

NESTOA 2012

PORTSMOUTH, NEW HAMPSHIRE

Sheraton Conference Center

September 30 – October 3, 2012



CONFERENCE HOST

New Hampshire Department of Revenue Administration

Kevin Clougherty, Commissioner

Margaret Fulton, Assistant Commissioner

A special thank you to the Host Committee

Vivian Provencher

Carol Guyer

Jennifer Dotson

Denise Daniel

David Cornell

Kathryn Stillings

Melinda Cyr

Elaina Magoon

Pam Mack

Philip Lawrence

Tech Support provided by Kraig Greenly, NH DoIT

Conference Highlights

The Art Galleries of Portsmouth, Art Around Town, have participated in a special gallery showing displayed around the conference site for your enjoyment.

WELCOME

Message From Your Conference Hosts:

We are honored to extend to you a warm welcome to historic Portsmouth, New Hampshire for this year's NESTOA Conference. From its vantage point on the Piscataqua River, the Conference Center at the Sheraton Portsmouth Harborside Hotel overlooks New Hampshire's bustling international seaport where ships have been engaged in commerce and protecting New England since before the American Revolutionary War. Attractions nearby the Conference Center include some of the finest examples of Georgian architecture in America including the homes of Revolutionary War General William Whipple, who was also one of the signers of the Declaration of Independence, and naval hero John Paul Jones. The Strawberry Banke area, also a short walk from this year's conference site, traces over 375 years of history (1630-2012) in one of America's oldest continuously occupied neighborhoods. This ten acre site with its authentically restored houses and shops, period gardens, and costumed role players presents the daily lives of ordinary people who lived here from Colonial times to World War II. Strawberry Banke is a capsule of New England seaport life across four centuries.

This year's program is a blend of timely topics, such as LEAN, GIS, identity theft and "Zappers" packed with interesting speakers including one of the country's top IRS Officials. We are sure that everyone is eager to hear from Rebecca Chiaramida, Director of IRS' Privacy, Governmental Liaison & Disclosure; Fluffy Cazala, Vice President, NACTP; Donald Boyd, Executive Director of the Task Force on the State Budget Crisis, from the Nelson A. Rockefeller Institute of Government; economist Dr. F. Ward McCarthy, from Jeffries and Company; NH's State Treasurer, Catherine Provencher; and Larry Benson, Director of Strategic Alliances for Revenue Discovery at LexisNexis Risk Solutions. And, of course, we always learn so much from each other's presentations.

As in the past, we want to thank our very generous corporate sponsors, as their participation and support generally helps to make these conferences a success. Please review the corporate listing included in the program and thank the representatives from our sponsors attending the conference for their support.

Thank you for joining us at this year's conference. We have worked hard to present a thoughtful and informative program in a fun and historic setting. We will also be working to help you enjoy your stay in our lovely State. Please do not hesitate to contact any of our staff for help with anything that will make your visit to our "Granite State" as enjoyable as possible. We are delighted that you have decided to attend NESTOA 2012 and we look forward to our interaction over the next few days.

Again, on behalf of the people of New Hampshire, welcome and enjoy.

Kevin A. Clougherty

Margaret "Missy" L. Fulton

Commissioner

Assistant Commissioner

SPECIAL EVENTS

Sunday, September 30th

Welcome Reception

Accompaniment of talented New Hampshire native,
Greg Neveu, on acoustic guitar

- *Harbors Edge Room*

6:00 pm – 8:00 pm

Monday, October 1st

Portsmouth Harbor Sunset Cruise

- *Isles of Shoals Steamship Company*

5:00 pm – 7:00 pm

Tuesday, October 2nd

Conference Reception and Dinner

(*NH Specialty Farm to Table Dinner*)

Music performed by: The Chris Humphrey Big Band Trio

* With a special end of the night hypnotic experience,
featuring the mesmerizing performance of Roderick Russell,
NH Native and International performer featured on the
Discovery channel and Ripley's Believe It Or Not

- *Grand Ballroom*

6:30 pm – 9:30 pm

MEALS AND SNACKS

Sunday, September 30th

6:00 pm – 8:00 pm Welcome Reception – *Harbors Edge Room*

Monday, October 1st

7:30 am – 8:30 am Breakfast Buffet – *Ballroom Lobby*

10:15am – 10:30 am Coffee Break – *Harbors Edge Room*

12:00 pm – 1:15 pm Lunch – On Your Own

2:30 pm – 3:00 pm Chocolate Lovers Delight Afternoon Break
– *Harbors Edge Room*

5:00 pm – 7:00 pm Portsmouth Harbor Sunset Cruise

Tuesday, October 2nd

8:00 am – 9:00 am Commissioners Only Breakfast – *Leer Room*

8:00 am – 9:00 am Breakfast Buffet – *Ballroom Lobby*

10:15 am – 10:30 am Coffee Break – *Harbors Edge Room*

12:00 pm – 2:00 pm Lunch – On Your Own

2:30 pm – 3:00 pm Apple Harvest and NH made Ice Cream Break
– *Harbors Edge Room*

6:30 pm – 9:30 pm Conference Reception and NH Specialty Farm to
Table Dinner – *Grand Ballroom*

Wednesday, October 3rd

7:30 am – 8:30 am Commissioners Only Breakfast – *Leer Room*

7:30 am – 8:30 am Breakfast Buffet – *Ballroom Lobby*

10:00 am – 10:15 am Coffee Break – *Ballroom Lobby*

12:00 pm – 12:30 pm Snacks To Go – *Ballroom Lobby*

AGENDA – AT A GLANCE

Sunday, September 30th

3:30 pm – 6:00 pm Conference Registration – *Ballroom Lobby*

6:00 pm – 8:00 pm Welcome Reception – *Harbors Edge Room*

Monday, October 1st

7:30 am – 4:00 pm Conference Registration – *Ballroom Lobby*

7:30 am – 8:30 am Breakfast Buffet – *Ballroom Lobby*

8:30 am – 9:00 am Welcome and Opening Remarks – *Grand Ballroom*

9:00 am – 10:15 am Keynote Address – *Grand Ballroom*

10:15 am – 10:30 am Coffee Break – *Harbors Edge Room*

10:30 am – 11:00 am General Session – *Grand Ballroom*

11:00 am – 12:00 pm Keynote Address – *Grand Ballroom*

12:00 pm – 1:15 pm Lunch – On Your Own

1:15 pm – 2:30 pm Concurrent Sessions – *Amphitheatre and Prescott Room*

2:30 pm – 3:00 pm Chocolate Lovers Delight Afternoon Break – *Harbors Edge Room*

3:00 pm – 4:15 pm Concurrent Sessions – *Amphitheatre and Prescott Room*

4:30 pm – 5:00 pm Begin Boarding Boat

5:00 pm – 7:00 pm Portsmouth Harbor Sunset Cruise

AGENDA – AT A GLANCE

Tuesday, October 2nd

- | | |
|---------------------|--|
| 8:00 am – 4:00 pm | Conference Registration – <i>Ballroom Lobby</i> |
| 8:00 am – 9:00 am | Commissioners Only Breakfast – <i>Leer Room</i> |
| 8:00 am – 9:00 am | Breakfast Buffet – <i>Ballroom Lobby</i> |
| 9:00 am – 10:15 am | Keynote Address – <i>Grand Ballroom</i> |
| 10:15 am – 10:30 am | Coffee Break – <i>Harbors Edge Room</i> |
| 10:30 am – 10:45 am | NESTOA 2013 – <i>Grand Ballroom</i> |
| 10:45 am – 12:00 pm | Keynote Address – <i>Grand Ballroom</i> |
| 12:00 pm – 2:00 pm | Lunch – On Your Own |
| 2:00 pm – 3:15 pm | Concurrent Sessions – <i>Prescott Room and Amphitheatre</i> |
| 3:15 pm – 3:45 pm | Apple Harvest and NH made Ice Cream Break – <i>Harbors Edge Room</i> |
| 3:45 pm – 5:00 pm | Concurrent Sessions – <i>Prescott Room and Amphitheatre</i> |
| 6:30 pm – 9:30 pm | Conference Reception and Dinner – <i>Grand Ballroom</i> |

AGENDA – AT A GLANCE

Wednesday, October 3rd

- | | |
|---------------------|--|
| 7:30 am – 10:00 am | Registration Continues – <i>Ballroom Lobby</i> |
| 7:30 am – 8:30 am | Commissioners Only Breakfast – <i>Leer Room</i> |
| 7:30 am – 8:30 am | Breakfast Buffet – <i>Ballroom Lobby</i> |
| 8:30 am – 10:00 am | Commissioners' Town Hall – <i>Grand Ballroom</i> |
| 10:00 am – 10:15 am | Coffee Break – <i>Ballroom Lobby</i> |
| 10:15 am – 11:30 am | General Session – <i>Grand Ballroom</i> |
| 11:30 am – 11:45 am | Closing Remarks – <i>Grand Ballroom</i> |
| 12:00 pm – 12:30 pm | Snacks To Go – <i>Ballroom Lobby</i> |

NESTOA 2012 – MEETING SCHEDULE

Monday, October 1st

8:30 am – 9:00 am

Grand Ballroom

Welcome and Opening Remarks

Kevin A. Clougherty – Commissioner, State of New Hampshire

Margaret L. Fulton – Assistant Commissioner, State of New Hampshire

9:00 am – 10:15 am

Grand Ballroom

Keynote Address

Topic: Election Campaign, Struggling Business Cycle, Fiscal Folly & Fed Stimulus

Speaker: Ward McCarthy, PhD, Managing Director and Chief Finance Economist with
Jeffries & Company, Inc.

10:30 am – 11:00 am

Grand Ballroom

General Session

Topic: External Influences affecting States' Financial Wellness

Speaker: Catherine Provencher, State Treasurer, NH

11:00 am – 12:00 pm

Grand Ballroom

Keynote Address

Topic: Fraud of the Day – No Laughing Matter

Speaker: Larry Benson, Director of Strategic Alliances for Revenue Discovery and Recovery at
LexisNexis Risk Solutions

NESTOA 2012 – MEETING SCHEDULE

Monday, October 1st (Continued)

1:15 pm – 2:30 pm

Concurrent Sessions

Amphitheatre

Topic: What Is Government Doing to Stop Identity Theft and Fraud?

~ What's D.C. Doing to Stop Identity Theft?

~ Zappers – New Laws on States' Books; How's It Going?

~ Zapper Software – Creativity in the Fraud Arena

~ Understanding How Criminals can Circumvent Investigative Searches

Speakers: Steve Cordi – Deputy Chief Financial Officer, DC

Richard Ainsworth, Director of International Government Affairs for ADP

Taxware, Inc. and Professor, Boston University

John Lewandowski, Director, Audit Division, Maine Revenue Services

Allen Atamer, CEO, LTAS Technologies

Prescott Room

Topic: Modernize Your Way of Thinking: Tax Modernization on a Tight Budget – It Can Pay for Itself, Improve Quality of Service, AND Find Lost Revenue

Speaker: Daniel Schultz, Director, Enterprise Data Management Solutions – Information Builders

3:00 pm – 4:15 pm

Concurrent Sessions

Amphitheatre

Topic: States Thinking Big – Cool Initiatives

~ State Government Using Data Analytics, Way to Go!

~ GIS, the Tool of the Now!

Speakers: Stephan Hamilton, Director, NH Dept. of Revenue

Gerard Miller, Director, Ops Analysis and Support, NY State Dept. of Taxation

Richard Nead, Director, TDAB, NY State Dept. of Taxation

Angela Pettes, Audit Group Manager: Income/Franchise Desk Audit Bureau,

NY State Dept. of Taxation

Prescott Room

Topic: Empowering Business Users with User Friendly Compliance and Data Analytic Tools

Speakers: Kyle Esala, Joe Milack – Fast Enterprises, LLC

NESTOA 2012 – MEETING SCHEDULE

Tuesday, October 2nd

9:00 am – 10:15 am

Grand Ballroom

Keynote Address

Topic: The World of ID Theft from the IRS' Point of View

Speaker: Rebecca Chiamida, Director of IRS' Privacy, Governmental Liaison and Disclosure

10:30 am – 10:45 am

Grand Ballroom

Topic: NESTOA 2013 – Philadelphia, Pennsylvania

Speaker: Keith Richardson – Revenue Commissioner, Philadelphia

10:45 am – 12:00 pm

Grand Ballroom

Keynote Address

Topic: State of the States and Budget Relevant Crises

Speaker: Donald Boyd, Executive Director of the Task Force on the State Budget Crises, The Nelson A. Rockefeller Institute of Government

2:00 pm – 3:15 pm

Concurrent Sessions

Prescott Room

Topic: LEAN, What It Means to State Government

Speaker: Kate McGovern, MPA, PhD, Associate Professor, NH Bureau of Education & Training

Amphitheatre

Topic: Lessons Learned in IT Initiatives

~ Including NACTP – Working with Your Taxpayers' Software

Speakers: Fluffy Cazala, Vice President, NACTP

Amy Pitter, Commissioner, MA Dept. of Revenue

Brian Pace, Director, NH Dept. of Revenue

Kevin Milligan, Director of EPAD, PA Dept. of Revenue

Gardner Room

Topic: Tax Fraud Analytics – Making Fraud Patterns Visible and Actionable

Speaker: Kathleen Crowe, Principal Scientist for Opera Solutions Government Services, LLC

NESTOA 2012 – MEETING SCHEDULE

Tuesday, October 2nd (Continued)

3:45 pm – 5:00 pm

Concurrent Sessions

Prescott Room

Topic: Getting By, Getting Ahead in State Government

~ Strategic Planning and Process Improvement

~ Professional Development

~ Performance Management in the Audit arena

Speakers: Kevin Sullivan, Commissioner, CT Dept. of Revenue

Patrick Carter, Director, DE Division of Revenue

Michael Bryan, Commissioner, NJ Treasury's Division of Taxation

Amphitheatre

Topic: Thinking Bigger in Audit Initiatives, Good, Bad or Otherwise...

~ Using Behavioral Science to Increase Revenues and Compliance

~ IRS Fresh Start Initiatives and Creative Compromises

~ Audit Exam Issues/Indirect Tax Planning?

~ A View from the Accounting Experts

Speakers: Ted London, Vice President, Consulting, CGI

Tov Haueisen, NESAs Indirect Tax Controversy and Risk Management Services

Leader, Ernst & Young

James Dietzel, Group Manager in Stoneham, MA, Supervisory Revenue Officer,

IRS

Peter Goodwin, Group Manager for Portsmouth, NH and So. Portland, ME,

Supervisory Revenue Agent, IRS

NESTOA 2012 – MEETING SCHEDULE

Wednesday, October 3rd

8:30 am – 10:00 am

Grand Ballroom

Commissioners' Town Hall

10:15 am – 11:30 am

Grand Ballroom

General Session

Topics: Words of Wisdom by the Federation of Tax Administration

Operations & Functions of the Multistate Tax Commission – A National Perspective
on State Taxation

Speakers: Gale Garriott, Executive Director, FTA

Joe Huddleston, LL.D., Executive Director for MTC in Washington, D.C.

11:30 am – 11:45 am

Grand Ballroom

Closing Remarks

PARTNER SOLUTION SERIES



Monday, October 1st

1:15 pm – 2:30 pm

Prescott Room

Modernize Your Way of Thinking: Tax Modernization on a Tight Budget – It Can Pay for Itself, Improve Quality of Service, AND Find Lost Revenue

The NH Dept. of Revenue Administration had no clear ability to easily view and consolidate where tax revenue was being collected across their operational systems. In this solution series, we will discuss how the NH DRA was able to successfully implement a single view without having to undertake a more expensive modernization approach. We will discuss how leveraging data integration, integrity, and intelligence solutions can help you be as successful as the DRA has been in improving the efficiency and quality of Taxation services.

Presented by: *Information Builders*

Session Presenter: *Daniel Schultz, Director, Enterprise Data Management Solutions*

PARTNER SOLUTION SERIES

Monday, October 1st

3:00 pm – 4:15 pm

Prescott Room

Empowering Business Users with Friendly Compliance and Data Analytic Tools

When compliance staff, especially auditors, can easily run their own queries and develop their own predictive models, the efficiencies and revenue outcomes are significant. Too often the latest and greatest compliance and data analytic tools are beyond the grasp of business users and thus fail to leverage and integrate the practical business knowledge and expertise of the agency. The result is data warehousing and analytic capabilities that fail to meet expectations and are not fully utilized because business users are only tangentially involved and too dependent on limited IT and analytic resources. This presentation will demonstrate how data warehouse and data analytics tools can be developed and integrated to empower business users with capabilities that have traditionally been beyond their reach and significantly reduce required IT support.

Presented by: *Fast Enterprises*

Session Presenter: *Kyle Esala, Joe Milack – Fast Enterprises, LLC*

PARTNER SOLUTION SERIES

Tuesday, October 2nd

2:00 pm – 3:15 pm

Gardner Room

Tax Fraud Analytics – Making Fraud Patterns Visible and Actionable

Identifying fraudulent filings is often a tedious manual task that occurs after losses have been incurred. Analytics solutions to fraud problems in other spaces (credit card fraud, application fraud, etc.) have been shown to cut losses, but are often implemented as “black box” solutions giving little insight into the reasons for an entity being identified as fraudulent. We take a different approach – combining leading “Big Data” analytics with clear visualizations that can be used to understand WHY a filing is being flagged as suspicious, point out directions of investigation, and show links among suspicious filings to help uncover large-scale fraud.

Presented by: *Opera Solutions*

Session Presenter: *Kathleen Crowe, Principal Scientist for Opera Solutions Government Services, LLC*

NESTOA wishes to thank our marketing partners for their support of the 2012 annual conference.

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