NESTOA Commissioners’ Roundtable

Pennsylvania Department of Revenue Transformation Plan 2017-2022
WHAT is the Department doing to Transform?

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

Modernizing Business Processes
- PATH/MyPATH
- eCorrespondence
- IMB/White Mail

Empowering Employees
- LEAN
- MyIDEAS
- Focus Groups
WHY is the Department Transforming?

- Shrinking Authorized Compliment
- Greater Number of Taxes to Administer
- Increased Demand for Customer Services
- Overlapping & Competing Operations
HOW is the Department Transforming?

- PATH/MyPATH Implementation
- Reorganizations
- LEAN Initiatives
- Digital Document Processing Strategy
- MyIDEAS/Focus Groups
- Robotic Process Automation
WHEN is the Department Transforming?

2017
- Digital Document Processing Strategy ECorrespondence Splash Page

2018
- April
  - Digital Document Processing Strategy ECorrespondence
- July
  - Taxation Reorg Phase 1 - MAFT Functionalizes

2019
- January
  - Modernization Rollout 1 - IFTA/MC, MF, AFT
- February
  - Digital Document Processing Strategy – Intelligent mail Barcode
- June
  - Digital Document Processing Strategy White Mail
- May
  - Taxation Reorg Phase 2 - BTFT/BCT/MAFT - BTS Bureaus
  - Customer Experience Center Consolidation
- August
  - Taxation Reorg Phase 2 - BTFT/BCT/MAFT - BTS Bureaus
  - Customer Experience Center Consolidation
- October
  - Modernization Rollout 2 - RTT, IT

2020
- November
  - Modernization Rollout 3 - PIT, Pass Through, PTRR
  - Incorporate SSO on top of our new and existing publicly facing tax portals
- December
  - Field Enforcement Consolidation
- October
  - Modernization Rollout 4 - BTS

2021
- August
  - Taxation Reorg Phase 2 - BTFT/BCT/MAFT - BTS Bureaus
  - Customer Experience Center Consolidation
- October
  - Modernization Rollout 4 - BTS

2022
- November
  - Modernization Rollout 3 - PIT, Pass Through, PTRR
  - Incorporate SSO on top of our new and existing publicly facing tax portals