

# Design Thinking in Government Services

**Label**

(See page 12.) Use the IRS label. Otherwise, please print or type.

L A B E L  H E R E	Your first name and initial	Last name	Your social security number
	If a joint return, spouse's first name and initial	Last name	Spouse's social security number
	Home address (number and street). If you have a P.O. box, see page 12.		Apt. no.
	City, town or post office, state, and ZIP code. If you have a foreign address, see page 12.		

**▲ Important! ▲**  
 You must enter your SSN(s) above.

**Presidential Election Campaign**  
 (page 12)

Note. Checking "Yes" will not change your tax or reduce your refund.  
 Do you, or spouse if a joint return, want \$3 to go to this fund?  Yes  No  Yes  No

**Income**

Attach Form(s) W-2 here. Enclose, but do not attach, any payment.

Note. You must check Yes or No.

1	Total wages, salaries, and tips. This should be shown in box 1 of your W-2 form(s). Attach your W-2 form(s).	1
2	Taxable interest. If the total is over \$400, you cannot use Form 1040EZ.	2
3	Unemployment compensation, qualified state tuition program earnings, and Alaska Permanent Fund dividends (see page 14).	3
4	Add lines 1, 2, and 3. This is your <b>adjusted gross income</b> .	4
5	Can your parents (or someone else) claim you on their return? Yes. Enter amount from worksheet on back. <input type="checkbox"/> No. If <b>single</b> , enter 7,450.00. If <b>married</b> , enter 13,400.00. See back for explanation. <input type="checkbox"/>	5
6	Subtract line 5 from line 4. If line 5 is larger than line 4, enter 0. This is your <b>taxable income</b> .	6

**Credits, payments, and tax**

7	Rate reduction credit. See the worksheet on page 14.	7
8	Enter your Federal income tax withheld from box 2 of your W-2 form(s).	8
9a	Earned income credit (EIC). See page 15.	9a
9b	Nontaxable earned income.	9b
10	Add lines 7, 8, and 9a. These are your <b>total credits and payments</b> .	10
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

**Refund**

Have it directly deposited! See page 20 and fill in 12b, 12c, and 12d.

12a	If line 10 is larger than line 11, subtract line 11 from line 10. This is your <b>refund</b> .	12a
b	Routing number	c Type: <input type="checkbox"/> Checking <input type="checkbox"/> Savings
d	Account number	

**Amount you owe**

13	If line 11 is larger than line 10, subtract line 10 from line 11. This is the <b>amount you owe</b> . See page 21 for details on how to pay.	13
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**Third party designee**

Do you want to allow another person to discuss this return with the IRS (see page 22)?  Yes. Complete the following.  No

Designee's name	Phone no.	Personal Identification number (PIN)
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**Sign here**

Joint return? See page 11. Keep a copy for your records.

Under penalties of perjury, I declare that I have examined this return, and to the best of my knowledge and belief, it is true, correct, and accurately lists all amounts and sources of income I received during the tax year. Declaration of preparer (other than the taxpayer) is based on all information of which the preparer has any knowledge.

Your signature	Date	Your occupation	Daytime phone number
Spouse's signature. If a joint return, both must sign.	Date	Spouse's occupation	

**Paid preparer's use only**

Preparer's signature	Date	Check if self-employed <input type="checkbox"/>	Preparer's SSN or PTIN
Firm's name (or yours if self-employed, address, and ZIP code)	EIN	Phone no.	

Your first name and initial	Last name	Your social security number
If a joint return, spouse's first name and initial	Last name	Spouse's social security number
Home address (number and street). If you have a P.O. box, see instructions.		Apt. no.
City, town or post office, state, and ZIP code. If you have a foreign address, also complete spaces below (see instructions).		
Foreign country name	Foreign province/state/county	Foreign postal code

▲ Make sure the SSN(s) above are correct.

Presidential Election Campaign  
 Check here if you, or your spouse if filing jointly, want \$3 to go to this fund. Checking a box below will not change your tax or refund.  You  Spouse

**Income**

Attach Form(s) W-2 here. Enclose, but do not attach, any payment.

1	Wages, salaries, and tips. This should be shown in box 1 of your Form(s) W-2. Attach your Form(s) W-2.	1
2	Taxable interest. If the total is over \$1,500, you cannot use Form 1040EZ.	2
3	Unemployment compensation and Alaska Permanent Fund dividends (see instructions).	3
4	Add lines 1, 2, and 3. This is your <b>adjusted gross income</b> .	4
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. <input type="checkbox"/> You <input type="checkbox"/> Spouse If no one can claim you (or your spouse if a joint return), enter \$10,350 if <b>single</b> ; \$20,700 if <b>married filing jointly</b> . See back for explanation.	5
6	Subtract line 5 from line 4. If line 5 is larger than line 4, enter -0-. This is your <b>taxable income</b> .	6

**Payments, Credits, and Tax**

7	Federal income tax withheld from Form(s) W-2 and 1099.	7
8a	Earned income credit (EIC) (see instructions)	8a
8b	Nontaxable combat pay election.	8b
9	Add lines 7 and 8a. These are your <b>total payments and credits</b> .	9
10	Tax. Use the amount on line 6 above to find your tax in the tax table in the instructions. Then, enter the tax from the table on this line.	10
11	Health care: individual responsibility (see instructions) Full-year coverage <input type="checkbox"/>	11
12	Add lines 10 and 11. This is your <b>total tax</b> .	12

**Refund**

Have it directly deposited! See instructions and fill in 13b, 13c, and 13d, or Form 8888.

13a	If line 9 is larger than line 12, subtract line 12 from line 9. This is your <b>refund</b> . If Form 8888 is attached, check here <input type="checkbox"/>	13a
b	Routing number	c Type: <input type="checkbox"/> Checking <input type="checkbox"/> Savings
d	Account number	

**Amount You Owe**

14	If line 12 is larger than line 9, subtract line 9 from line 12. This is the <b>amount you owe</b> . For details on how to pay, see instructions.	14
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**Third Party Designee**

Do you want to allow another person to discuss this return with the IRS (see instructions)?  Yes. Complete below.  No

Designee's name	Phone no.	Personal identification number (PIN)
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**Sign Here**

Joint return? See instructions. Keep a copy for your records.

Under penalties of perjury, I declare that I have examined this return and, to the best of my knowledge and belief, it is true, correct, and accurately lists all amounts and sources of income I received during the tax year. Declaration of preparer (other than the taxpayer) is based on all information of which the preparer has any knowledge.

Your signature	Date	Your occupation	Daytime phone number
Spouse's signature. If a joint return, both must sign.	Date	Spouse's occupation	If the IRS sent you an Identity Protection PIN, enter it here (see IRS):

**Paid Preparer Use Only**

Print/Type preparer's name	Preparer's signature	Date	Check <input type="checkbox"/> if self-employed	PTIN
Firm's name	Firm's EIN	Phone no.		

*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*

An iceberg floating in the ocean. The tip of the iceberg is above the water line, and the much larger base is submerged. The sky is blue with light clouds, and the water is a deep blue. The text is overlaid on the image.

**User Experience**

**Stakeholders**

**Touchpoints**

**Procedure**

**Infrastructure**

# Multidisciplinary Team

~~Preconception~~

Explore



Understand



Test



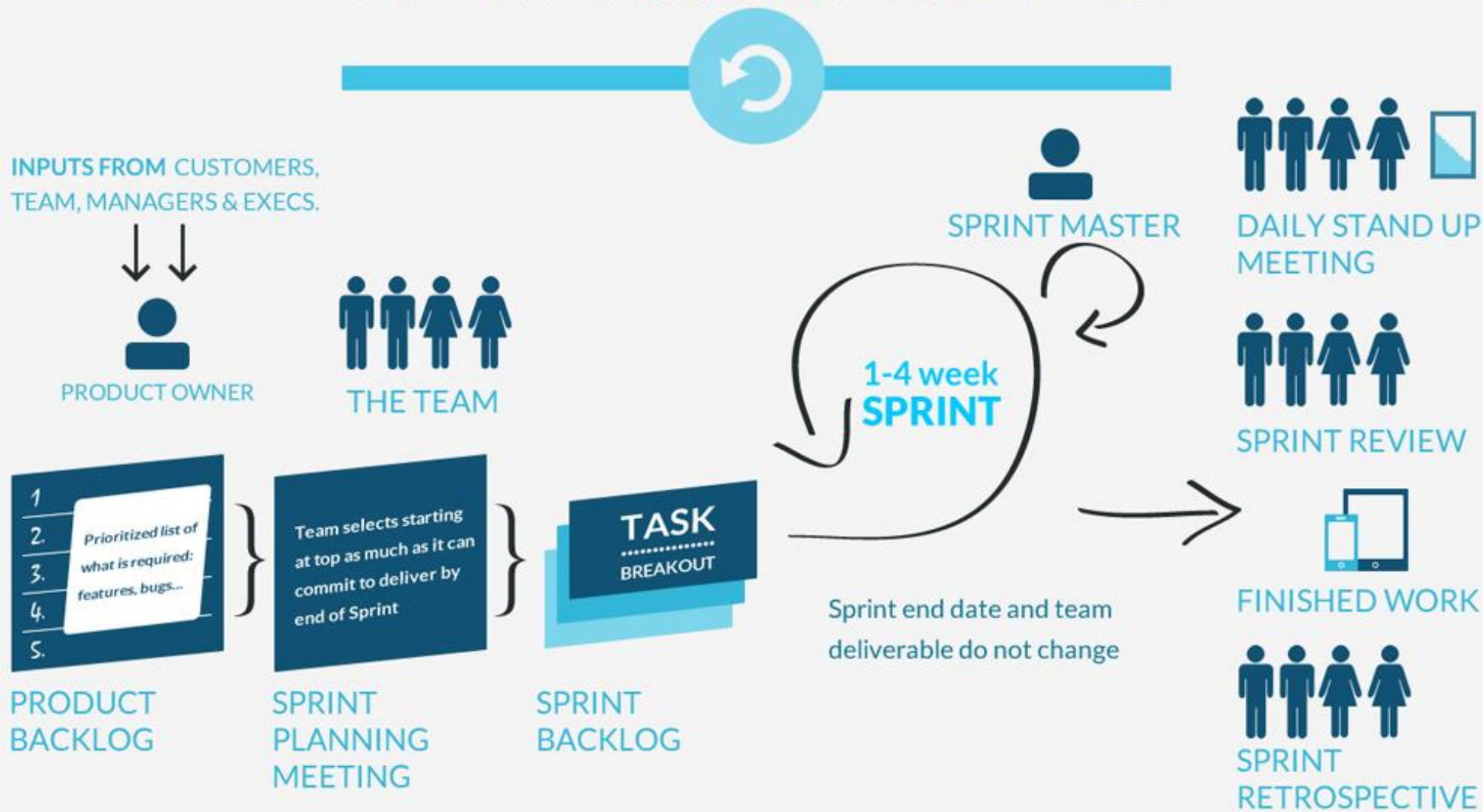
Design



# Agile Process



# the SCRUM SOFTWARE DEVELOPMENT PROCESS



Engage Stakeholders

The image features three overlapping circles of a medium blue color on a darker blue background. Each circle contains a white word in a clean, sans-serif font. The circles are arranged in a triangular pattern, with one at the top and two below it.

Desirable

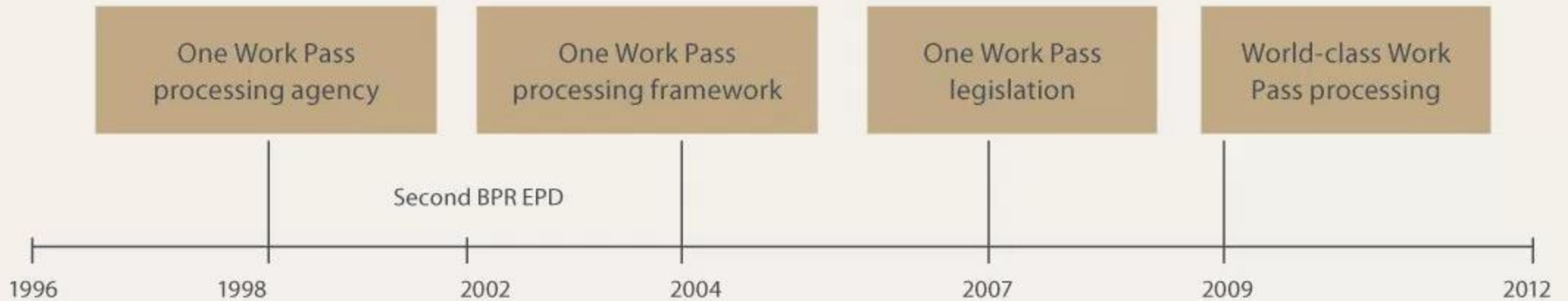
Feasible

Viable

Outcome Based

# Redesigning Employment Pass Application in Singapore





1996–1998  
 Providing efficiency  
 1st BPR achieved:  
 WP Processing time reduced from 2 weeks to 1 day  
 No. of visits from 6 to 1

2002–2005  
 Achieving integration  
 2nd BPR achieved:  
 • Launch of WPOL  
 • Merger of WPD/EPD  
 • EP Processing time reduced from 5 weeks to 2 weeks

2008–2009  
 Launch of enhanced EPOL

2009–2012  
 Creating experiences  
 3rd BPR initiated:  
 • Redesign for a great customer experience

Legend

- BPR - Business Process Redesign
- EP - Employment Pass
- EPD - Employment Pass Division

- EPOL - Employment Pass Online
- WP - Work Permit
- WPD - Work Pass Division
- WPOL - Work Permit Online