

Illinois Department of Revenue

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Our Population

- 12.7 million Illinoisans
- 6.2 million individual income tax returns (84% electronic)
- 3.9 million individual income tax overpayments (63%)
- 1.7 million active businesses
- 1,415 employees
- 190 Collection employees
- 290,000+ open collection cases

How did we get here?

December 2007	Rollout 1	Sales Tax, Business Income Tax, Withholding Income Tax
December 2008	Rollout 2	Individual Income Tax
August 2009	Rollout 3	Vehicle Taxes
April 2010	Rollout 3B	Sales Tax Child Taxes
June 2011	Rollout 4	Excise Taxes
Subsequent additions:		
September 2013	Liquor Control Commission	
June 2015	Motor Fuel, Gaming Taxes, Medical Cannabis	
September 2017	Illinois Department of Employment Security	

Tips for Success

- Evaluate the process prior to programming – Ask “Why do I do it that way?”
- Get employees involved – encourage employee “buy in”
- Be willing to “change”
- Automation – Get creative – Find ways to let the system work for you
- Encourage electronic whenever possible – payments, return filing, responses, etc.