

PWC Consulting

Operations Analytics Projects



Department of the Treasury
Internal Revenue Service



• Client Business Need

- The IRS needs to allocate limited human resources to post-filing workload (examinations, collections activities, etc.) in the most cost effective manner
- IRS also needs to plan for hiring of skilled staff to handle the workload expected in the future, balancing skill-sets needed, geographic location, and staff GS scale requirements

• PwC Solutions

- PwC developed a resource allocation model (Strategic Compliance Modeling Program) which prioritizes workload, determines the number of staff needed now and into the future, and formulates a hiring schedule
- This solution uses state-of-the art optimization solution technology, employing Danzig-Wolfe Decomposition methods to solve the optimization problem

• Benefits to the Client

- Ability to select the most cost effective workload to assign to staff
- Ability to plan staffing out 10 years, by staff level and geography