



# TaxNewsFlash

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### GAO report on 2018 tax filing, IRS challenges for 2019

The U.S. Government Accountability Office (GAO) today released a report summarizing its review of IRS performance during the 2018 filing season and its efforts to implement the measures enacted under the new U.S. tax law (Pub. L. No. 115-97, enacted December 22, 2017) for the 2019 filing season.

The [GAO release](#) includes statistics about the IRS “customer service” efforts during the 2018 filing season. The GAO also looked at the steps taken by the IRS to implement the new tax law changes and to prepare for the 2019 filing season.

The GAO noted that before the 2019 filing season begins, IRS needs to re-program its computer systems to process tax returns, revise about 500 forms and instructions, hire and train employees, and help taxpayers understand the changes when filing taxes in 2019. To do this, IRS set up a central office to coordinate efforts across the agency.

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