

Speed | Risk-taking | Adaptability | Grace and Respect | Collaboration

Catalyst Award

IS PRESENTED TO

Dr. Dar-Wei Chen

This Catalyst Award is presented for your role in contributing to the IRS Office of Online Services (OLS) Usability Research Task for 2021/22. You played a key role in the largest usability research task to date for the IRS, with an overall team of 14 contributors and three primary areas of research: Business Online Account, Taxpayer Digital Communications, and Inclusive Design. The team produced 25 deliverables over the course of a year, which included in-depth user research, customer experience focused market research, usability testing, workshops, and detailed guidance on methods. You worked in an adaptable, quick, and collaborative team to produce work celebrated by our Sponsor that will inform the future product roadmap and culture of the IRS OLS User Experience team. Well done!

Jamel A. Morris

Department Manager
IRS Business Transformation

Myron Rosmarin

Project Lead
IRS Office of Online Services

Becca Scollan

Deputy Project Lead
IRS Office of Online Services



About the Catalyst Award. This award recognizes small teams and individuals for stand-out contributions that align with our values and behaviors.

May 2022