Overview of Major Information Technology Projects 2012-2015

February 8, 2016

Information Technology Goals

- Information Security

- Remediate Existing Systems

- Initiate Cost Efficient Projects

- Execute Smaller Scale Projects

- Eliminate "Home-Grown" Systems

- Pay Vendors for Project Completion

Overview of Information Technology Projects

- TIMS

- TIMS Fast Track Initiatives

- Interactive Voice Response (IVR)

- Modernized E-File

- Guilford Call Center

- Call Back Assist

- Scanner Replacement

- E-Services Taxpayer Portal

TIMS Summary

- Project Goal
    1. Consolidate All Tax Systems
    2. Create Data Warehouse
    3. Integrate Reporting/Noticing of Taxpayers
    4. Integrate Business Intelligence and Knowledge Management

- Appropriation: $33.51M
    1. Total Vendor Payment: $79M

- Final Cost: $150M (2003-2013)

- Project Cancelled January 9, 2013

Fast Track Initiatives/TIMS

NCDOR

Summary –Thru June 2015

Project Goal: Automate Smaller Tax Collecting Activities

Collections by Initiative		
Initiative	**Gross Collection To Date**	**Vendor Fund To Date**
IRMF	$155,957,014	$5,205,044
Refund Review and Fraud Prevention	$25,881,254	$1,694,603
Automated Attachment	$213,829,841	$27,792,489
Write off Reversal Automation	$39,876,364	$5,644,881
Returned Mail Automation	$48,252,126	$3,817,176
Vendor Attachment	$9,857,815	$1,332,930
TOTAL	**$493,654,414**	**$45,487,124**

Vendor Cost vs Funding

- Total Gross Benefits - Thru June 2015
  - Cumulative Gross Actual: $493.65M
- Total Vendor Funds: $79M
  - From Appropriations: $33.51M
  - From Benefits: $45.49M (reached July 2011)
- State Share of Benefits
  - Total allocated to State General Fund: $324.23M

Interactive Voice Response (IVR)

- Project Goal
    1. Department of Information Technology Shared Service
    2. Improve Customer Service
    3. Reduce Taxpayer Wait Times

- Appropriation:$320,190

- Expected Completion Date: Dec 11, 2014

- Actual Completion Date: Jan 10, 2015

Modernized E-File

- Project Goal
  1. Allow Individuals, Corporations, Estates, and Trusts to File Their Annual Tax Return via the Department of Revenue Website
  2. Reduce Paper Processing
  3. Reduce Manual Review of Returns
  4. Improve Data Integrity in Tax and Audit Systems

- Appropriation:
  1. FY 2012: $768,182 (Partial Individual Income Tax)
  2. FY 2013: $489,800 (IIT and Transfer of Federal Data to Warehouse)
  3. FY 2014: $334,700 (IIT, Corporations*, Partnerships*, Estates*, Trusts*)
  4. FY 2015: $1,328,300 (IIT, Corp, Part, Estates*, Trusts*)

- Annual Work Requiring Annual Appropriation

NCDOR **Greensboro Call Center**

- Project Goal: Establish a Taxpayer Call Center to Improve Customer Service for All North Carolina Taxpayers

- Appropriation: $5,427,801

- Project Completed January 28, 2015

- Combined workforce along side Rocky Mount Call Center:
    1. On Pace to Answer 230,000 More Calls in 2015 vs. 2014
    2. The Agency is Answering Approximately 21,555 More Calls a Month Than In 2014
    3. Average Caller Wait Time is Six Minutes Less Than In 2014

Call Back Assist

- Project Goal
  1. Allow Taxpayers to Be Called Back by an Available Agent or to Schedule a Phone Call Appointment
  2. Improve Customer Service and Taxpayer Satisfaction
  3. Better Management of DOR Employee Work Flow

- Appropriation: $181,531

- Final Cost: TBD

- Project Completion: February 2016

NCDOR   **<u>Scanner Replacement</u>**

- Project Goal
    1. Purchase Modern Scanners to Process Paper Tax Returns
    2. Ensure Compatibility with Windows Operating System
    3. Reduce Security Risks while Maintaining Agency Operations

- Appropriation: $1,600,000

- Final Cost: TBD

- Expected Completion Date: August 2016

NCDOR **E-Services Taxpayer Portal**

- Project Goal
    1. Modernize and Enhance Web Presence by Offering Taxpayer Web Portal.
    2. Ensure Highest Level of Security and Reliability
    3. Ensure the System Can Grow Along with Taxpayer Requirements

- Appropriation: $10,000,000

- Final Cost: TBD

- Expected Completion March 2017

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