

Availability of Services Electronically

This measure gauges the extent to which the most frequent services provided to taxpayers across all IRS service channels, including the internet, phone, walk-in and mail, are available to taxpayers on IRS.gov. Increasing the share of information retrieval and account resolution actions taxpayers can accomplish online, solely by themselves, is part of the IRS long term vision for electronic tax administration. The IRS target is to make at least 75 percent of these services available on IRS.gov by the year 2017.

