

NESTOA Commissioners' Roundtable

Pennsylvania Department of Revenue Transformation Plan 2017-2022

WHAT is the Department doing to Transform?

Modernizing Business Processes

- PATH/MyPATH
- eCorrespondence
- IMB/White Mail

Realigning Resources

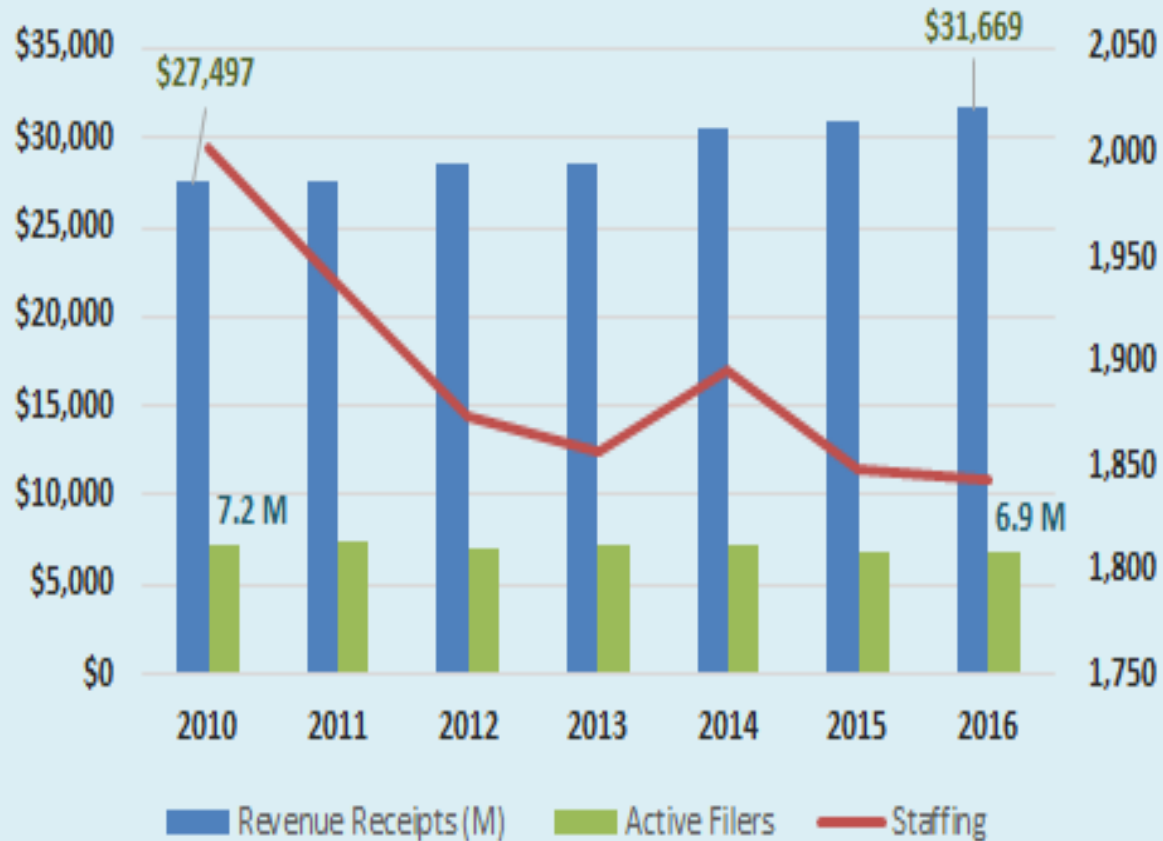
- Taxation Reorganization
- Field Enforcement Consolidation
 - Call Center Merger
 - RPA

Empowering Employees

- LEAN
- MyIDEAS
- Focus Groups

WHY is the Department Transforming?

DOR Performance Excellence



HOW is the Department Transforming?

PATH/MyPATH
Implementation

Reorganizations

LEAN Initiatives

Digital Document
Processing Strategy

MyIDEAS/Focus Groups

Robotic Process Automation

01 GOAL
CONTINUALLY IMPROVE
CUSTOMER SERVICE



02 GOAL
ENHANCE EFFECTIVENESS
OF TAX COMPLIANCE



03 GOAL
CONTINUALLY IMPROVE BUSINESS
PROCESSES AND TECHNOLOGY



04 GOAL
PROVIDE ACCURATE AND
TIMELY REVENUE ANALYSIS



pennsylvania
DEPARTMENT OF REVENUE

GOALS



05 GOAL
CONTINUALLY IMPROVE LOTTERY
SALES AND NET PROFITS



06 GOAL
CONTINUALLY IMPROVE
PUBLIC CONFIDENCE



07 GOAL
INCREASE
ORGANIZATIONAL CAPACITY



08 GOAL
PROMOTE TAX POLICIES TO
IMPROVE THE COMMONWEALTH'S
TAX ADMINISTRATION

WHEN is the Department Transforming?

2017

August

- ✓ Digital Document Processing Strategy ECorrespondence Splash Page

2018

April

- ✓ Digital Document Processing Strategy ECorrespondence

July

- ✓ Taxation Reorg Phase 1 - MAFT Functionalizes

October

- ✓ Customer Experience Center Staff reorged and relocated.

2019

January

- ✓ Modernization Rollout 1 - IFTA/MC, MF, AFT

February

- ✓ Digital Document Processing Strategy – Intelligent mail Barcode

June

- ✓ Digital Document Processing Strategy White Mail

2021

May

- Taxation Reorg Phase 4 - BIT Functionalizes

2020

August

- Taxation Reorg Phase 2 - BTFT/BCT/MAFT - BTS Bureaus
- Customer Experience Center Consolidation

October

- Modernization Rollout 2 - RTT, IT

December

- Field Enforcement Consolidation

2022

October

- Modernization Rollout 4 - BTS

November

- Modernization Rollout 3 - PIT, Pass Through, PTRR
- Incorporate SSO on top of our new and existing publicly facing tax portals