

## Strategic Plan Overview

Goal 1:

## Promote the Economy, Efficiency, and Effectiveness of Tax Administration



Goal 2:

## Protect the Integrity of Tax Administration from Internal and External Threats



Goal 3:

## Sustain an Inclusive Work Environment Where Employees Are Valued

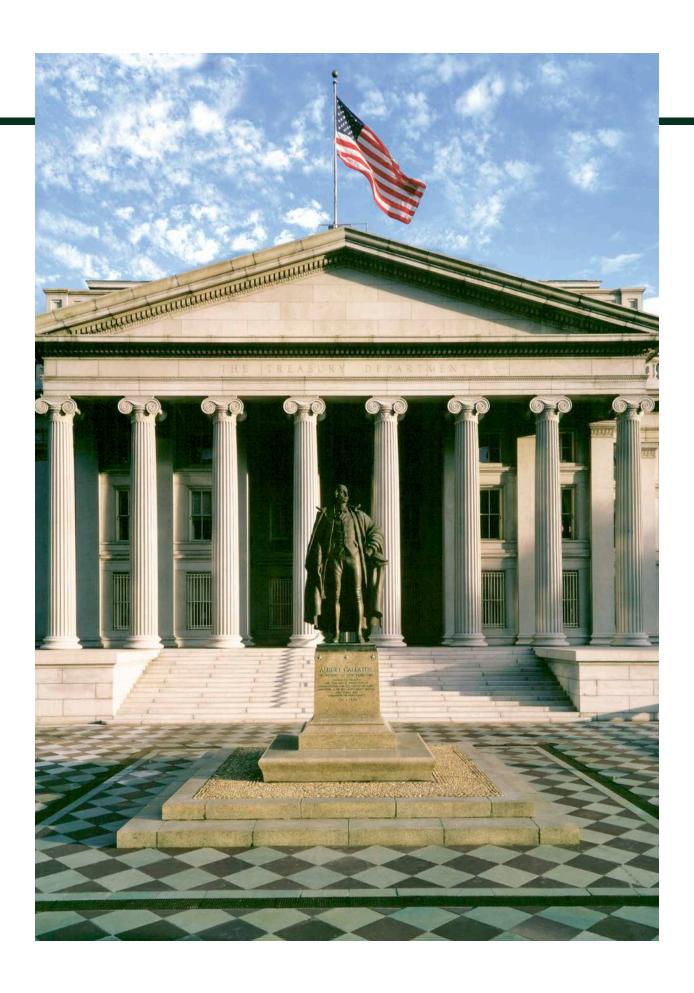


# TIGTA

Treasury Inspector General for Tax Administration

Strategic Plan FY 2018-2022





## INSPECTOR GENERAL FOR TAX

#### DEPARTMENT OF THE TREASURY

WASHINGTON, D.C. 20005

The Treasury Inspector General for Tax Administration's (TIGTA) Strategic Plan for Fiscal Years 2018-2022 offers a clear blueprint of how TIGTA intends to fulfill its mission over the next five years in support of the Administration's agenda and the Department of the Treasury's mission and vision. It charts the path for TIGTA's operations as we continue to work diligently to provide oversight of the efforts by the Internal Revenue Service (IRS) to implement the Tax Cuts and Jobs Act of 2017 and protect the integrity of Federal tax administration. For more than 19



years, TIGTA has steadfastly pursued its mission to provide quality professional audit, investigative, and inspection and evaluation services that promote integrity, economy, and efficiency in the administration of the Nation's tax system. Our success in achieving our mission is tangible and quantifiable. Moreover, our results are critically important to the Federal Government, as it is increasingly challenged to improve the effectiveness and efficiency of its operations and to provide high-quality services to the American taxpayer.

This plan builds upon our success and promotes continuous improvement and assessment. It presents three primary goals and a set of strategies to guide us in our efforts to meet each of those goals, along with specific indicators and measures to help us monitor and demonstrate our progress. Additionally, this plan will also help us to maintain and promote an environment in which our employees can realize their full potential through training, development, and a diversified workplace.

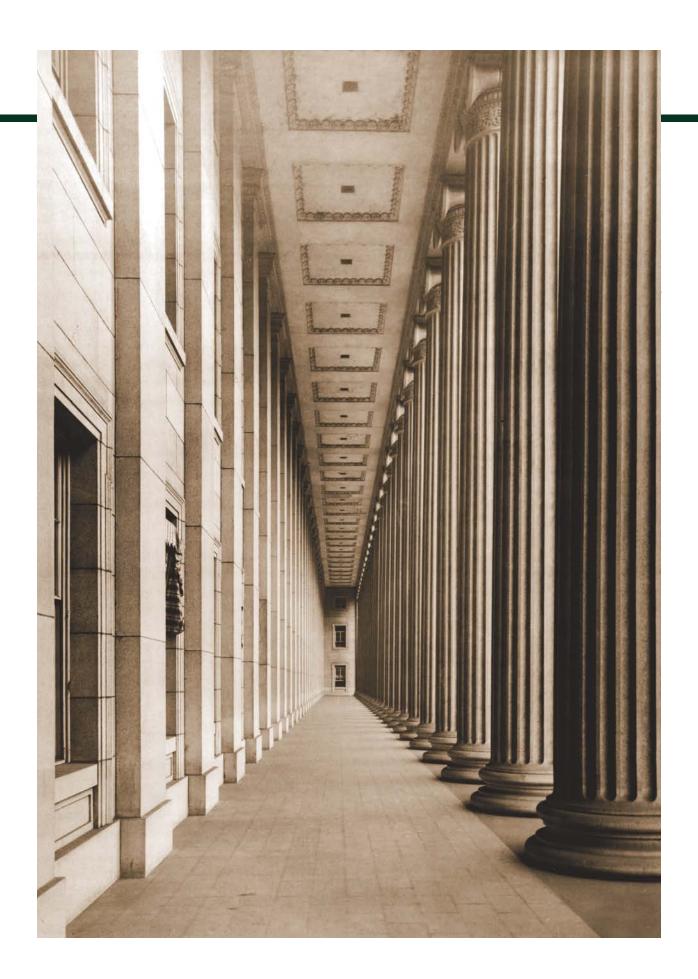
As TIGTA works more effectively toward achieving its mission and goals, I remain confident that we will continue successfully to carry out our important role in overseeing the fair and impartial administration of the Nation's tax system.

Sincerely,

J. Russell George

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Inspector General



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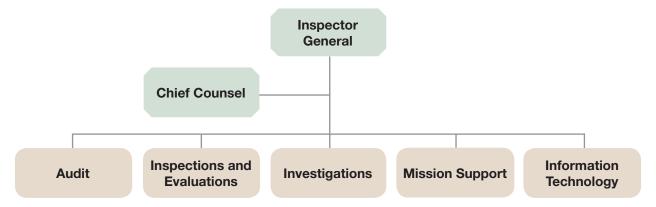
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## Organizational Profile

TIGTA provides independent oversight of matters of the Department of the Treasury involving activities of the IRS, the IRS Oversight Board, 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, it functions independently from all other offices and bureaus within the Department of the Treasury.

TIGTA's organizational structure is comprised of the Office of the Inspector General and six functional offices: Office of Investigations, Office of Audit, Office of Inspections and Evaluations, Office of Mission Support, Office of Information Technology, and the Office of Chief Counsel.



### **Authorities**

TIGTA has all of the authorities granted under the Inspector General Act of 1978, as amended (Inspector General Act). In addition to the standard authorities granted to Inspectors General, TIGTA has access to tax information in the performance of its tax administration responsibilities. TIGTA also reports potential criminal violations directly to the Department of Justice when TIGTA deems that it is appropriate to do so. TIGTA and the IRS Commissioner have established policies and procedures delineating responsibilities to investigate potential criminal offenses under the Internal Revenue laws. In addition, the IRS Restructuring and Reform Act of 1998 (RRA 98)<sup>2</sup> amended the Inspector General Act to give TIGTA the statutory authority to carry firearms, execute search and arrest warrants, serve subpoenas and summonses, and make arrests as set forth in Internal Revenue Code (I.R.C.) § 7608(b)(2).

<sup>1. 5</sup> U.S.C. app. (2012 & Supp. IV 2017).

Pub. L. No. 105-206, 112 Stat. 685 (codified as amended in scattered sections of 2 U.S.C., 5 U.S.C. app., 16 U.S.C., 19 U.S.C., 22 U.S.C., 23 U.S.C., 26 U.S.C., 31 U.S.C., 38 U.S.C., and 49 U.S.C. (2012)).

### TIGTA's Vision, Mission, and Core Values

### **Vision**

Maintain a highly skilled, proactive, and diverse Inspector General organization dedicated to working in a collaborative environment with key stakeholders to foster and promote fair tax administration.

### **Mission**

Provide quality, professional audit, investigative, and inspection and evaluation services that promote integrity, economy, and efficiency in the administration of the Nation's tax system.

### **Core Values**

- Integrity Maintain the highest professional standards of integrity, personal responsibility, independence, objectivity, and operational excellence in pursuit of TIGTA's mission.
- Organizational Innovation Pursue innovative practices in organizational structure, operational programs and processes, audit, investigative, and inspection and evaluation methodologies, and the application of advanced information technology.
- **Communication** Achieve effective organizational approaches and solutions by encouraging open, honest, and respectful communication among TIGTA's executives, employees, offices, and functions, as well as between TIGTA and its external stakeholders.
- **Value Employees** Respect the dignity, contributions, and work-life balance of our employees, and recognize diversity as fundamental to the strength of our organization.
- Commitment to Collaboration Establish and maintain collaborative and professional relationships with other Government and non-Government stakeholders.

### The Strategic Planning Process

The Government Performance and Results Act of 1993 (GPRA) provided the original foundation for performance planning, reporting, and budgeting for Federal agencies. GPRA requires Federal agencies to develop strategic plans with long-term goals, related strategies, and performance measures that gauge program results. The Government Performance and Results Modernization Act of 2010 (GPRAMA) was enacted to modernize and refine the GPRA requirements to encourage Federal agencies to produce more frequent and relevant data to inform decisionmakers and agency operations. This strategic plan conforms to the statutory requirements of GPRA and GPRAMA.

TIGTA's strategic management process was executed in collaboration with senior TIGTA personnel and the Department of the Treasury's Office of Strategic Planning and Performance Improvement.

TIGTA's primary functions of investigations, audits, and inspections and evaluations align with the following goals in Treasury's Strategic Plan for Fiscal Years (FY) 2018-2022:

- Goal 1: Boost U.S. Economic Growth;
- Goal 4: Transform Governmentwide Financial Stewardship; and
- Goal 5: Achieve Operational Excellence.

## TIGTA's Goals, Strategies and Performance Indicators and Measures

TIGTA consists of a number of distinct disciplines. These disciplines are united by our common mission of strengthening the Nation's tax administration system, our integrated goals and strategies, and a mutually shared set of values. These disciplines are equally important in defining our identity as an organization and are integral to the success of our mission.

## Promote the Economy, Efficiency, and Effectiveness of Tax Administration

TIGTA's audits, investigations, and inspections and evaluations identify opportunities to improve the administration of the Nation's tax laws.

Our agency's comprehensive, independent audits of IRS programs and operations focus on mandated reviews and on high-risk management and performance challenges that confront the IRS. These audits address a variety of IRS issues relating to security of taxpayer data, tax systems, identity theft, tax compliance, taxpayer service, and improper payments. Our recommendations not only result in cost savings, but have other quantifiable impacts, such as revenue protection, improving IRS systems and operations, and ensuring fair and equitable treatment of taxpayers. TIGTA is also involved in addressing requests from Congress and other external stakeholders. TIGTA responds to these requests through individual activities, and during the performance of audits, investigations, and/or inspections and evaluations.

### Strategies Related to TIGTA Goal 1

- 1.1 Utilize a risk-based approach to identify opportunities to increase the economy, efficiency, and effectiveness of IRS programs, operations, and resources.
- 1.2 Allocate our limited resources to audits, investigations, and inspections and evaluations that address the highest risk and most vulnerable areas within the tax administration system.

- 1.3 Focus on audit emphasis areas that require continuing coverage because of their significance to, and impact on, tax administration, for example, identity theft, international tax compliance, private debt collection, and improper payments.
- 1.4 Provide useful, timely information, conclusions, and recommendations to IRS management.
- 1.5 Acquire updated forensic and analytical tools that enhance the detection of the misuse and/or exploitation of Federal tax administration programs administered by the IRS in cyberspace.
- **1.6** Respond timely to inquiries requested by internal and external customers and stakeholders.
- 1.7 Establish external communication protocols to promote information exchange and outreach activities with stakeholders and other public and private entities.
- 1.8 Acquire and judiciously deploy up-todate information technology equipment and other physical resources to increase our efficiency and effectiveness in carrying out the agency's mission.
- 1.9 Evaluate IRS controls for sharing and protecting taxpayer data in a secure and confidential manner.

## Indicators and Measures Related to Goal 1

By assessing its performance in accordance with the following indicators and measures, TIGTA seeks to quantify its progress toward accomplishing its goal of promoting the economy, efficiency, and effectiveness of tax administration.

### Percentage of Recommendations Made That Have Been Implemented

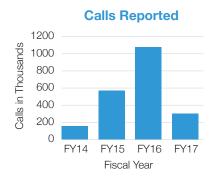
When TIGTA makes recommendations designed to improve the administration of the Federal tax system, it is important that these recommendations are implemented by the IRS. Since the IRS needs time to act on recommendations, TIGTA measures the percentage of recommendations made in the previous four fiscal

years that have been implemented by the IRS. For example, the FY 2018 measure reflects the percentage of recommendations made in FY 2014 that the IRS has implemented.

### Percentage of Audit Products Delivered When Promised to Stakeholders

This measure tracks the percentage of audit products that are delivered on or before the date to which TIGTA has committed. It is essential that TIGTA's work be timely completed to address deficiencies in and needed enhancements to IRS programs and procedures, and to respond to congressional inquiries. The more promptly our services are performed, the more likely they are to be useful to the IRS and Congress.

### **Impersonation Scams**







The IRS impersonation scam has proven to be as persistent as it is pervasive. While it is difficult to determine its long-term trajectory, the IRS impersonation scam, as well as other tax-related scams, are predicted to be a continual growing threat to taxpayers and our Nation's tax system. TIGTA will continue to detect, investigate, and deter these external attempts to corrupt or impede the administration of Federal tax laws.

## Protect the Integrity of Tax Administration from Internal and External Threats

It is widely recognized that the successful operation of the Federal Government depends on an effective, efficient, and equitable tax system. During these times of extraordinary demand on Federal resources, Americans must have confidence that their tax dollars are being fairly assessed and collected, and that the tax laws are being uniformly and impartially enforced. TIGTA is committed to working with the IRS, Congress, and other stakeholders to ensure that these goals are achieved.

Consistent with this commitment, TIGTA is constantly striving to carry out its statutory mandate to detect and prevent waste, fraud, and abuse in IRS programs and operations. Specifically, we provide comprehensive professional oversight for critical IRS activities in the form of audits, investigations, and inspections and evaluations. TIGTA's efforts in this regard have proven to be successful in:

Providing a deterrent effect against waste, fraud, abuse, and other misconduct by IRS employees and contractors;

- Overseeing IRS activities to promote the fair and equitable treatment of taxpayers;
- Identifying cost savings, as well as other quantifiable impacts, such as reduction of taxpayer burden; and
- Protecting taxpayer rights and entitlements, taxpayer privacy and security, and other resources of the IRS and Department of the Treasury.

TIGTA also undertakes investigative initiatives designed to protect the IRS against external

threats that could impede the efficient and effective administration of its operations. These investigative initiatives identify individuals who have perpetrated violence against IRS employees, or who otherwise could pose a threat to the safety of IRS employees, facilities, or data infrastructure. TIGTA provides crucial intelligence to help IRS officials make anticipatory or proactive operational decisions about potential terrorist attacks or other activities that could pose a threat to IRS systems, operations, and people.

### **Strategies Related to TIGTA Goal 2**

- 2.1 Develop proactive initiatives designed to detect illegal or improper acts by IRS employees and identify third parties likely to attempt to corrupt IRS employees while in the performance of their duties, or to interfere illegally with the administration of Internal Revenue laws.
- 2.2 Develop and administer investigative programs designed to identify and mitigate potential corruption in IRS operations, such as unauthorized access to confidential taxpayer information or bribery of IRS officials.
- 2.3 Investigate complaints of criminal or serious administrative misconduct by IRS employees in a thorough, fair, and timely manner.
- 2.4 Collaborate with other Inspector General offices, as well as with other law enforcement agencies and organizations, for shared services opportunities and benefits, and to pursue mutual goals or accomplish shared mandates.

- 2.5 Investigate all threats to IRS employees and facilities and timely refer the threat information to the IRS.
- **2.6** Conduct integrity awareness presentations for IRS employees, law enforcement agencies, tax practitioners, private debt collection contractors and community groups.
- **2.7** Adhere to rigorous professional standards in providing TIGTA's various products and services to ensure legal sufficiency.
- 2.8 Leverage "big data" and other analytical tools to identify meaningful indicators of employee fraud or misuse of taxpayer data.
- 2.9 Educate and alert taxpayers and tax practitioners to scams within TIGTA's jurisdiction.
- 2.10 Establish a multi-discipline investigative team to conduct risk assessments of emerging threats from domestic and international sources.

## Indicators and Measures Related to TIGTA Goal 2

By assessing its performance in accordance with the following indicator and measure,

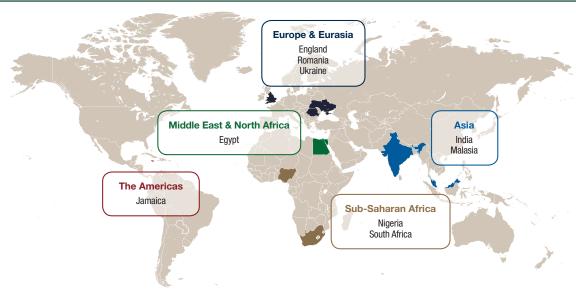
TIGTA monitors the success of its efforts to achieve its goal of promoting the integrity of tax administration.

## Percentage of Results from Investigative Activities

This measurement is based on the percentage of those cases within the universe of all TIGTA cases which align with the mission of the organization. These mission-critical cases provide the greatest impact on the protection of the integrity of tax administration.

This percentage is determined by first taking the number of investigations closed during the fiscal year, then dividing that number by defined, quantifiable, value-added results derived from those cases.

### **Examples of Countries Linked to TIGTA Cybercrimes Investigations**



## Sustain an Inclusive Work Environment Where Employees Are Valued

TIGTA recognizes that the key driving forces in a successful organization are the knowledge, skills, and abilities of its employees. Accordingly, TIGTA's employees play a critical role in the organization's growth and performance. TIGTA is committed to promoting a workplace environment devoted to operational excellence, and to supporting the development of a highly skilled and valued workforce. One benchmark for measuring TIGTA's success in achieving its strategic goal of being an organization that values its people is its consistently high placement in the Partnership for Public Service's "Best Places to Work" rankings. In 2017, for instance, TIGTA placed 11th out of 105 agency subcomponents in the overall index score. These rankings are based on the Office of Personnel Management's (OPM) annual Employee Viewpoint Survey that measures employee satisfaction and commitment.

### **Strategies Related to TIGTA Goal 3**

- 3.1 Identify essential skills and competencies for each occupation; recognize areas that require improvement; and leverage training opportunities available for professional development to the maximum degree possible.
- 3.2 Attract employees with the skills and expertise necessary to meet the ever-increasing volume and sophistication of threats to taxpayer and other sensitive information.
- 3.3 Continue to support and encourage teleworking and other workplace flexibilities under circumstances mutually beneficial to the agency and its employees.

- 3.4 Work to attract and maintain a diverse, dedicated, and passionate workforce by providing an organizational culture in which every employee's knowledge and skills are recognized, appreciated, and fully utilized.
- 3.5 Develop emerging leaders and build "bench strength" by employing developmental assignments, mentoring, and training to close skill gaps, improve diversity, and encourage a results-oriented, high-performance culture.
- 3.6 Develop new and enhance existing human capital programs to strengthen accountability, increase productivity, reinforce employee motivation, improve customer service, and afford employees the opportunity to develop a fulfilling work-life balance.
- 3.7 Evaluate employee survey feedback to address employee concerns and implement appropriate measures.

### **Indicators and Measures Related to TIGTA Goal 3**

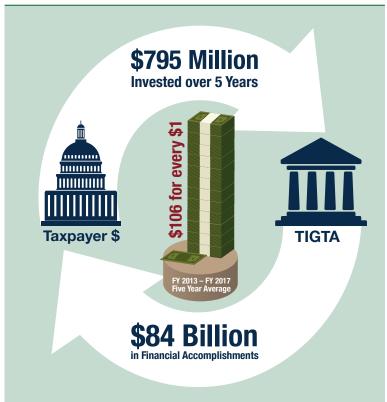
By applying the following performance measurement, TIGTA is able to quantify the success of its efforts to be an organization that values its people.

### Strive to achieve at Least a 70% Positive Response Rate on Employee Satisfaction Surveys

Part of an agency's ability to develop and maintain a world-class Federal workforce is acknowledging that its employees are the agency's greatest asset. It is for this reason that we focus on employees' perceptions regarding critical areas of their work lives, *i.e.*, those areas which drive employee satisfaction, commitment, and passion, and ultimately result in an employer's successful retention of its workforce. TIGTA employees are provided the opportunity to participate in the annual OPM Federal Employee Viewpoint

Survey. The results of this Governmentwide survey are published as OPM's "Best Places to Work" rankings. TIGTA regards these rankings, along with exit interviews, other employee feedback, and retention rates, as reliable indicators of workplace satisfaction.

#### **Return on Investment**



### Near-Term Priority Goals of TIGTA

In addition to the high-level strategic goals of the agency, TIGTA has established a number of concrete near-term priority goals that are intended to achieve measureable results through FY 2022, as required by GPRAMA.

## Oversee IRS Efforts to Implement Key Provisions of the Tax Cuts and Jobs Act of 2017

This legislation is the first major tax overhaul in over 30 years. The impact and ramifications of the legislation will have significant impacts for both business and individual taxpayers. For individuals, the act temporarily modifies income tax rates. It also eliminates some deductions, credits, and exemptions, while substantively modifying other deductions. For businesses, the corporate tax rate is permanently reduced with many deductions, credits, and other provisions modified. Significant changes were also made to the international tax system.

Implementation of this sweeping legislation created the need for increased TIGTA oversight to ensure the IRS timely and accurately addresses requirements to update tax forms, instructions, and publications, as well as to reprogram its computer systems to ensure that tax returns are accurately processed based on the new legislation.

This priority goal is related to TIGTA's strategic goals to "Promote the Economy, Efficiency, and Effectiveness of Tax Administration" and "Protect the Integrity of Tax Administration."

### Maintain a Fiscally Conservative Environment

Like every other Federal Government department or agency, TIGTA must plan and operate within a fiscally conservative environment. As TIGTA's statutory reporting requirements and new mandates continue to grow, budgetary requirements will increasingly challenge the ability of TIGTA's workforce to deliver its mission.

This priority goal is related to TIGTA's strategic goals to "Promote the Economy, Efficiency, and Effectiveness of Tax Administration" and to "Protect the Integrity of Tax Administration."

## Mitigate Risks Associated with Information Access and Data Management

Another TIGTA priority goal is to continue to identify and mitigate the risks associated with the growth of information technology and its impact on the tax administration system.

There are several aspects of information technology that rank among the most pressing near-term concerns of the agency. TIGTA's access to IRS data systems is critical to TIGTA's mission. Every change in IRS data systems, whether modernized or legacy, creates corollary challenges for TIGTA relative to access. As the need for more data grows, obtaining and maintaining the human and technological resources necessary to effectively perform data analytics increase significantly. Without direct access to IRS systems to conduct analyses, TIGTA is forced to import large volumes of data to its own environment to perform analyses. This strains the resources of both the IRS and TIGTA to transmit and store the large volumes of data.

We must continue to address technology-related challenges as priorities in response to statutory mandates that govern the electronic storage of permanent Government records and e-mails. The proliferation in the amount of and types of data TIGTA must capture from the IRS compounds the challenge. When coupled with limited telecommunications bandwidth, there is an enormous productivity impact on the workforce.

Mitigating risks associated with information access and data management is related to TIGTA's strategic goals to "Promote the Economy, Efficiency, and Effectiveness of Tax Administration" and to "Protect the Integrity of Tax Administration."

### Key External Factors Beyond Agency Control That Could Affect Achievement of Goals

The GPRAMA requires that TIGTA identify in this strategic plan those key factors external to the agency that could significantly affect the achievement of its general goals and objectives. The most important of these external factors are described below.

### Changing Priorities of the IRS

One of the principal factors affecting TIGTA's ability to achieve its strategic goals is the fast-paced evolving nature of the IRS business unit goals, program priorities, and associated risk management practices. Due to instability with IRS's future tax administration strategies and implementation plans, TIGTA must maintain a high degree of flexibility in the identification and prioritization of our oversight responsibilities to ensure optimal results and provide value-added support for our stakeholders.

Some of the challenges that have led to the IRS's changing its priorities include:

- The need to provide for the earlier detection and investigation of fraud and electronic crime, such as the increasingly serious problems of identity theft, refund fraud, and procurement fraud; and
- The implementation of major changes in the tax law, such as the Tax Cuts and Jobs Act of 2017, the Trade Preferences Extension Act of 2015, and the Protecting Americans from Tax Hikes Act of 2015.

### Other External Factors

During the period covered by this plan, TIGTA may need to address a number of other external forces and influences that could affect the execution of its strategic plan. Examples include:

- Potential decreases in funding levels could limit or reduce the number of the organization's full-time equivalent positions and decrease the number of audits, investigations, and inspections and evaluations that can be conducted.
- A large number of eligible employees retiring, resulting in a loss of valuable expertise and skill sets and concurrent need for maintaining superior training and mentoring programs at all levels of the organization.
- Continuing technology advancements that introduce new risks related to taxpayer privacy, identity theft, cybersecurity, and electronic crime.

- Unprecedented challenges must be addressed related to the storage and sharing of taxpayer information, on-line services and processing capacities, and the use of automated tools across the IRS operating environment. The various independent oversight services provided by TIGTA require sufficient access to the operational and other sensitive data, documents, and processes that are maintained and shared throughout IRS's electronic tax administration programs.
- The enactment of any new legislation which affects the Inspector General community as a whole and TIGTA in particular.
- Skepticism toward Government in general, and especially toward Federal tax law and administration.
- Effective modernization and adequate security for the IRS's information technology environment continue to be challenges for the IRS. These ongoing priority initiatives must address weaknesses in existing controls and establish sufficient risk mitigation practices and improved information technology capabilities, which are essential for new tax administration programs.
- The need to adapt and implement new communication methods as a result of changes in digital media, including: digital imagery; digital video; web pages and websites; social media; data and databases; digital audio; and e-publications.

## Overview of TIGTA's Goals and Objectives

TIGTA Strategic Goal TIG	GTA Strategic Objective	reasury Goal 1: Boost Economic Growth	Treasury Obj. 1.1: Tax Simplification	Treasury Goal 4: Transform Gov'twide Financial Stewardship	Treasury Obj. 4.1: Financial Data Access/Use	Treasury Goal 5: Achieve Operational Excellence	Treasury Obj. 5.1: Workforce Management	Treasury Obj. 5.2: Treasury Infrastructure	Treasury Obj. 5.3: Customer Value
	I.1 Utilize a risk-based approach to identify opportunities to	_			_		_	_	_
in	crease the economy, efficiency, and effectiveness of IRS programs, perations, and resources.		*						
in	2 Allocate our limited resources to audits, investigations, and spections and evaluations that address the highest risk and most ulnerable areas within the tax administration system.		*						
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Economy, Efficiency, and Effectiveness of Tax Administration			*						
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ed	1.8 Acquire and judiciously deploy up-to-date information technology equipment and other physical resources to increase our efficiency and effectiveness in carrying out the agency's mission.						Q <sub>I</sub>	Q <sub>I</sub>	
	9 Evaluate IRS controls for sharing and protecting taxpayer data in secure and confidential manner.		*					Q E	

TIGTA Strategic Goal	TIGTA Strategic Objective	Treasury Goal 1: Boost Economic Growth	Treasury Obj. 1.1: Tax Simplification	Treasury Goal 4: Transform Gov'twide Financial Stewards	Treasury Obj. 4.1: Financial Data Access/Use	Treasury Goal 5: Achieve Operational Excellence	Treasury Obj. 5.1: Workforce Management	Treasury Obj. 5.2: Treasury Infrastructure	Treasury Obj. 5.3: Customer Value
	2.1 Develop proactive initiatives designed to detect illegal or improper acts by IRS employees, and identify third parties likely to attempt to corrupt IRS employees while in the performance of their duties, or to interfere illegally with the administration of Internal Revenue laws.				TT				
	2.2 Develop and administer investigative programs designed to identify and mitigate potential corruption in IRS operations, such as unauthorized access to confidential taxpayer information or bribery of IRS officials.				TT				
TIGTA Goal 2: Protect the Integrity					TT				
of Tax Administration from Internal and External Threats	2.5 Investigate all threats to IRS employees and facilities and timely refer the threat information to the IRS.								
	2.6 Conduct integrity awareness presentations for IRS employees, law enforcement agencies, tax practitioners, private debt collection contractors and community groups.						OH		
	2.7 Adhere to rigorous professional standards in providing TIGTA's various products and services to ensure legal sufficiency.						Q E		
	2.8 Leverage "big data" and other analytical tools to identify meaningful indicators of employee fraud or misuse of taxpayer data.				TIT		0	Q <sub>E</sub>	
	2.9 Educate and alert taxpayers and tax practitioners to scams within TIGTA's jurisdiction.								
	2.10 Establish a multi-discipline investigative team to conduct risk assessments of emerging threats from domestic and international sources.								

TIGTA Strategic Goal	TIGTA Strategic Objective	Treasury Goal 1: Boost Economic Growth	Treasury Obj. 1.1: Tax Simplification	Treasury Goal 4: Transform Gov'twide Financial Steward	Treasury Obj. 4.1: Financial Data Access/Use	Treasury Goal 5: Achieve Operational Excellence	Treasury Obj. 5.1: Workforce Management	Treasury Obj. 5.2: Treasury Infrastructure	Treasury Obj. 5.3: Customer Value
	3.1 Identify essential skills and competencies for each occupation; recognize areas that require improvement; and leverage training opportunities available for professional development to the maximum degree possible.						0 11		
	3.2 Attract employees with the skills and expertise necessary to meet the ever-increasing volume and sophistication of threats to taxpayer and other sensitive information.						O III		
	3.3 Continue to support and encourage teleworking and other workplace flexibilities under circumstances mutually beneficial to the agency and its employees.								Q <sub>E</sub>
TIGTA Goal 3: Sustain an Inclusive Work Environment Where Employees Are	3.4 Work to attract and maintain a diverse, dedicated, and passionate workforce by providing an organizational culture in which every employee's knowledge and skills are recognized, appreciated, and fully utilized.						0.11		
Valued	3.5 Develop emerging leaders and build "bench strength" by employing developmental assignments, mentoring, and training to close skill gaps, improve diversity, and encourage a results-oriented, high-performance culture.						O E		
	3.6 Develop new and enhance existing human capital programs to strengthen accountability, increase productivity, reinforce employee motivation, improve customer service, and afford employees the opportunity to develop a fulfilling work-life balance.						0.11	<b>O</b> E	Q <sub>I</sub>
	3.7 Evaluate employee survey feedback to address employee concerns and implement appropriate measures.								Q <sub>E</sub>

## Overview of Treasury's Goals and Objectives

<ul><li>Objective Leads</li><li>Support Organizations</li></ul>			Domestic Finance	International Affairs	TFI / FinCEN	Tax Policy	Treasurer	Economic Policy	Management	S	Fiscal Service	BEP	U.S. Mint	ТТВ	000	TIGTA
Strategic Goal	Stra	ategic Objective	ŏ	Ξ	片	Ta	Ĕ	Щ	Σ	IRS	Ϊ́Ε̈́	B		F	ŏ	Ě
	1.1	Tax Law Implementation				*				*				*		*
Goal 1: Boost U.S.	1.2	Strong Economic Fundamentals	*	*			*	*							*	
Economic Growth	1.3	Trusted Currency and Services					*					*	*	*		
	1.4	Free and Fair Trade		*										*		
	2.1	Housing Finance Reform	ata													
Goal 2: Promote	2.2	Foreign Exchange Practices		āŢā												
Financial Stability	2.3	Foreign Technical Assistance		ΣŢΣ												
	2.4	Financial Sector Critical Infrastructure and Cybersecurity	¥Ţ¥						<b>1</b> 14						¥Ţ¥	
Goal 3:	3.1	Strategic Threat Disruption		~	*										~	
Enhance National	3.2	AML/CFT Framework			*			~							~	
Security	3.3	Economic Strength and National Security		*	~											
Goal 4: Transform	4.1	Financial Data Access and Use	T	TT						TT	गा					गा
Government- wide Financial	ment- 4.2	Debt Management	T								गा					
Stewardship	4.3	Federal Financial Performance	TT								गा					
Goal 5:	5.1	Workforce Management	2	Ĉ.	<u></u>	<u>۾</u>	Q.	Q <sub>I</sub>	O <sub>E</sub>	Q <u></u>	Q <sub>E</sub>	Q <u></u>	Q E	Q <sub>E</sub>	Q.	O <sub>I</sub>
Achieve Operational	5.2	Treasury Infrastructure			Q <u>.</u>				Q <u></u>	Q <u>I</u>	Q E	Q <sub>E</sub>	Q.	Q E	Q.	O <sub>E</sub>
Excellence	5.3	Customer Value							ို့	Q.	Q E	Q.	Q <sub>E</sub>	Q E	Q.	O <sub>E</sub>

