bank account.
- Web Apps delivered the ability to "Go Paperless" and to update their domestic address in OLA.
- Delivered, Tax Pro Account, enhanced user experience, email alerts, and performance improvements and Single Sign-On to Transcript Delivery System (TDS).
- Completed two studies that laid the framework for Content Decoupling and Multilingual and integration with Enterprise Digital Communications platform. Content Decoupling and Multilingual were implemented for both OLA and Identity Verify (IDV).
- Software architecture refactoring was completed to deliver containerization in OLA and IDV, as well as re-architecture of third-party services and modernization of account summary service. These modernizations enable Web Apps to respond to growing taxpayer demands, minimize disruption of online services, and accelerate readiness for a target state cloud architecture.

FY 2023/2024 Future Objectives:

Planning is still in progress for transformational initiatives IRS will perform in FY 2024.

- Deliver modernize Online Payment Plans – Long-term Installment Agreement (IA), IA Calculation and Default IA Status.
- Digital Communications work will include the deployment of capabilities that will expand communication channels, provide real-time assistance, and increase self-service options for taxpayers.
- Integrate Payment capabilities will be deployed to increase payment options in OLA including a variety of bank account payment features.
- Modernize Online Payment Plans (MOPP) will expand access to the current application to include most individual taxpayers.
- Taxpayer Profile and Preferences will include future expansion of features that will provide taxpayers with a greater range of self-services options. In addition to these deployments, Web Apps will continue ongoing Product Planning activities to adapt to any changes in IRS priorities.
- Web Apps will deliver Tax Professionals View and Manage Existing Authorizations which will include deploying a claim on Centralized Authorization File (CAF) and enable tax professionals to view and manage existing Power of Attorney (POA) and Tax Information Authorization (TIA). These features will enable future Tax Pro Account capabilities to be delivered.

Major Non-IT Investments

Criminal Investigation Owned Vehicles

Description:

This investment is managed by Criminal Investigation.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	0.00	0.00	0.00	0.00	0.00	0.00%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	2.50	2.50	0.00	2.70	0.20	8.00%
Total Obligations	2.50	2.50	0.00	2.70	0.20	8.00%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

The IRS-Criminal Investigation Business Unit maintains ownership of approximately 71 Vehicles to include Commissioner’s Protective Detail and surveillance type vehicles. Excluded are Criminal Investigation Under Cover and International Vehicles that are not reported in Treasury’s FAST System due to sensitivity. The vehicles will be used to support the IRS investigations and must meet the mission critical need to conduct criminal law enforcement activities.

Criminal Investigations Capital Assets

Description:

This investment includes radios and radio maintenance, vehicles owned by Criminal Investigations (CI), body armor, guns, and body plates.

This investment is managed by Criminal Investigation.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	0.00	0.00	0.00	0.00	0.00	0.00%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	12.00	9.00	0.00	9.00	0.00	0.00%
Total Obligations	12.00	9.00	0.00	9.00	0.00	0.00%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

These assets are used to protect CI special agents from threats and bodily injury while performing their law enforcement duties including conducting investigations concerning alleged criminal tax fraud violations, financial crimes, and other related offenses.

Leasehold Improvements

Description:

Leasehold Improvements managed in Agency-Wide Shared Services (AWSS).

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	0.00	0.00	0.00	0.00	0.00	0.00%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	59.28	195.00	0.00	101.09	-93.91	-48.16%
Total Obligations	59.28	195.00	0.00	101.09	-93.91	-48.16%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

Many projects undertaken by IRS entail the design, alteration, and furnishing of space either upon acquisition, at lease renewal, or for other purposes, such as supporting space consolidation or reduction. The portion of the project that is captured as a capital asset is reflected in OMB Object Class 3200, Land and Structures, and includes alterations to buildings; fixtures such as elevators, plumbing, power-plant boilers, fire-alarm systems, lighting, heating systems, air-conditioning systems, flooring, and carpeting. The total figure is a sum of the expenditures in that object class for all IRS projects in that particular year.

Security Equipment

Description:

Security Equipment is managed in FMSS.

Investment Obligations:

Type	FY 2022 Actual	FY 2023 Estimated Obligations	FY 2024 Estimated Obligations	FY 2024 President's Budget	\$ Change ¹	% Change ¹
Sub-Total DME Obligations (Including Internal labor (Govt. FTE))	0.00	0.00	0.00	0.00	0.00	0.00%
Sub-Total O&M Obligations (Including Internal Labor (Govt. FTE))	5.62	5.60	0.00	7.00	1.40	25.00%
Total Obligations	5.62	5.60	0.00	7.00	1.40	25.00%

¹ \$ Change and % Change is from the FY 2023 Estimated Obligations to the FY 2024 President's Budget

Purpose, Accomplishments, Future Objectives:

The IRS purchases security equipment such as cameras, digital video recorder system (DVRs), access control panels, and card readers. The IRS uses facility-specific security assessments to prioritize asset needs and develop criteria for replacing equipment in each facility. Additionally,

emergency needs arise over the course of the year. These needs are ranked and funded according to the effect the equipment has on the overall security posture.

The need for equipment can arise at any time, such as when employees are moved into a new building, during internal moves, or intermittently when equipment needs to be replaced. The benefit of this capital asset investment is that it supports the IRS priority to provide a safe and secure environment for its employees, equipment, and facilities.