Design Thinking in Government Services

Label See page 12.7 Live the IRS label. Use the IRS label. Otherwise, please print or type. Presidential Election Compaign Presidential Election Compaign Do you, or spouse if a joint return, want \$3 to go to this fund* Note. Checking "Ne" will not change your tax or reduce your refund. Type 12 to you for spouse if a joint return, want \$3 to go to this fund* Note. Checking "Ne" will not change your tax or reduce your refund. Type 12 to you, or spouse if a joint return, want \$3 to go to this fund* Note. Checking "Ne" will not change your tax or reduce your refund. Type 20 to you, or spouse if a joint return, want \$3 to go to this fund* Note. Checking "Ne" will not change your tax or reduce your refund. Type 20 to you go you can you want to your want to you want to your want to you want to without firm warried, enter 0. Subtract line 5 from line 4. If line 5 is larger than line 4, enter 0. This is your taxable income. Pater reduction credit. See the worksheet on page 14. Enter your Federal income credit (EUC). See page 15. Note a family the your tax in the tax table on pages 24–28 of the booket. If I'm I have a family the your tax in the tax table on pages 24–28 of the booket. If line 10 is larger than line 11, subtract line 11 from line 10. This is your refund. It are if you want to allow another person to discuss this return when the your your your you want to allow another person to discuss this return when the your your your your your you want to allow another person to discuss this return when the your your your your your your your your	1040EZ		Income Tax Return for Soint Filers With No De	Single and	d 2001		OMB No. 1545-067.	
Total wages, salaries, and tips. This should be shown in box 1 of your W-2	(See page 12.) Use the IRS label. Otherwise, please print or type. Presidential Election					Your social security number		
Presidential Pres		B E			500		Spouse's social security number	
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Attach Form(s) W-2 Form(s) 1		D		□Yes □No □Yes □				
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Ves. Enter amount from worksheet on back. Ves. Worksheet on back. If single, enter 7,459.00. If sampried, enter 13,400.00. See back for explanation. See back for explanation. Rate reduction credit. See the worksheet on page 14. Rate reduction credit. See the worksheet on page 14. Return for your Federal income tax withheld from box 2 of your W-2 form(s). Return for your Federal income tax withheld from box 2 of your W-2 form(s). Return for your feeleral income tax withheld from box 2 of your W-2 form(s). Return for you held income. Description for your for your for your for your for your west for your for your west for your west for your west for your for your west for your for your west for your for your your you one If you checked "Yes" on line 5, see page 20. Otherwise, use the amount on line 6 above to find your tax in the tax table on pages 24-28 of the booklet. Then, enter the tax from the table on this line. It fine 10 is larger than line 11, subtract line 11 from line 10. This is your refund. Beautiful for your your your your your your your yo		4	Add lines 1, 2, and 3. This is your	4				
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Payments, and tax 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 9 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 9 Enter your Federal income tax withheld from box 2 of the		6		5 is larger th	an line 4, enter 0.		6	
8 Enter your Federal income tax withheld from box 2 of your W-2 form(s). 9a Earned income credit (EIC). See page 15. 9a Nontaxable earned income. 9b 10 Add lines 7, 8, and 9a. These are your total credits and payments. 10 Add lines 7, 8, and 9a. These are your total credits and payments. 11 Tax. If you checked "Yes" on line 5, see page 20. Otherwise, use the amount on line 6 above to find your tax in the tax table on pages 24–28 of the booklet. Then, enter the tax from the table on this line. 11 If line 10 is larger than line 11, subtract line 11 from line 10. This is your refund. 12a If line 10 is larger than line 11, subtract line 10 from line 11. This is your own we. See page 21 for details on how to pay. Amount you owe. See page 21 for details on how to pay. 13 If line 11 is larger than line 10, subtract line 10 from line 11. This is the amount you owe. See page 21 for details on how to pay. 13 If line 11 is larger than line 10, subtract line 10 from line 11. This is the amount you owe. See page 21 for details on how to pay. 14 Account number Do you want to allow another person to discuss this return with the IRS (see page 22)?	A STATE OF THE PARTY OF THE PAR	7	Rate reduction credit. See the work	ksheet on pag	e 14,		7	
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Refund 12a If line 10 is larger than line 11, subtract line 11 from line 10. This is your refund. 12a If line 10 is larger than line 11, subtract line 11 from line 10. This is your refund. 12a		10	Add lines 7, 8, and 9a. These are	your total cre	dits and payments.	•	10	
Have it directly deposited See page 20 and fill in 12b, 12c, and 12d. Amount you owe 13		11	line 6 above to find your tax in th	e tax table on			п	
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Designee's name Personal identification number (FIN)		13				•	13	
Under penalties of perjury, I declare that I have examined this return, and to the best of my knowledge and betef, it is true, correct, and occurrently lists all amounts and sources of income treedvel during the lax year. Declaration of preparer (other than the taxpayer) is based on all information of which the preparer has any knowledge. Paid		Desi	gnee's	Pho	ne	Personal idea	ntification	
Paid Preparer's signature Proparer's signature Preparer's SSN or PTIN Self-employed Suprature Preparer's Proparer's SSN or PTIN Self-employed Suprature Proparer's EIN Self-employed, address, and ZIP code Phone no.	here Joint return? See page 11.	on a	rately lists all amounts and sources of inco I information of which the preparer has an	me I received d ny knowledge.	uring the tax year. Declara	my knowledge and be tion of preparer (other t	lief, it is true, correct, and han the taxpayer) is based	
Paid Preparer's signature Check if self-employed preparer's use only Firm's name (or yours it self-employed), address, and 2IP code	for your	Spou	ise's signature. If a joint return, both mus					
USE ONLY yours if self-employed), address, and ZIP code Phone no.		signa	iture		Date	self-employed	Preparer's SSN or PTIN	
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1040EZ	Inc	OM	B No. 15454	0074								
Your first name and initial			Last name							Your social security number		
If a joint return, spe	ouse's first	name and initial	Last name					Spouse's	social securi	ty number		
Home address (nu	mber and s	treet). If you have a P.0	D. box, see instruction	5.	1111	Ap	t. no.		ake sure the			
City, town or post of	fice, state, a	nd ZIP code. If you have a	a foreign address, also o	omplete spaces below	(see instructions)			Check here if	al Election C you, or your sp 3 to go to this t	ouse if filing		
Foreign country na	me		For	reign province/state	/county	Foreign pas	tal code		will not change	your tax or		
Income	1	Wages, salaries, an Attach your Form	nd tips. This should (s) W-2.	be shown in box	1 of your For	m(s) W-2.		1				
Attach Form(s) W-2 here.	2 Taxable interest. If the total is over \$1,500, you cannot use Form 1040EZ. 2											
Enclose, but do not attach, any payment.	3 Unemployment compensation and Alaska Permanent Fund dividends (see instructions). 3											
	5	4 Add lines 1, 2, and 3. This is your adjusted gross income. 5 If someone can claim you (or your spouse if a joint return) as a dependent, check the applicable box(es) below and enter the amount from the worksheet on back. You Spouse If no one can claim you (or your spouse if a joint return), enter \$10,350 if single;										
	6	\$20,700 if marrie Subtract line 5 fro	d filing jointly. See m line 4. If line 5 is	back for explan	ation.	Jon angre,		5				
Payments, Credits, and Tax	7	This is your taxab Federal income tax	le income. c withheld from For	rm(s) W-2 and 10	999.		•	7				
	8a b	Earned income comba	redit (EIC) (see in it pay election.	structions)	8b			8a				
	10	Tax. Use the amor	These are your to ant on line 6 above enter the tax from	to find your tax	in the tax table	in the	F	9		00		
	11	Health care: individual responsibility (see instructions) Full-year coverage Add lines 10 and 11. This is your total tax.								7		
Refund Have it directly	13a	If line 9 is larger th	han line 12, subtractached, check here	t line 12 from lin	e 9. This is yo	ur refund.)	13a				
deposited! See instructions and fill in 13b, 13c, and 13d, or Form 8888.	► b ► d											
Amount You Owe	14	If line 12 is larger than line 9, subtract line 9 from line 12. This is the amount you owe. For details on how to pay, see instructions.										
Third Party Designee	Do you Designer name	want to allow anoti	ner person to discus	Phone	the IRS (see i	Person	Yes nal identifier (PIN)	. Complet	e below.	□ No		
Sign Here	on all in	enalties of perjury, I d ely lists all amounts an formation of which the	d sources of income I	received during the	tax year. Decla	ration of preparer	other th	an the taxp	ayer) is bas	nd ed		
Joint return? See instructions.									Daytime phone number			
Keep a copy for your records.	Spouse	's signature. If a joint re	rtum, both must sign.	Date	Date Spouse's occupation			If the IRS sent you an Identity Protection PIN, enter it here (see inst.)				
Preparer -		preparer's name	Preparer's signatu	re		Date	(check elf-employe				
Use Only -	Firm's nam Firm's add					Firm's EIN ▶	s EN ► s no. 329W Enm 1040EZ (2016					

Introducing the results of human-centered design efforts into an organization that has not managed the shift from organizational perspective to user perspective is doomed for failure

User Experience Stakeholders

Touchpoints

Procedure

Infrastructure

Multidisciplinary Team

Preconception

Explore Dunderstand Test Design

Agile Process

SCRUM SOFTWARE PROCESS



Engage Stakeholders

Desirable

Feasible

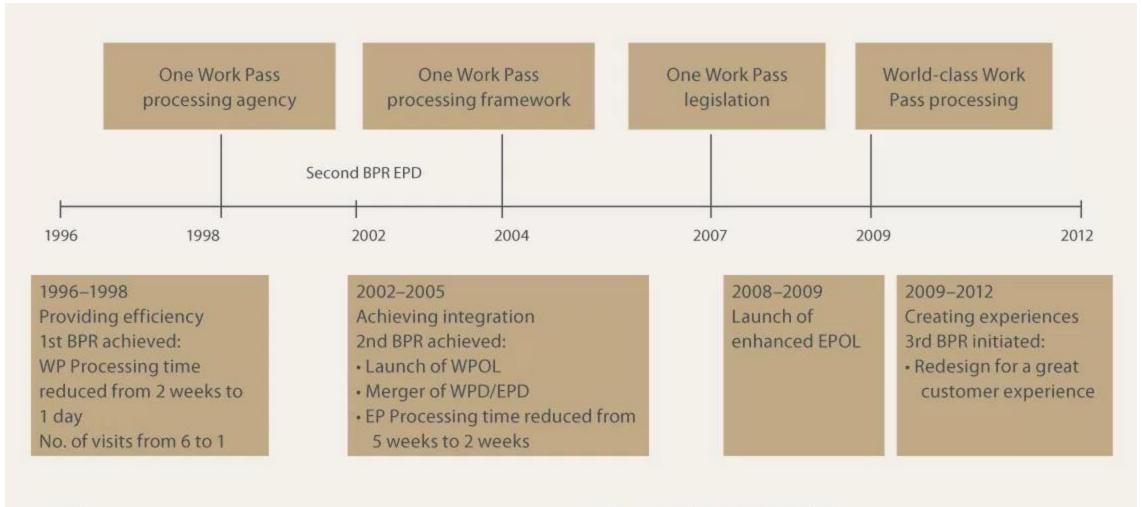
Viable

Outcome Based

Redesigning Employment Pass Application in Singapore

IDE





Legend

BPR **Business Process Redesign**

- Employment Pass EP

EPD Employment Pass Division

Employment Pass Online EPOL -

- Work Permit

- Work Pass Division

WPOL - Work Permit Online