

About Frank,

Frank Tisby is an operations manager for Denver Automated Collection System (ACS). As a new operations manager for Denver ACS, Frank became aware of the excessive time Denver's CR's took to wrap up a call. To address this gap, he created a "Wrap Attack" initiative. He challenged the operation to bring its wrap time down while requesting weekly reports identifying contact representatives with excessive wrap time. As a result of this initiative, approximately 184 additional taxpayers are being served daily.

Frank represented ACS on the Foreign Accounts Tax Compliance Act (FATCA) team and partnered with other SB/SE organizations to review compliance material regarding the amount of risk associated with not closing specific foreign tax loopholes. The group developed a contingency plan to mitigate SB/SE risks identified.

As an Analyst with the Governmental Liaison Data Exchange Program (GLDEP), Frank launched groundwork to complete a 508-compliance initiative for all specification books. This initiative was in response to a Treasury Inspector General for Tax Administration audit identifying a need to make all GLDEP products 508 compliant and accessible to visually impaired employees. While a management and program analyst, Frank increased the enterprise Level of Service (LOS) by utilizing directorate reports to recognize excessive telephone downtime within the Denver ACS program. His recognition and troubleshooting of this systemic issue eliminated latency problems causing the systems to freeze and shutdown. This initiative added more than 15,000 production hours back into the ACS pipeline quarterly.

As an analyst in headquarters Operations Support, Frank led the SB/SE Employee Suggestion Program (ESP), processing employee suggestions from all ACS campuses. Frank coached new ESP coordinators across the enterprise to reduce overage suggestions from 200+ days overage down to none. Based on his success, Frank was asked to participate as lead instructor in the rollout of a new E-Trak system for the ESP. He successfully delivered training to over 100 employees nationwide and received a commendation from the ESP program manager and the Human Capitol Office for his leadership during the rollout.

Frank also participated in piloting the "text chat" initiative for the IRS. This initiative offers taxpayers a separate avenue, outside of a phone call, to resolve an IRS issue. From launch to date, the text chat program has connected over 1.3 million chats, eliminating the need for a phone call to the IRS, and increasing the positive experience for taxpayers and the LOS.

Frank has completed the Senior Managers Course and was honored to be accepted into the IRS Executive Readiness Program. Pursuing a leadership journey has been one of the most important decisions of his life.

Frank's devotion to his wife and three children is central to who he is. When time permits, he enjoys golfing and becoming a BBQ pit master.