

ABSTRACT

Charles O. Rossotti,
Modernization the IRS,

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Abstract by Amber S. O'Malley

In this article, Commissioner Rossotti discusses the 1998 Restructuring and Reform Act and the IRS's response to past scrutiny and criticism of their operations. The modernization gave the IRS a new mission statement and the IRS responded with three goals: service to each taxpayer, service to all taxpayers and productivity through a quality work environment.

In addition, the IRS articulated principles to guide its upcoming changes. To meet these principles, the author suggests the IRS adopt proven business practices within the limits of service to the public. In addition, the IRS sets forth "Levers of Change" in five separate areas including, balanced performance measures, revamped business practices, new technology, management roles with clear responsibility, and customer focused organizational structure.

The author also introduces the changes in the overall structure and organization of the Agency. The new specific operating divisions will aid the IRS in gaining the peoples' trust. Overall, the Commissioner feels confident in the future success of the IRS in providing top-quality service.