IRS Tax Map

Electronic Research tool for Tax Law Assistors

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Agenda

- Introduction
- Michel Integration Topic Map Approach
- Usability testing

Big Picture

- Problem navigating wide range of technical information
- Needed establishment of a single entry point

Project Purpose

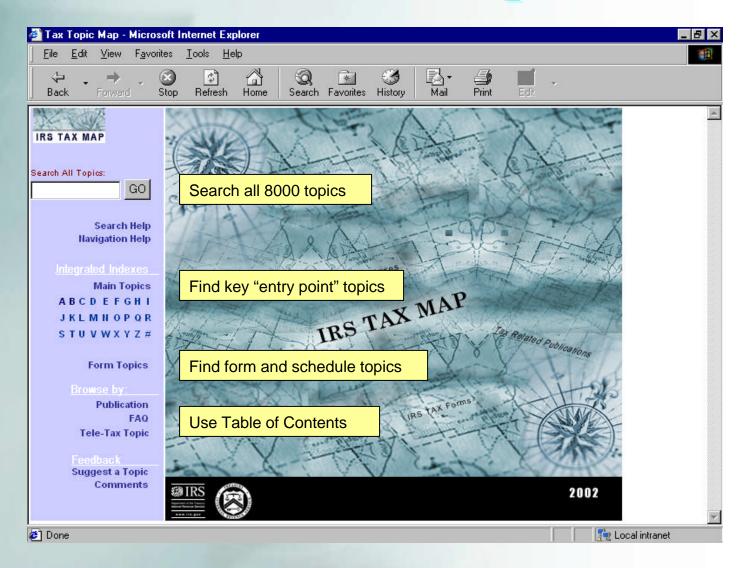
Develop a model to demonstrate:

Benefits of semantic integration
Research by subject
Single entry point access

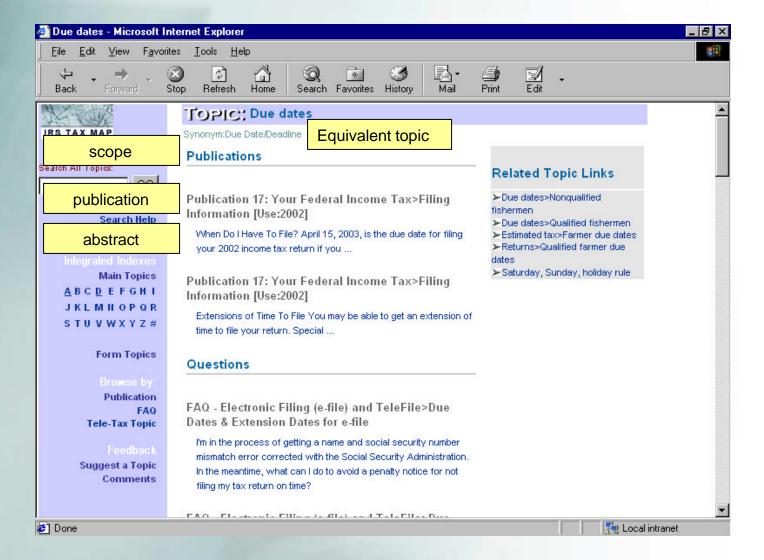
How Tax Map Works

- Tax Map enables research by subject
- Navigate to subject by search or by scrolling
- Go to the topic (home) page for the subject

IRS Tax Map



Topic Page



Semantic Integration and Topic Maps

- Information available about subjects is grouped in a single place.
- Subjects can have diverse names
- Topic Maps standard: a first step towards semantic integration.

Integrating Information

- Merge 95 Taxpayer Information Pubs
- Merge Publications with FAQ and Tax Topics
- Topics and Associations result from combination of automatic processing and manual work.

Integration Workshops

- Purpose: Review what has been acquired by previous processing and improve navigation and relevance
- Tax Experts.
- Representatives of users.
- Operations performed: add, delete, rename, relate, prioritize.

Usability Lab Test

- Test effectiveness of research by subject
- Access clarity of navigation
- Access learning curve
- Access accessibility for visually impaired
- Obtain user feedback

Usability Lab Test - Method

- 5 participants
- Survey prior to test
- 20 minutes training
- Five Scenarios
- Post survey and 10 minute interview

Usability Lab Test



Lab - Issue Assessment

- 34 Issues
- Created categories and priorities

Field Tests

- One day field test Dallas 32 Assistors
- Two week field test Boston 28 Assistors

Test Results

- Research by subject intuitive
- Preferred by Less experienced employees
- Positively received by assistors

Next Steps

- Gather statistically valid data
- Integrate Probe and Response Guide
- Initial test incorporating Guide "as is"
- Propose revised electronic version

Probe and Response

