



New Hampshire Department of Revenue Administration

Think BIG

How to Leverage Technology to
Expand in a Time of Reduction

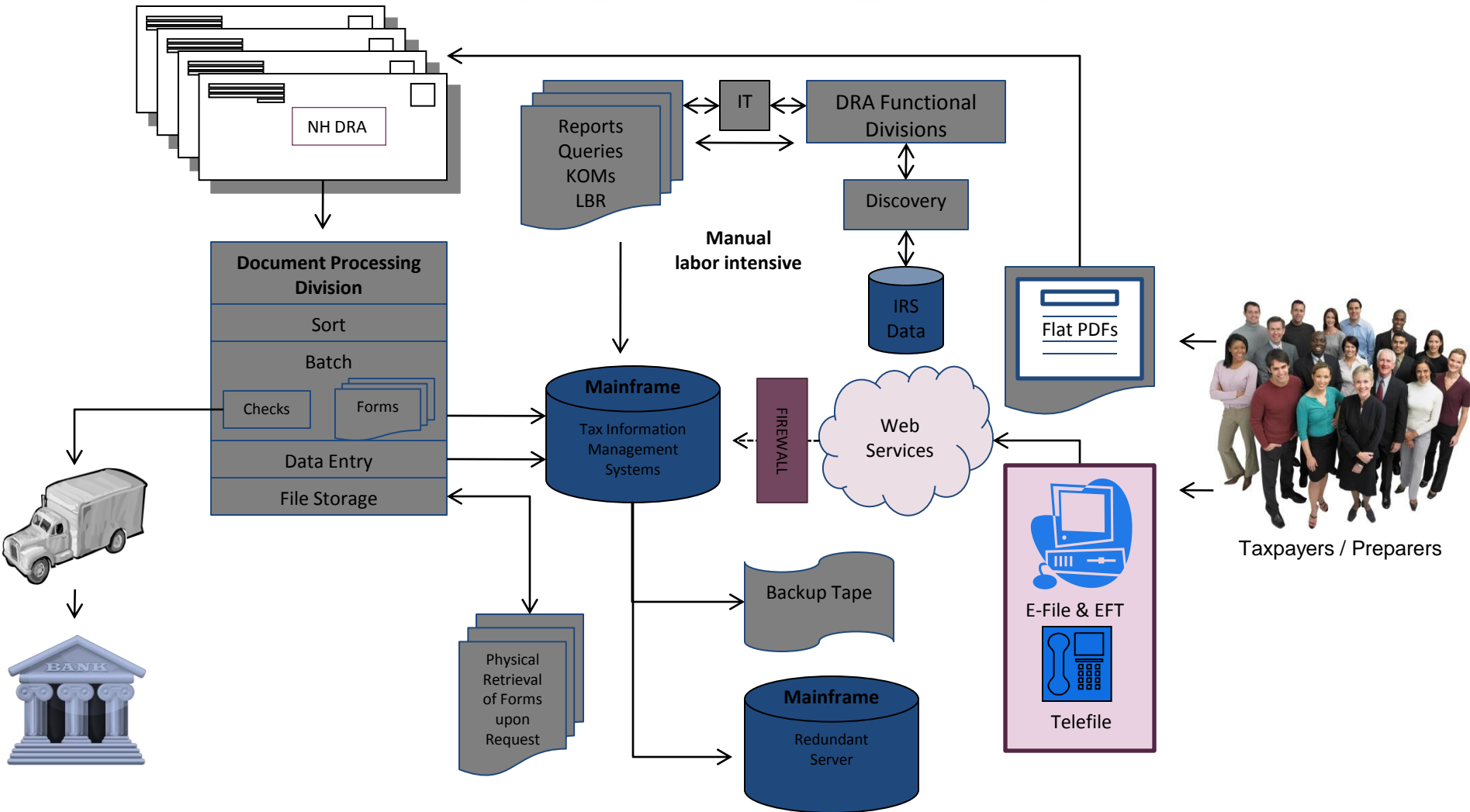
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Lead Auditor, Form Architect

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Director, Enterprise Architecture and PMO

Information Processing 2010



OSS - 2010

- Tax Information Management System (TIMS)
 - Developed in 1989
 - COBOL
 - IBM AS-400, DB2
 - Green Screen User Interface
- Additional Tax Applications
 - VB.net
 - Access
 - Excel
 - Kofax Data Capture

Modernization Program

- \$7M Capital Appropriation
- Branded “Granite to Green”
 - a portfolio of integrated projects designed to replace static systems and processes with those that are dynamic to maximize organizational efficiency and effectiveness.
- Time Frame: 2010 - 2012
- Inclusive of Hardware, Software, Professional Services and Training



Program Design

- Agency-wide Discovery
- Industry Enterprise Landscape
- Identify Initiatives
- Assumptions and Probability of Success
- Project Evaluation
- Initiative Scoring

Initiative Scoring

- Time: Discover/Procure/Implement/ROI
- Resource Constraints: Business/IT
- Organizational Impact: Positive/Negative
- IT Considerations: KB/Buy In
- Risk: Internal/External/Vendor
- PM Bandwidth

Granite to Green Initiatives

- Upgrade iSeries
- Upgrade Business Intelligence
- Create GIS System for Property Appraisal
- Automate Business Processes
- Select and Implement Document Processing and Electronic Remittance System
- Introduce Web-Based Research Tools
- Introduce Performance Management
- Increase Redundancy / Disaster Recovery Planning
- Upgrade Centrex Phone System
- Migrate FTI Data to DB2
- Enable forms for E-File / Participate in MeF Program
- Enable Credit Card / Debit Card Payment Option

First BI Initiative - SVOT

Why Single View of the Taxpayer?

- Single View to Multiple Disparate Data Sources
- Efficient Means by which to Research
- Efficient Means by which to Coordinate Efforts
- Division Specific Dashboard Variations
- Enhanced Ability to Respond to Tax Payer Inquiry
- Deployed Across Entire Agency: June 2011

RIF – July 1, 2011

<u>Division / Function</u>	<u>FTE Percentage Change</u>
Administration	44%
Audit	39%
Central TP Services	100%
Collections	47%
Document Processing	53%
Municipal Services	44%
Property Appraisal	29%

Challenges

- 30% Maintenance Budget Cut
- Abolishment of 43% of DRA Positions
- “DRA Structure” Required by Statute Remains
- How to implement 10 Capital Projects developed to overhaul entire business process while continuing “Business as Usual”
- IT Staff - Lack of Experience with New Technologies
- No Statistics on Cost of Performance/Cost Accounting
- Insufficient Number of Supervisors Compromises Internal Controls
- Dedicated Call Center Abolished

Perception vs. Reality

- *“Just flip the switch and turn on the new equipment to continue business as usual.”*
 - \$7 million capital appropriation designed to replace processes; can not replace people
 - Insufficient staff to turn up new systems and run legacy systems for a period of time
- *“The DRA Budget Reduction will have no impact on revenue coming into the State.”*
 - State Budget passage did not consider impact of extensive loss of personnel, especially more than a dozen auditors
- *“This Budget is painful, but will make State Government more efficient.”*
 - Almost 50% of DRA staff (General Funded) have been rehired via RIF list at State Agencies (Federal and other Funds)

Granite to Green Progress

(July 1, 2011)

- Upgraded to iSeries Power 6 – **COMPLETE**
- Upgraded to IBI WebFocus and iWay – **COMPLETE**
- Created Mosaic: First Sustainable Statewide GIS System – **IN PROGRESS**
- Automate Business Processes – **IN PROGRESS**
- **RFP Published** for Document Processing and Electronic Remittance System
- Upgraded Mail Handling and Extraction via Agissar ASER – **COMPLETE**
- Introduced PFM via Agissar InfoPoll/InfoPointe System – **COMPLETE**
- Increase Redundancy / Disaster Recovery Planning – **IN PROGRESS**
- Replaced Centrex with Cisco VoIP and Call Center – **COMPLETE**
- Migrate FTI Data to DB2
- Enable forms for E-File / Participate in MeF Program
- Enable Credit Card / Debit Card Payment Option

BI WebFocus Dashboards

- Administration
- Audit
- Document Processing
- Collections
- Central Taxpayer Services
- Information Systems

Collections Dashboard

Accessibility Off | Tree | Recent | Favorites | Utilities | Help

Welcome to the Collections Dashboard!

NH Deeds

Real Data

Google

NH Corporate

Collections folder

Single View Taxpayer

Collections Web Links

Collections Document Links

Collections Folders

Phone and Maps

Collection Reports

M&R Reports

Director's Reports

SingleViewTaxpayer

Single View Taxpayer

1. Select Search Category

All

2. Select Search Type

☒ Name, ID, Phone Number

☐ Address

3. Enter Search Criteria

Enter Name, ID or phone (no dashes)

4. Start Search

Search

WARNING

This system may contain U.S. Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may

High Frequency Internet Links

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Welcome to the Collections Dashboard!

■ NH Deeds ■ Real Data ■ Google ■ NH Corporate ■ Collections folder

Single View Taxpayer Collections Web Links Collections Document Links Collections Folders Phone and Maps Collection Reports M&R Reports Director's Reports

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COLL_Links

COLLECTIONS - INTERNET LINKS:

Assessing Companies
Avatar Associates <http://data.avatarassociates.com>
Patriot Properties <http://patriotproperties.com>
Vision Appraisal <http://visionappraisal.com/databases/nh/index.htm>

Bankruptcy
Bankruptcy Court <http://pacer.login.uscourts.gov>

DRA Websites
DRA home page <http://www.nh.gov/revenue>
DRA intranet <http://draintranet/admin/staff.htm>
DRA tax forms <http://www.nh.gov/revenue/forms/index.htm>
DRA laws & rules <http://www.nh.gov/revenue/laws/index.htm>
DRA e-file admin page <https://www.efilenhadmin.govconnect.com/adminlogin.asp>
NH e-file <https://www.efilenh.govconnect.com/web/introduction.asp>

Fed ex ship manager (for tobacco orders)
<https://www.fedex.com/>

Document Links

Accessibility Off | Tree | Recent | Favorites | Utilities | Help

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Single View Taxpayer Collections Web Links Collections Document Links Collections Folders Phone and Maps Collection Reports M&R Reports

COLL_Documents

COLLECTIONS DOCUMENTS:

[CD-64 LIEN REQUEST MR.XLS](#) [Collection Hearing Cases](#)

[CD-64 LIEN REQUEST NON MR.XLS](#)

NOTE: You must use Internet Explorer to get to these links - Firefox does not currently support the file link

Collection Reports

Welcome to the Collections Dashboard!

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Single View Taxpayer

Collections Web Links

Collections Document Links

Collections Folders

Phone and Maps

Collection Reports

M&R Reports

Collection Reports

COLLECTION REPORTS

For ALL reports, select type of display output for the report.

HTML

For ALL reports, select Region Code:

ALL

[Collection Query by CO](#)

[Tax Notices over \\$50,000 by CO](#)

[Tax Notices Assigned & Closed within Past 30 Days](#)

[Top 25 Taxpayers by Region Code by CO](#)

[Total Dollars & Tax Notices Assigned by Tax Type](#)

[Tax Notices Assigned within Past 15 Days](#)

[Taxpayer's Balance Summary](#)

Most Popular Links

The screenshot shows a web application interface for 'Collections Dashboard'. At the top, a yellow banner says 'Welcome to the Collections Dashboard!'. Below this is a navigation bar with several tabs: 'NH Deeds', 'Real Data', 'Google', 'NH Corporate', and 'Collections folder'. The 'Collections folder' tab is highlighted with a yellow circle. Below the navigation bar is a sub-navigation bar with tabs: 'Single View Taxpayer', 'Collections Web Links', 'Collections Document Links', 'Collections Folders', 'Phone and Maps', 'Collection Reports', and 'M&R Reports'. The 'Collection Reports' tab is selected, and its label is also present in a blue bar below the sub-navigation bar. The main content area is titled 'COLLECTION REPORTS' in a large, red, serif font. On the left side of the main area, there is a red instruction: 'For ALL reports, select type of display output for the report.' Below this is a dropdown menu with 'HTML' selected. Further down, another red instruction says: 'For ALL reports, select Region Code:'. To its right is a dropdown menu with 'ALL' selected. On the right side of the main area, there is a list of links, each underlined: 'Collection Query by CO', 'Tax Notices over \$50,000 by CO', 'Tax Notices Assigned & Closed within Past 30 Days', 'Top 25 Taxpayers by Region Code by CO', 'Total Dollars & Tax Notices Assigned by Tax Type', 'Tax Notices Assigned within Past 15 Days', and 'Taxpayer's Balance Summary'.

Welcome to the Collections Dashboard!

NH Deeds Real Data Google NH Corporate Collections folder

Single View Taxpayer Collections Web Links Collections Document Links Collections Folders Phone and Maps Collection Reports M&R Reports

Collection Reports

COLLECTION REPORTS

For ALL reports, select type of display output for the report.

HTML

For ALL reports, select Region Code: ALL

[Collection Query by CO](#)

[Tax Notices over \\$50,000 by CO](#)

[Tax Notices Assigned & Closed within Past 30 Days](#)

[Top 25 Taxpayers by Region Code by CO](#)

[Total Dollars & Tax Notices Assigned by Tax Type](#)

[Tax Notices Assigned within Past 15 Days](#)

[Taxpayer's Balance Summary](#)

Single View of the Taxpayer

[Accessibility Off](#) | [Tree](#) | [Recent](#) | [Favorites](#) | [Utilities](#) | [Help](#)

Welcome to the Collections Dashboard!

[NH Deeds](#) | [Real Data](#) | [Google](#) | [NH Corporate](#) | [Collections folder](#)

[Single View Taxpayer](#) | [Collections Web Links](#) | [Collections Document Links](#) | [Collections Folders](#) | [Phone and Maps](#) | [Collection Reports](#) | [M&R Reports](#) | [Director's Reports](#)

SingleViewTaxpayer

Single View Taxpayer

1. Select Search Category

All

2. Select Search Type
☒ Name, ID, Phone Number
☐ Address

3. Enter Search Criteria

PIZZA

4. Start Search

Search

Taxpayer Search Results for PIZZA

Located in:	Found		
Business - Primary Name	AARDVARKS AMUSEMENTS & PIZZARIA INC	FEI/SSN:	Name: AARDVARKS AMUSEMENTS & PIZZARIA INC
	ACROPOLIS PIZZA RESTAURANT	FEI/SSN:	Name: ACROPOLIS PIZZA RESTAURANT
	AD&JB PIZZA INC	FEI/SSN:	Name: AD&JB PIZZA INC
	ALEXANDRON FAMILY PIZZA OF PELHAM INC	FEI/SSN:	Name: ALEXANDRON FAMILY PIZZA OF PELHAM INC
	ALPHA PIZZA	FEI/SSN:	Name: ALPHA PIZZA
	ALPHA PIZZA RESTAURANT	FEI/SSN:	Name: ALPHA PIZZA RESTAURANT

Within the Single View Taxpayer application, the user may search for a particular taxpayer. Searching may be done either by name, ID, phone number or address.

Google and SOS

Accessibility Off | Tree | Recent | Favorites | Utilities | Help

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■ NH Deeds ■ Real Data ■ Google ■ NH Corporate ■ Collections folder

Single View Taxpayer | Collections Web Links | Collections Document Links | Collections Folders | Phone and Maps | Collection Reports | M&R Reports | Director's Reports

SingleViewTaxpayer

Single View Taxpayer

1. Select Search Category 2. Select Search Type 3. Enter Search Criteria 4. Start Search

All

☒ Name, ID, Phone Number ☐ Address

PIZZA

Taxpayer Search Results for PIZZA			
Located in:	Found		
Business - Primary Name	AARDVARKS AMUSEMENTS & PIZZARIA INC	FEI/SSN: [REDACTED]	Name: AARDVARKS AMUSEMENTS & PIZZARIA INC
	ACROPOLIS PIZZA RESTAURANT	FEI/SSN: [REDACTED]	Name: ACROPOLIS PIZZA RESTAURANT
	<div><div>SOS Search</div><div>Google Business Name</div></div>	FEI/SSN: [REDACTED]	Name: AD&JB PIZZA INC
	OF PELHAM INC	FEI/SSN: [REDACTED]	Name: ALEXANDRON FAMILY PIZZA OF PELHAM INC
	ALPHA PIZZA	FEI/SSN: [REDACTED]	Name: ALPHA PIZZA
	ALPHA PIZZA RESTAURANT	FEI/SSN: [REDACTED]	Name: ALPHA PIZZA RESTAURANT
	AMHERST CIAOS PIZZA INC	FEI/SSN: [REDACTED]	Name: AMHERST CIAOS PIZZA INC

Selecting your left mouse button on “Found” value will display a pop up menu, which will allow you to either do a SOS or Google search of that taxpayer name.

Research

Accessibility Off | Tree | Recent | Favorites | Utilities | Help

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[NH Deeds](#)
[Real Data](#)
[Google](#)
[NH Corporate](#)
[Collections folder](#)

[Single View Taxpayer](#)
[Collections Web Links](#)
[Collections Document Links](#)
[Collections Folders](#)
[Phone and Maps](#)
[Collection Reports](#)
[M&R Reports](#)
[Director's Reports](#)

SingleViewTaxpayer

Single View Taxpayer

1. Select Search Category

All

2. Select Search Type

☒ Name, ID, Phone Number
☐ Address

3. Enter Search Criteria

PIZZA

4. Start Search

Search

Misc. Tax - Account Name	PIZZA ELAINE C	FEI/SSN: [REDACTED]	ACCTTYPE: GW, Name: PIZZA ELAINE C
MAR - Taxpayer Name	ALL STAR PIZZA	FEI/SSN/LIC: [REDACTED] FEI/SSN/LIC2: [REDACTED]	Tax Type: MR, Name: ALL STAR PIZZA
	AUGUSTA BRISTOL PIZZA LLC	Search on Primary Search on Secondary ID /SSN/LIC2: [REDACTED]	Tax Type: BS, Name: AUGUSTA BRISTOL PIZZA LLC
	BEACHNUT HOUSE OF PIZZA	FEI/SSN/LIC: [REDACTED] FEI/SSN/LIC2: [REDACTED]	Tax Type: MR, Name: BEACHNUT HOUSE OF PIZZA
	BESTA ONE PIZZA INC	FEI/SSN/LIC: [REDACTED] FEI/SSN/LIC2: [REDACTED]	Tax Type: BS, Name: BESTA ONE PIZZA INC
	BESTA ONE PIZZA INC DBA	FEI/SSN/LIC: [REDACTED] FEI/SSN/LIC2: [REDACTED]	Tax Type: MR, Name: BESTA ONE PIZZA INC DBA
	BESTA ONE PIZZA		Tax Type: MR, Name: BESTA ONE PIZZA
	BIG CHEESE PIZZA & MORE	FEI/SSN/LIC: [REDACTED] FEI/SSN/LIC2: [REDACTED]	Tax Type: MR, Name: BIG CHEESE PIZZA & MORE
Located in:	Found		
MAR - Taxpayer Name	BIG MAMMA'S PIZZA	FEI/SSN/LIC: [REDACTED] FEI/SSN/LIC2: [REDACTED]	Tax Type: MR, Name: BIG MAMMA'S PIZZA

Selecting your left mouse button on the taxpayer id will display a pop up menu, which will allow you to view more details about that particular taxpayer.

Taxpayer Detail

EFile Info	Relationships	Missing Mth.	Remarks	Maintenance	Address	Docs Batched	Tax Notices	Returns	LM claims	ACTS Info	Tobacco
DES Info	Officer Titles	Contact Info	History	Abatements	Refunds	Payments	Error Susp.	Account Info	Misc Tax	2275 Info	Manual AR

Taxpayer Details for [REDACTED]

Tax Type: MR, Name: [REDACTED]

Address Info

Taxpayer ID:	[REDACTED]	Data Source:	TIMS-BL
Street:	[REDACTED]		
Street2:	[REDACTED]		
City State Zip:	[REDACTED]	NH	03053
County Country:	[REDACTED]		
Attention:	[REDACTED]		

Taxpayer ID:	[REDACTED]	Data Source:	TIMS-MR
Street:	[REDACTED]		
Street2:	[REDACTED]		
City State Zip:	[REDACTED]	NH	03053
County Country:	[REDACTED]		

Relationships

ID(s) found:	FEI/SSN/LIC:	FEI/SSN/LIC2:	Information:
MAR - FEI/SSN/LIC:	[REDACTED]	[REDACTED]	Tax Type: MR, Name: [REDACTED]
Officer SSN:	[REDACTED]	LIC:	Officer Name: [REDACTED] Title: PRESIDENT, End Date: 099999999
Officer SSN:	[REDACTED]	LIC:	Officer Name: [REDACTED] SR, Title: TREASURER, End Date: 020090630

Tax Notices

Period End Date	Tax Type	Version	AssessNo	Amount Due	Status	Name on Notice
05/31/2011	MR	1		\$3,384.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]

Scanned DLNs

Get Info	Get Info
Bankruptcy found	No Missing Docs
Get Info	Get Info
No POA or Audit flag	No Hearings
Get Info	Get Info
Collections TN found	Lien found

A new web page will be shown with the taxpayer details. Address information, Relationships, tax notices and more can be viewed from this page.

Tax Notices

EFile Info	Relationships	Missing Mth.	Remarks	Maintenance	Address	Docs Batched	Tax Notices	Returns	LM claims	ACTS Info	Tobacco
DES Info	Officer Titles	Contact Info	History	Abatements	Refunds	Payments	Error Susp.	Account Info	Misc Tax	2275 Info	Manual AR

Scanned DLNs

Tax Type: MR, Name: [REDACTED]

Tax Notices in Collections

Status	Period End Date	Tax Type	AssessNo	Division	CO	CO ID	Assign Compliance Date	Reassign User	Amount Due	Name
Issued	09/30/2008	MR		COL	08	[REDACTED]	11/18/2011	[REDACTED]	\$31.78	ALL STAI PIZZ
Issued	08/31/2010	MR		COL	08	[REDACTED]	01/10/2012	[REDACTED]	\$290.22	ALL STAI PIZZ
Issued	09/30/2010	MR		COL	08	[REDACTED]	01/10/2012	[REDACTED]	\$1,698.50	ALL STAI PIZZ

[Get Info](#)
Bankruptcy found

[Get Info](#)
No Missing Docs

[Get Info](#)
No POA or Audit flag

[Get Info](#)
No Hearings

[Get Info](#)
Collections TN found

[Get Info](#)
Lien found

Relationships

ID(s) found:
MAR - FEI/SSN/LIC: [REDACTED]
Officer SSN: [REDACTED]
Officer SSN: [REDACTED]

FEI/SSN/LIC2:
LIC: [REDACTED]
LIC: [REDACTED]

Information:
Tax Type: MR, Name: [REDACTED]
Officer Name: [REDACTED], Title: PRESIDENT, End Date: 099999999
Officer Name: [REDACTED] SR, Title: TREASURER, End Date: 020090630

Tax Notices

Period End Date	Tax Type	Version	AssessNo	Amount Due	Status	Name on Notice
05/31/2011	MR	1		\$3,384.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]

Clicking on "Get Info" in the "Collections TN found" message box will display the "Tax Notices in Collections" report.

Lien Information

EFile Info	Relationships	Missing Mth.	Remarks	Maintenance	Address	Docs Batched	Tax Notices	Returns	LM claims	ACTS Info	Tobacco
DES Info	Officer Titles	Contact Info	History	Abatements	Refunds	Payments	Error Susp.	Account Info	Misc Tax	2275 Info	Manual AR

Taxpayer Details for [REDACTED]

Tax Type: MR, Name: [REDACTED]

Scanned DLNs

Lien info

Lien Begin Date	Lien Begin Date	CD No.	Lien Status	Amount	Lien Expire Date	Lien Release Date	Assessment Number	Tax Type	Compliance Region Code	LSOURCE
01/25/2011	01/25/2017	2998	A	27.44			63205	MR	o	S C

[Get Info](#)
Bankruptcy found

[Get Info](#)
No Missing Docs

[Get Info](#)
No POA or Audit flag

[Get Info](#)
No Hearings

[Get Info](#)
Collections TN found

[Get Info](#)
Lien found

Relationships

ID(s) found:
MAR - FEI/SSN/LIC:

Information:
Tax Type: MR, Name: [REDACTED]

Officer SSN: [REDACTED] LIC: [REDACTED]

Officer Name: [REDACTED]
Title: PRESIDENT,
End Date: 099999999

Officer SSN: [REDACTED] LIC: [REDACTED]

Officer Name: [REDACTED]
SR, Title: TREASURER,
End Date: 020090630

Tax Notices

Period End Date	Tax Type	Version	AssessNo	Amount Due	Status	Name on Notice
05/31/2011	MR	1		\$3,384.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]

Clicking on "Get Info" in the "Lien found" message box will display the "Lien Info" report.

Account History

EFile Info	Relationships	Missing Mth.	Remarks	Maintenance	Address	Docs Batched	Tax Notices	Returns	LM claims	ACTS Info	Tobacco
DES Info	Officer Titles	Contact Info	History	Abatements	Refunds	Payments	Error Susp.	Account Info	Misc Tax	2275 Info	Manual AR

Scanned DLNs

Tax Type: MR, Name: [REDACTED]

History

Tax Type	TR CODE	TR SEX	TAX PRD	POST DATE	STAMP DATE	AMOUNT DUE/CHARGED	DEB/CR AMOUNT	BALANCE
MR	NTOT		05/31/2011	06/20/2011	06/20/2011	7.05	.00	3384.05
	RET	SKY	05/31/2011	06/03/2011	05/27/2011	.00	.00	.00
		SYS	05/31/2011	06/03/2011	05/27/2011	3377.00	.00	3377.00
	NTOT		04/30/2011	06/06/2011	06/06/2011	5.03	.00	1773.05
	RET	SKY	04/30/2011	06/03/2011	05/27/2011	.00	.00	.00
		SYS	04/30/2011	06/03/2011	05/27/2011	1768.02	.00	1768.02
	NTOT		03/31/2011	05/03/2011	05/03/2011	4.28	.00	1771.54
	RET	SKY	03/31/2011	05/03/2011	04/26/2011	.00	.00	.00
		SYS	03/31/2011	05/03/2011	04/26/2011	1767.26	.00	1767.26

[Get Info](#)

Bankruptcy found

[Get Info](#)

No Missing Docs

[Get Info](#)

No POA or Audit flag

[Get Info](#)

No Hearings

[Get Info](#)

Collections TN found

[Get Info](#)

Lien found

Relationships

ID(s) found:
MAR - FEI/SSN/LIC: [REDACTED]
Officer SSN: [REDACTED]
Officer SSN: [REDACTED]

FEI/SSN/LIC2:
LIC: [REDACTED]
LIC: [REDACTED]

Information:
Tax Type: MR, Name: [REDACTED]

Officer Name: [REDACTED]
Title: PRESIDENT,
End Date: 099999999

Officer Name: [REDACTED]
SR, Title: TREASURER,
End Date: 020090630

Tax Notices

Period End Date	Tax Type	Version	AssessNo	Amount Due	Status	Name on Notice
05/31/2011	MR	1		\$3,384.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]
03/31/2011	MR	1		\$1,767.26	Suspended	[REDACTED]

Clicking on the blue "History" button will display the "History" report.

Documents Batched

EFile Info	Relationships	Missing Mth.	Remarks	Maintenance	Address	Docs Batched	Tax Notices	Returns	LM claims	ACTS Info	Tobacco
DES Info	Officer Titles	Contact Info	History	Abatements	Refunds	Payments	Error Susp.	Account Info	Misc Tax	2275 Info	Manual AR

Taxpayer Details for [REDACTED]

Tax Type: MR, Name: [REDACTED]

ID	Count	Type	Proc	Start Date	End Date	Batch Date	Amount	Code	Due Date
536645	2	No Money	PROC	01/06/2011	11/01/2010	11/30/2010	.00	051	01/04/2011
535945	4	NFS	PROC	12/12/2011	09/01/2010	09/30/2010	100.00	050	12/23/2010
		Bounced Check							
	5	NFS	PROC	12/23/2010	10/01/2010	10/31/2010	150.00	050	12/23/2010
		Bounced Check							
535513	14	Payment Document	PROC	12/09/2011	09/01/2010	09/30/2010	100.00	051	12/15/2010
	19	Payment Document	PROC	12/17/2010	10/01/2010	10/31/2010	150.00	051	12/15/2010
533808	5	NFS	LOCK	11/14/2011	09/01/2010	09/30/2010	1471.59	050	11/09/2010
		Bounced Check							
530719	3	Payment Document	PROC	12/07/2011	09/01/2010	09/30/2010	1470.41	05R	10/15/2010

[Get Info](#)

Bankruptcy found

[Get Info](#)

No Missing Docs

[Get Info](#)

No POA or Audit flag

[Get Info](#)

No Hearings

[Get Info](#)

Collections TN found

[Get Info](#)

Lien found

Relationships

ID(s) found:

MAR - FEI/SSN/LIC: [REDACTED]

Officer SSN: [REDACTED]

Officer SSN: [REDACTED]

Information:

Tax Type: MR, Name: [REDACTED]

Officer Name: [REDACTED], Title: PRESIDENT, End Date: 099999999

Officer Name: [REDACTED], Title: TREASURER, End Date: 020090630

Tax Notices

Period End Date	Tax Type	Version	AssessNo	Amount Due	Status	Name on Notice
05/31/2011	MR	1		\$3,384.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]

Clicking on the blue “Docs Batched” button will display the “Documents Batched” report. This report is color coded to indicate to the user the type of document batched.

Tax Notices and Return Payments

EFile Info	Relationships	Missing Mth.	Remarks	Maintenance	Address	Docs Batched	Tax Notices	Returns	LM claims	ACTS Info	Tobacco
DES Info	Officer Titles	Contact Info	History	Abatements	Refunds	Payments	Error Susp.	Account Info	Misc. Tax	2275 Info	Manual AR

Taxpayer Details for [REDACTED]

Tax Type: MR, Name: [REDACTED]

Tax Notice and Return Payments

Period Begin Date	Period End Date	Form ID	Description	Doc Type	Control Amount	Batch Status	Batch Status Date	Tax Year
09/01/2010	09/30/2010	DP79	MEALS AND RENTALS TAX NOTICE	054	\$565.06	PROC	12/14/2011	2010
		RETPYTMR	M&R TAX RETURN PAYMENT	05R	\$1,470.41	PROC	12/07/2011	2010
08/01/2010	08/31/2010	DP79	MEALS AND RENTALS TAX NOTICE	054	\$240.50	PROC	12/05/2011	2010
07/01/2010	07/31/2010	DP79	MEALS AND	054	\$234.88	PROC	10/19/2010	2010

Relationships

ID(s) found:
MAR - FEI/SSN/LIC: [REDACTED]
Officer SSN: [REDACTED]
Officer SSN: [REDACTED]

FEI/SSN/LIC2: [REDACTED]
LIC: [REDACTED]
LIC: [REDACTED]

Information:
Tax Type: MR, Name: [REDACTED]
Officer Name: [REDACTED], Title: PRESIDENT, End Date: 099999999
Officer Name: [REDACTED], Title: TREASURER, End Date: 020090630

Tax Notices

Period End Date	Tax Type	Version	AssessNo	Amount Due	Status	Name on Notice
05/31/2011	MR	1		\$3,384.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]

Scanned DLNs

- Bankruptcy found
- No Missing Docs
- No POA or Audit flag
- No Hearings
- Collections TN found
- Lien found

Clicking on the blue "Returns" button displays the "Tax Notice and Returns Payments" report.

TIMS Remarks

PrtScr	Copy	Paste	Send	Recv	Display	Color	Map	Record	Stop	Play	Quit	Clipbrd	Support	Index
R2020GS2/R2020G01					M&R					03/19/2012				
DPTTIMS2					REMARKS INQUIRY					10:41:39				
LICENSE NO: (REDACTED) NAME: (REDACTED)														
OPERATOR: (REDACTED) Div: COL														
REMARKS:													DATE ENTERED	
F3- (REDACTED) IS APT COMPLEX PEL													09/07/11	
COLLECTION CALL TO TAXPAYER													08/08/11	
REC'D RETURN MAIL FOR MISSING MONTHLY. LISA Q VISITED BUSINESS IN MAY													08/08/11	
TO CONFIRM BUSINESS CLOSED. WILL INACTIVATE AS OF 5/31/11 (BR)													08/08/11	
LISA CALLED OFFICE SHE HEARD THAT HE IS CLOSED SHE WENT BY BUZ HE IS C													05/27/11	
LOSED													05/27/11	
TD BANK - NO ACCOUNTS 5/13/11													05/20/11	
ST MARYS BANK - ACCOUNT CLOSED 5/18/11													05/20/11	
SENT LIENS TO BANKS:													05/09/11	
CITIZENS													05/09/11	
HAMPSHIRE FIRST													05/09/11	
BANK OF AMERICA													05/09/11	
SOVEREIGN													05/09/11	
ST MARYS													05/09/11	
F3=EXIT F7=GO BACK														

Previously, the user would need to the TIMS application and go through various screens before seeing the taxpayer remarks. As you can see, the remarks are not as readable as they are within the Single View Taxpayer application.

Remarks

EFile Info	Relationships	Missing Mth.	Remarks	Maintenance	Address	Docs Batched	Tax Notices	Returns	LM claims	ACTS Info	Tobacco
DES Info	Officer Titles	Contact Info	History	Abatements	Refunds	Payments	Error Susp.	Account Info	Misc Tax	2275 Info	Manual AR

Scanned DLNs

Tax Type: MR, Name: [REDACTED]

Remarks

Remark Date	User	Remark
01/20/2012	[REDACTED]	MAIL SENT 1/10/12 WAS RETURNED AS UNDELIVERABLE AT THE C/O [REDACTED], [REDACTED] ADDRESS. PER ACCURINT, THE NEW ADDRESS AS OF 12/2011 IS: 555 [REDACTED] [REDACTED] [REDACTED] ALSO PER ACCURINT, PHONE IS 603-[REDACTED]. FORWARDED TAX NOTICES TO NEW ADDRESS TODAY.
09/07/2011	[REDACTED]	15 IRON HORSE DR IS APT COMPLEX PEL
08/08/2011	[REDACTED]	COLLECTION CALL TO TAXPAYER REC'D RETURN MAIL FOR MISSING MONTHLY. [REDACTED] VISITED BUSINESS IN MAY TO CONFIRM BUSINESS CLOSED. WILL INACTIVATE AS OF 5/31/11(BR)

[Get Info](#)
Bankruptcy found

[Get Info](#)
No Missing Docs

[Get Info](#)
No POA or Audit flag

[Get Info](#)
No Hearings

[Get Info](#)
Collections TN found

[Get Info](#)
Lien found

No Manual AR remarks found.

Tax Notices

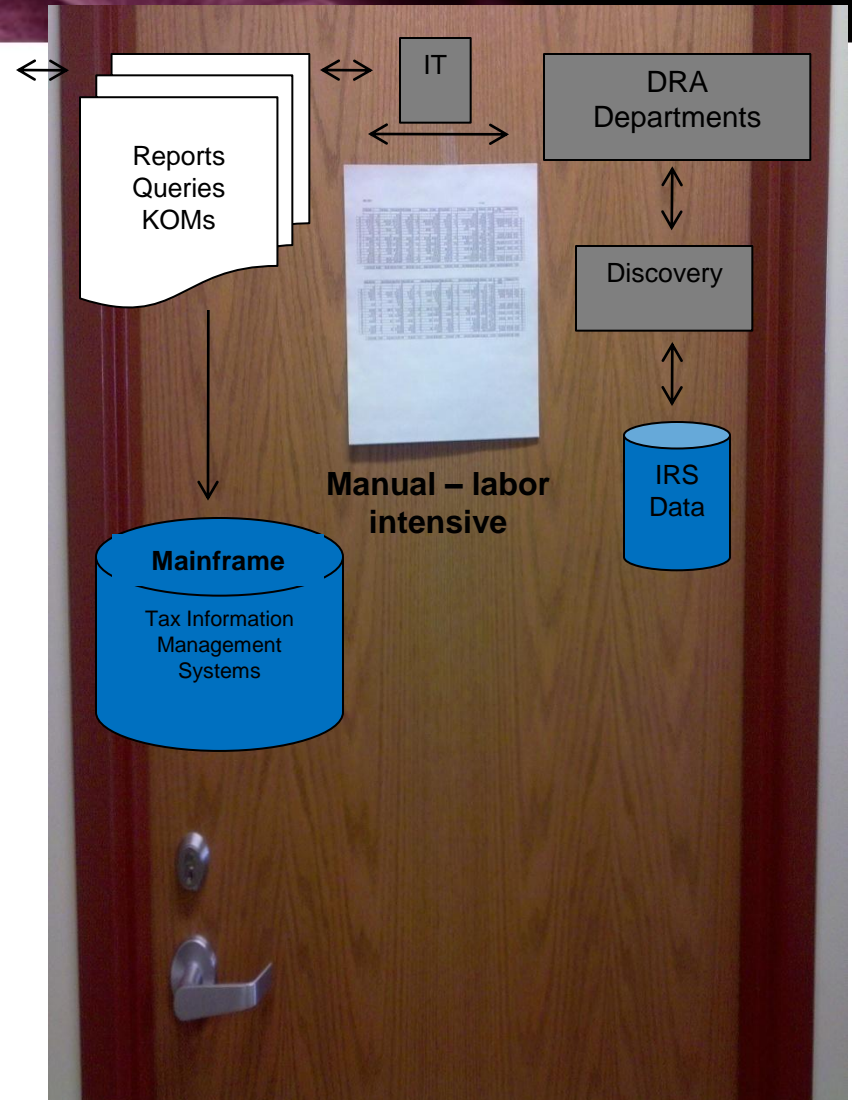
Period End Date	Tax Type	Version	AssessNo	Amount Due	Status	Name on Notice
05/31/2011	MR	1		\$3,384.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]
03/31/2011	MR	1		\$1,773.05	Suspended	[REDACTED]

Clicking on the blue "Remarks" button will display the Remarks report. The most recent remarks are shown first and readable format. If any Manual AR remarks exist, they will be displayed below the Remarks report.

Operational Reports

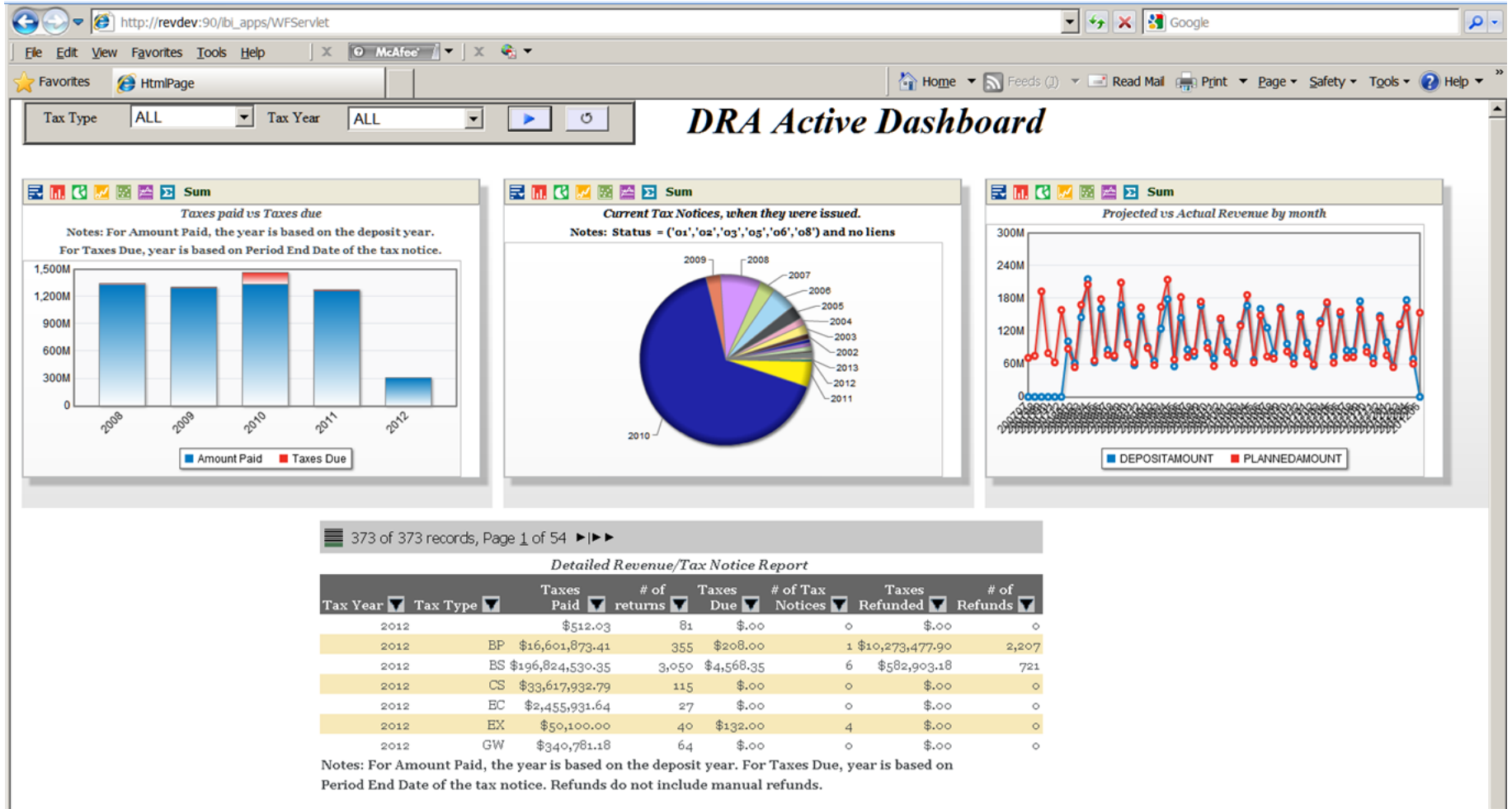
Existing Capabilities

- Manual Queries and Daily Reports
- Manual Projection Based Analysis
- Manual Trending Capabilities
- Limited Ability to respond to Revenue Inquiries / Forecast requests.
- No effective Dashboards
- Data Analyst required to build queries
- No Ad Hoc Reporting
- No Single View of Taxpayer
- Data accessibility issues



Much Data – Limited information

Active Reports: Revenue Focus



FairFax Imaging System

- Phase 1: Image 80% of Total Form Volume (~ 500K Transactions)
- OCR/ICR Form Perfection
- 100% of the data
- Same day Electronic Deposit (via Check 21)
- Project Initiated: October 1, 2011
- Go Live: March 16, 2012

FairFax Imaging System

		TY 2010 Actuals		Projection based on TY 2010 Actuals (80% of forms (Phase I))	
Activity	Quantity	Cost per Document	Total Cost	Cost per Document	Total Cost
Document Processing	605000	\$ 11.13	\$ 6,733,650	\$ 2.50	\$ 2,556,730
Check Processing	265000	\$ 2.10	\$ 556,500	\$ 1.00	\$ 265,000
Bank Fee	265000	\$ 0.07	\$ 18,550	\$ 0.02	\$ 3,975
NSF	438	\$ 80.00	\$ 35,040	\$ 80.00	\$ 35,040
Armored Car			\$ 81,000		\$ 81,000
TOTAL			\$ 7,424,740		\$ 2,941,745

FairFax Progress

- Two Million Pages Imaged
- TY 2012
 - 105,000 Transactions Processed
 - 100% of the data
- Electronic Deposit
 - 150,000 Checks
 - \$200M Deposited

Form Modernization

- 30 Smartforms Created (TY 2012)
 - Error and Omission Notification
 - Embedded Business Rules
 - E-File Ready (XML)
- [2010 BT Summary](#)
- [2011 BT Summary](#)
- 2012 Forms provided to NACTP 10/2012
 - Testing Underway

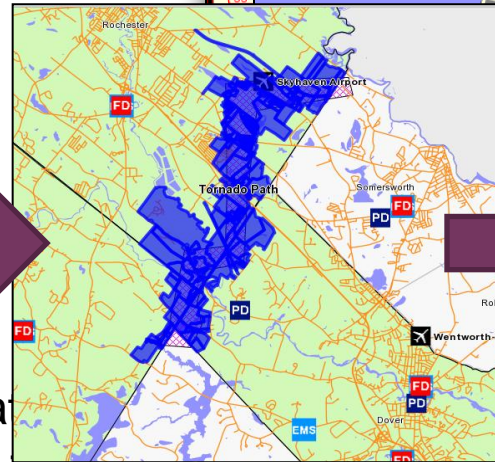
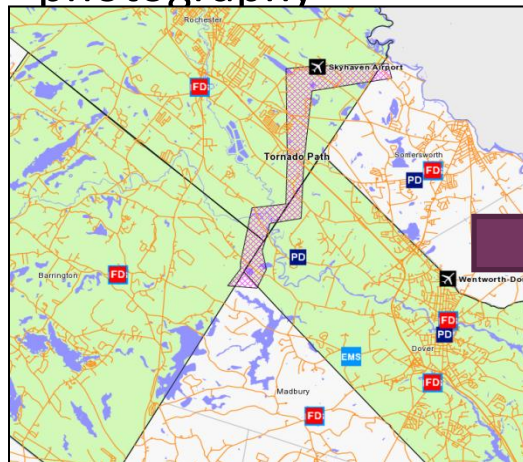
Mosaic - GIS

- First Sustainable Statewide GIS System in North America
- 100% Municipality CAMA and Parcel data Received and Processed – Voluntarily
- 100% of County Registers Integrated – Voluntarily
- Data Sharing Agreements established with Multiple State Agencies and the Emergency Management Center
- R – Statistical Analysis
- Named as a “Bright Idea” by Harvard JFK School
- Candidate for Harvard’s Innovations in American Government Award
- Future: Integrate with Single View of Taxpayer

Mosaic - GIS

- Disaster relief and response
 - Expedite damage assessment at local and state level
- Custom GIS layers and reports
- Statewide ortho-rectified photography

Transaction Layer Shaded by Ratios



Damage Assessment Report				
STATE OF NEW HAMPSHIRE DEPARTMENT OF REVENUE ADMINISTRATION				
A0018-D00000				
Address	221 LONG HILL RD Dover	Owner:	GREEK ORTHODOX CHURCH	
Building \$	351800	Land:\$	107300	Features: \$ 0 Total \$ 459100
A0039-001000				
Address	267 LONG HILL RD Dover	Owner:	LINDH DAVID C JR &	
Building \$	231800	Land:\$	79000	Features: \$ 0 Total \$ 310800
A0039-002000				
Address	7 FIELDSTONE DR Dover	Owner:	MASSE RAYMOND	
Building \$	299400	Land:\$	87500	Features: \$ 0 Total \$ 386900
A0039-021000				
Address	52 FIELDSTONE DR Dover	Owner:	FIORENZA RICHARD L JR &	
Building \$	294500	Land:\$	74400	Features: \$ 0 Total \$ 368900
A0039-038000				
Address	315 LONG HILL RD Dover	Owner:	MARTUSCELLO ANTHONY R	
Building \$	392500	Land:\$	82400	Features: \$ 0 Total \$ 474900
A0039-040000				
Address	4 FIELDSTONE DR Dover	Owner:	CRUZ PETER A &	
Building \$	266900	Land:\$	86700	Features: \$ 0 Total \$ 353600
A0039-A00000				
Address	321 LONG HILL RD Dover	Owner:	REYNOLDS STEVEN A	
Building \$	132900	Land:\$	77300	Features: \$ 0 Total \$ 210200
18 August 2010				

Identify Affected Area

Select Affected Parcels

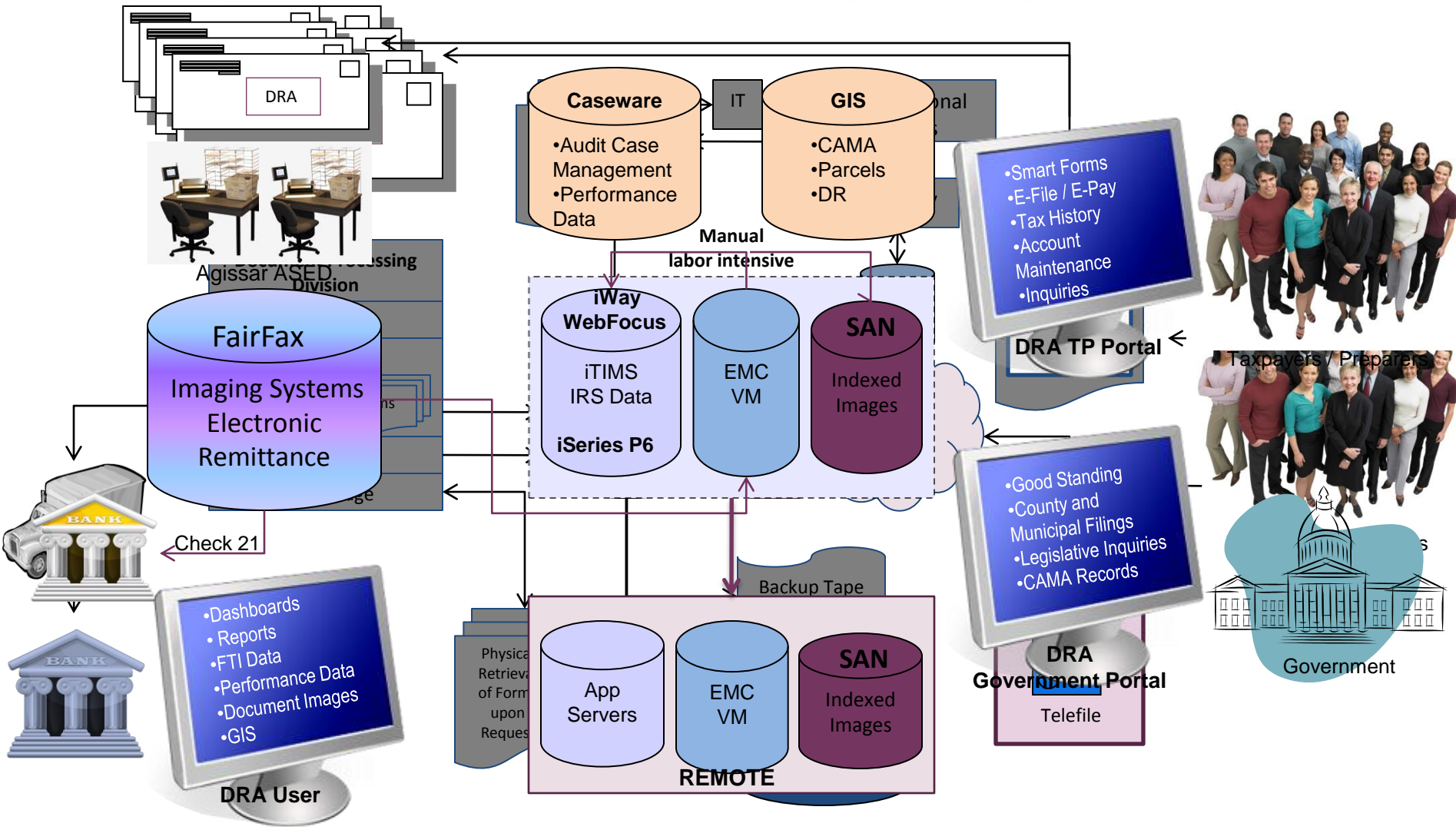
Red Indicates
Ratio's Over 2.2

Generate Damage
Assessment Reports

Granite to Green Status

- Upgraded to iSeries Power 6 - COMPLETE
- Upgraded to IBI WebFocus and iWay - COMPLETE
- Created Mosaic: First Sustainable Statewide GIS System – COMPLETE
- Automate Business Processes – IN PROGRESS
- Implemented FairFax Imaging Systems and Check 21 Deposit - COMPLETE
- Upgraded Mail Handling and Extraction via Agissar ASER- COMPLETE
- Introduced PFM via Agissar InfoPoll/InfoPointe System – COMPLETE
- Increase Redundancy / Disaster Recovery Planning – IN PROGRESS
- Replaced Centrex with Cisco VoIP and Call Center – COMPLETE
- Migrate FTI Data – DISCOVERY
- Enable forms for E-File - COMPLETE / Participate in MeF Program - DELAYED
- Enable Credit Card / Debit Card Payment Option – RFP to be published 11/2012

Architecture 2012





Thank You

For more information:

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