

OFFICE OF INSPECTIONS & EVALUATIONS

Fiscal Year 2024

Annual Program Plan



TREASURY INSPECTOR GENERAL FOR TAX ADMINISTRATION

Message from the Deputy Inspector General for Inspections and Evaluations

The Office of Inspections and Evaluations (OIE) Fiscal Year 2024 Program Plan communicates the Treasury Inspector General for Tax Administration's (TIGTA) inspection and evaluation oversight priorities. TIGTA provides independent oversight of Department of the Treasury matters involving Internal Revenue Service (IRS) programs and operations and the IRS Office of Chief Counsel. Although TIGTA is placed organizationally within the Department of the Treasury and reports to the Secretary of the Treasury and to Congress, TIGTA functions independently from all other offices and bureaus within the Department.

TIGTA's OIE function provides the American public and Congress with more expedient oversight of emerging and ongoing challenges facing tax administration. Delivering a more agile work product enables the OIE to provide timely information to stakeholders, including Congress, on IRS operations and overall tax administration. The OIE's focused and expedient oversight provides agency management with critical information to quickly identify and mitigate risks of fraud, waste, abuse, and improper payments. The information provided in OIE products can inform without requiring actions, which ensures that key agency leadership, affected stakeholders, and the public have access to information more quickly. The OIE coordinates its planned activities with TIGTA's Office of Audit and Office of Investigations.

Throughout the year we may adjust this plan to ensure that we direct our resources to the areas with the highest risks and impacts. We are committed to conducting our critical work on behalf of the American people to improve the economy, efficiency, and effectiveness of the IRS, while preventing and detecting waste, fraud, and abuse.



Russell P. Martin

Deputy Inspector General for
Inspections and Evaluations



Fiscal Year 2024 Inspections and Evaluations

Managing Transformation Efforts

Evaluation of the Internal Revenue Service's Strategic Operating Plan

(Project Number IE-23-007-I)

Assess the IRS's Strategic Operating Plan to determine whether the plan provides a clear framework, including specific operational initiatives and associated timeliness on the IRS's plans to transform itself and improve taxpayer service, modernize technology, and increase equity in tax administration.

Quarterly Reporting – Use of IRA Funding

Provide quarterly and cumulative reporting on the IRS's use of the *Inflation Reduction Act of 2022* (IRA) funding to implement its Strategic Operating Plan.

Delivery of Operational Initiatives

Assess the IRS's efforts to monitor and measure milestone deliverables associated with operational initiatives and related projects outlined in the IRS's Strategic Operating Plan, and the impact on transformation efforts should delays occur.

Transformation and Strategy Office Oversight of the IRS's Strategic Operating Plan Implementation

Assess the Transformation and Strategy Office strategic oversight and management of enterprise-wide change efforts including development of disciplined and transparent accountability processes.

Development of Processes to Measure Overall Transformation Outcomes

Assess efforts to develop processes and procedures to measure overall transformation outcomes – world-class service experience, digital-first organization, improved take-up of tax incentives by eligible taxpayers, effective enforcement, and employer of choice within government and industry.

Selective Contract Deliverable Verification

Verify deliverables from select contracts supporting transformation efforts to determine if goods and/or services were received.

Improving Taxpayer Services

Availability and Accessibility of Customer Service

(Project Number IE-23-009-I)

Assess the IRS's efforts to expand accessibility and availability of customer service to meet SOP goals by geographically depicting current customer service options provided to underserved, underrepresented and rural communities, limited English proficient taxpayers, and elderly and small businesses.

Improving Tax Administration - Lifting Communities Up Initiative

(Project Number IE-23-018)

Evaluate the IRS's efforts to expand operations into economically distressed areas to improve tax administration and the services provided to taxpayers in these areas.

Incorrect Mailing of Balance Due Notices to Taxpayers in Disaster Zones Granted Filing and Payment Relief

(Project Number IE-23-033)

Evaluate the breakdown in processes and procedures that resulted in the incorrect sending of notices to taxpayers.

Use of Artificial Intelligence in Tax Administration

(Project Number IE-23-034)

Assess the IRS's current and planned use and expansion of artificial intelligence in tax administration.

Accuracy of IRS Contact Information When Performing Internet Searches

(Project Number IE-23-035)

Assess the accuracy of the IRS's contact information when performing internet searches.

Filing Season 2024 - Accuracy of Contact Information Taxpayer Assistance Centers (Follow-up)

Evaluate the adequacy of the actions taken by the IRS to ensure the Taxpayer Assistance Center's readiness for the 2024 Filing Season.

Filing Season 2024 - Taxpayer Experience When Contacting Customer Service Telephone Lines (Follow-up)

Evaluate the adequacy of the actions taken by the IRS to ensure customer service telephone lines are ready for the 2024 Filing Season.

Filing Season 2024 - Accuracy of Self-Service Options

Evaluate the taxpayer experience for select self-service options, including the accuracy of responses provided.

Development of Online Customer Service Dashboard

Evaluate the IRS's efforts to develop a new dashboard on its internet site (IRS.gov), which will provide taxpayers with customer service information, such as average telephone wait times.

Expanding Enforcement Efforts

Digital Asset Monitoring and Compliance Activities

(Project Number IE-23-017-I)

Assess the development of the IRS's strategy to monitor digital assets and address noncompliance.

Geographic Placement of Enforcement Personnel

Depict the placement of current enforcement personnel to assess the IRS's efforts to ensure that these personnel are geographically located to meet the Strategic Operating Plan goal of addressing noncompliance in a balanced manner.

Estate Tax Returns

Assess the IRS's processes and procedures for ensuring the validity of refund claims on Forms 1041, *U.S. Income Tax Return for Estates and Trusts*.

Validity of Refund Claims on Estate Tax Returns

Assess the IRS's processes and procedures for ensuring the validity of Form 1310, *Statement of Person Claiming Refund Due a Deceased Taxpayer*, claims.

Request for Armed Escorts

Assess the processes by which IRS enforcement personnel request armed escorts.

Criminal Investigation Compliance with Body Worn Camera Mandate

Evaluate the IRS Criminal Investigation's compliance with body worn camera mandates.

Evaluation of the Art Appraisal Process for High Wealth Taxpayer Deductions

Evaluate the adequacy of the IRS's processes and procedures to appraise art reported for tax deductions.

Protecting Taxpayer Data

IRS Compliance with the No TikTok on Government Devices Act (Phase II)

(Project Number IE-23-020.02)

Determine the IRS's compliance with contract requirements of the Office of Management and Budget Memorandum M-23-13, *"No TikTok on Government Devices" Implementation Guidance*.

Authorized System User Account Verification and Taxpayer Data Protection

(Project Number IE-23-026)

Assess the adequacy of the IRS's processes and procedures to grant access to sensitive taxpayer information stored in IRS systems as well as efforts to protect taxpayer data.

Adjudication of UNAX/Disclosure Violations Referrals

Assess the IRS's consistency of adjudication of TIGTA referrals of willful unauthorized access, attempted access, or inspection of Federal tax information (UNAX) and disclosure violations.

Use of Tax Data to Assist Law Enforcement

Evaluate the implementation of legislation that authorizes the sharing of tax information.

Timeliness of Addressing Department of Homeland Security – Critical/High-Risk Information Technology Vulnerabilities

Assess whether the IRS timely addresses reported select critical/high-risk information technology system vulnerabilities.

Federal Personnel Vetting Performance Management Standards

Assess the adequacy of the IRS's implementation of automated record checks to ensure that covered individuals are eligible to access national security information.

Safeguarding of IRS Employees

Assessment of IRS Facility Security

(Project Number IE-22-015)

Determine whether selected IRS facilities have appropriate physical security countermeasures in place to detect and deter unauthorized entry and comply with security policies and procedures established by the Interagency Security Committee and IRS internal guidance.

Assessment of IRS C-Site Operations and the Health and Safety Conditions at the Facility

(Project Number IE-23-024)

Assess IRS operations at its C-site facility, including efforts to address health and safety concerns reported by employees working at the C-site.

Assessment of Security Posture (Phase II)

(Project Number IE-23-037-I)

Evaluate the adequacy of Phases 2 and 3 of the IRS's comprehensive review of safety and security measures at its facilities and determine whether recommendations and corrective actions have been implemented.

Security at Taxpayer Assistance Centers that Handle Large Cash Payments

Assess the IRS's processes and procedures to safeguard employees and account for large cash payments at the Taxpayer Assistance Centers.

Addressing Reports of Unsafe, Unhealthy, or Hazardous Workplaces

Assess the expediency and adequacy of the IRS's efforts to address reports of unsafe, unhealthy, or hazardous workplaces.

Improving Operational Efficiencies

Continued Use of Paper Documents to Support Electronic Transactions

(Project Number IE-23-006)

Assess the IRS's processes for resolving backlogs of adjustment record prints that need to be correlated with source documents and assess the IRS's efforts to modernize this process.

Classified/Sensitive Waste Destruction Contract

Assess controls over process to ensure accuracy of classified/sensitive waste destruction billing.

National Distribution Center

Assess services provided by the National Distribution Center.

Subscription Services

Evaluate the business justifications supporting cost expenditures for subscription services.

Control and Accountability Over Mobile Devices

Assess the IRS's processes and procedures to ensure proper accounting over, and in-service use of mobile devices.