

Information Technology Capital Investment Program
Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Liz Ryder, Project Manager

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Agency: Department of Revenue Services

Project: Scanning, Imaging, Workflow and Document Management

Project Manager: Liz Ryder

Reporting Period: Project Inception through 06/30/2020

Total Funds Requested: \$5,220,000

Total Funds Allotted to Agency: \$5,220,000

Accumulative Total Capital Fund Expenditures to Date: \$4,651,267

Brief Project Description/Summary:

The Department of Revenue Services (DRS) has embarked on an Enterprise Content Management (ECM) initiative that will provide (1) scanning and imaging, (2) FileNet conversion and (3) document management. The deliverables for ECM scanning and imaging will replace existing outdated and obsolete remittance and data entry equipment and enable streamlined processes. Such a system would allow DRS to convert paper checks, returns, and correspondence into digital-only format. This will enable better revenue processing, improved communications with taxpayers regarding the status of tax returns, control access to such information, route business processes through our imaging data (enhanced workflow), and adopt document retention schedules as set forth by the Office of Public Records Administrator (OPRA).

Summary of Progress Achieved to Date:

ECM STATUS - BY PHASE

Phase Related to: Status

1a1 High Priority - Global Issue High Impact all Phases Done

1a2 Coupons (R Notices), 2016 1040ES, 2016 1041ES, 2015 1040V, Quick Reports Done

1b 2016 CT-941 Done

1c SUT/BUT (Periods 2/2016 - 7/1/2011) Done

1d1 2017 - 1040ES, 2017 - 1041ES, 2017 - 941; 2016 - 1040V, 2015 & 2016 - 1041V, OP-424 (Current - 2004) Done

1d2 2016 CT-1040EXT Done

1d2 CT-1040, CT-WH, CT-6251, CT-CHET, CT-EITC, CT-IT, CT-1040EXT Done

1d3 CT-1040NRPY Done

1d4 CT-1040X (2012 - 2016), CT-1120EXT (2013 - 2016), CT-1041EXT (2014 - 2016), CT-PSCEXT (2013 - 2016) Done

1e1 Deposit Only Done

2a O-255, CT-15, CT-15A, CT-30, OP-216, OP-161, OP-300, CT-706/709, CT-706/709 EXT Done

2b OP-374, CT-1041, CT-1041FA, CT-1041C, 115RRG, 115NIN, CT-W3, CT-W3 HHE, CT-1096, CT-1096 ATHEN, CT-945 ATHEN, CT-941X, CT-941HHE Done

2017 Roll-Over 2017 Rollover ~ Legislative Change Implementation

CT-1040ES, CT-1040EXT, CT-1040, CT-1040NRPY, CT-EITC, CT-CHET,

CT-IT, CT-WH, CT-6251, CT-1040V,

CT-1120EXT, CT-PSCEXT, OS-114SUT, OS-114BUT

CT-1041ES, CT-1041V, CT-1041EXT,

CT-941, CT-W3, CT-W3 HHE, CT-1096, CT-1096 ATHEN,

CT-945, CT-945 ATHEN, CT-941X, CT-941HHE

CT-15, CT-15A, OP-300

CT-1040X, CT-1041, CT-1041FA, CT-1041C Done

2c CT-1120ESA, CT-1120ESB, CT-1120ESC, CT-1120ESD, CT-1120X, CT-1120CR, CT-1120, CT1120K, CT-1120U, CT-1065/1120SI CT-1120A, CT-1120ATT Done

3a AU-724, AU-725, AU-736, AU-737, AU-738, AU-741 Done

3b OP-153, OP-383, OP-210, OP-337, O-MF, O-MF1, 207, 207ES, 207EXT, 207K, 207F, 207FES, 207FEXT 207C EXT, 207HCC, 207HCC ES, 207HCC EXT Done

3c CT-990T, CT-990TES, CT-990TEXT, CT-1120CU, CT-1120CU-NI, CT-1120CU-NCB, CT-1120A-CU, CT-1120CU-MTB, O-372, FORM 472, AU-330, OP-236 Done3d COUPONS (MULTIS), CHECK ONLY (VIRTUAL VOUCHER) Done

2018 Rollover 2018 Forms Rollover ~ Update for Current Year and Legislative Changes

CT-1040ES, CT-1040EXT, CT-1040, CT-1040NRPY, CT-EITC, CT-CHET,

CT-IT, CT-WH, CT-6251, CT-1040V, CT-1040X,

CT-1120EXT, CT-1120ES, CT-1120,

CT-1065/1120SIES, CT-1065/1120SIEXT, CT-1065/1120SI, Schedule AB, Schedule CE

OS-114 SUT, OS-114 BUT, OP-186

CT-1041ES, CT-1041V, CT-1041EXT, CT-1041, CT-1041FA, CT-1041C

CT-941, CT-W3, CT-W3 HHE, CT-1096, CT-1096 ATHEN,

CT-945, CT-945 ATHEN, CT-941HHE

CT-15, CT-15A, OP-300, 115NIN, 115RRG,

CT-1120, CT-1120A, CT-1120ATT, CT-1120ES, CT-1120K, CT-1120X, CT-1120CU

FORM 207, FORM 207/207HCC EXT, FORM 207FES, FORM 207F, FORM 207FEXT, FORM 207FES, FORM

207C EXT, FORM 207HCC, FORM 207HCC ESA

OP-153, OP-383, O-255

CT-990T, CT-990TES, CT-990TEXT Done

2019 Rollover

For 7/1/2019 OP-216, OP-153,

CT-706/709, CT-706/709 EXT

OR-204, REG-10, O-252, Done

1/13/2020 2019 Forms Rollover ~ Update for Current Year / Legislative Changes

OS-114 SUT, FORM O-255

CT-1040ES, CT-1040EXT, CT-1040, CT-1040NRPY, CT-EITC, CT-CHET,

CT-IT, CT-WH, CT-6251, CT-1040V, CT-1040X,

CT-1065/1120SIES, CT-1065/1120SIEXT, CT-1065/1120SI, Schedule AB, Schedule CE

CT-1041ES, CT-1041V, CT-1041EXT, CT-1041, CT-1041FA, CT-1041C

CT-941, CT-941HHE, CT-W3, CT-W3 HHE, CT-1096, CT-1096 ATHEN,

CT-945, CT-945 ATHEN

CT-15, CT-15A, OP-300, 115NIN, 115RRG,

CT-1120EXT, CT-1120ES, CT-1120, CT-1120A, CT-1120ATT, CT-1120ES, CT-1120K, CT-1120X, CT-1120CU

FORM 207, FORM 207/207HCC EXT, FORM 207FES, FORM 207F, FORM 207FEXT, FORM 207FES, FORM

207C EXT, FORM 207HCC, FORM 207HCC ESA

FORM OP-153, FORM OP-383, FORM 115RRG, FORM O-255

CT-990T, CT-990TES, CT-990TEXT Done

Quick Web Edit Tool Quick Web Edit Tool to allow for the ability to edit data captured information and images when errors are discovered by DRS staff or during ECM Quality Assurance review. UAT

06/30/2020 Update

**2020
Rollover
For Go Live**

01/2021

2020 Forms Rollover ~ Update for Current Year

CT-1040ES, CT-1040EXT, CT-1040, CT-1040NRPY, CT-EITC, CT-CHET,
 CT-IT, CT-WH, CT-6251, CT-1040V, CT-1040X,
 CT-1065/1120SIES, CT-1065/1120SIEXT, CT-1065/1120SI, Schedules AB & CE
 CT-1041ES, CT-1041V, CT-1041EXT, CT-1041, CT-1041FA, CT-1041C
 CT-941, CT-941HHE, CT-W3, CT-W3 HHE, CT-1096, CT-1096 ATHEN,
 CT-945, CT-945 ATHEN
 CT-1120EXT, CT-1120ES, CT-1120, CT-1120A, CT-1120ATT, CT-1120ES,
 CT-1120K, CT-1120X, CT-1120CU
 FORM 207, FORM 207/207HCC EXT, FORM 207FES, FORM 207F, FORM 207FEXT, FORM 207FES,
 FORM 207C EXT, FORM 207HCC, FORM 207HCC ESA
 CT-990T, CT-990TES, CT-990TEXT, 115RRG

CTAX Phase 2

1. Business Entity
2. Corporation Business
3. Cigarette (Cigarette Distributor, Cigarette Manufacturer, Cigarette Dealer/Retailer, and Cigarette Floor Tax)
4. Income (Fiduciary, Partnership, and S-Corp)
5. Insurance Taxes (Domestic, Foreign, Healthcare Centers, Captive, Non-admitted, and Unauthorized)
6. Unrelated Business Income
7. Motor Vehicle Fuels (Gasoline/Gasohol, Special Fuels, and MF Floor Tax)
8. Petroleum Products Gross Earnings

Tobacco Products

CTAX Phase 3

1. Attorney Occupational
2. Gift and Estate, Income (Individual)
3. Individual Use
4. Individual Income Tax
5. Controlling Interest Transfer
6. Real Estate Conveyance

CTAX Phase 4

1. Alcoholic Beverages (Alcoholic Floor Tax)

Issues and Risks:

Development and User Acceptance Testing will be completed prior to any migration to the ECM Production environment to minimize any potential issues on the forms already "live" and processed through the ECM system.

Next Steps & Project Milestones:

1. Scanning Correspondence ~ Initiative to scan and process mail addressed to 450 Columbus Blvd through ECM for creation of an image file which will be output to folder that would feed a SharePoint site. Within the site a workflow job would run to assign each image to a unit based upon the file name. The file name will be configured within ECM and applied to the tif based upon a second 2D barcode on the batch header sheet which denotes the unit that the mail is for. This will allow for off-site review of correspondence sent to DRS.
2. Update ECM for CTAX Integrated Tax Software System being implemented at DRS begins September 2020. (CTax Project is an agency-wide, four phase IT modernization project)

ECM Process updated to include changes needed for the way payments and returns process through the current ECM system. CTAX is a transactional tax system and ITAS is a batch tax system. Therefore, specific changes are needed in ECM to change the way each tax type specific transaction processes as it is transitioned from ITAS to CTAX.

The changes needed for each phase of the CTAX implementation are as follows:

- Update ECM process to capture taxpayer ID and period the payment is for prior to the money being sent to bank. NOTE: CTAX processes the payment and return as separate and distinct pieces of a transaction whereas ITAS processes them as one transaction with the payment needing the return to tell it the taxpayer's id, tax type, and period to post to.
 - Generation of 2nd Image Cash Letter (ICL) to BofA for CTAX payments. This will keep CTAX and ITAS payments in separate ICL to allow for better control.
 - Generation of new Output Payment file in XML format for CTAX payments. This file will stitch together all CTAX payments in one file.
 - Generation of new Output Return file in XML for each transaction (return, estimate, extension, voucher, etc.).
 - Generation of image file for each Work Object which will be sent to CTAX and allow employees to view entire contents of transaction within CTAX system by clicking on a hyperlink.
 - Update the current Patch Sheet process for CTAX to output the image file of the additional information and tie it to the transaction in CTAX. It will be able to be viewed with the transaction it is supporting.
 - Multiples will be greatly improved with CTAX as the new system is able to handle all types of multiples (any number of returns and checks due to it being that it is transactional system. In depth development and testing will be performed to confirm the handling of any combination of returns and checks within one transaction.
3. 2020 Rollover ~ Go Live January 2021 – ECM development, testing, and migration to all tax returns requiring annual changes.

ECM has processed **1,819,630** checks for **\$4,690,261,793.33** as of close of business on July 15, 2020, through the ECM system since initial "Go Live" date of 11/16/2016.