



MANUAL TRANSMITTAL

Department of the Treasury
Internal Revenue Service

11.53.2

JULY 23, 2025

EFFECTIVE DATE

(07-23-2025)

PURPOSE

- (1) This obsoletes IRM 11.53.2, *Communications & Liaison, Small Business/Self-Employed, SB/SE Customer Support Operations (CSO) Communications*.

MATERIAL CHANGES

- (1) The content contained in IRM 11.53.2 on SB/SE communications support operations is obsolete due to the April 2017 realignment of SB/SE's Communications and Stakeholder Liaison program offices to the Communications & Liaison (C&L) business unit. As part of the 2017 realignment and future state initiative, the SB/SE Communications Support Operations (CSO) functions, staff and processes were consolidated and moved into the C&L, Office of Communications (OC) in order to develop and distribute agile and consistent messaging. The consolidation and realignment into the C&L business unit increase the agency's ability to streamline and create efficiencies, promote transparency and better support business operations. Employees can locate instructions on Servicewide communication and stakeholder liaison actions previously contained in this IRM in the following IRMs:
 - IRM 11.1.1, Office of Communications, Introduction
 - IRM 11.1.3, Contact with the Public and the Media
 - IRM 11.1.4, Content Policies and Standards for Intranet Sites
 - IRM 11.53.3, CSO Support, Disaster Assistance and Issue Management Resolution System
 - IRM 11.53.5, Stakeholder Liaison (SL) Activities

EFFECT ON OTHER DOCUMENTS

IRM 11.53.2, SB/SE CSO Communications, dated April 15, 2015 is obsolete as of the date of this transmittal.

AUDIENCE

Communications & Liaison employees

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