



STATE OF CALIFORNIA
Franchise Tax Board

Annual Update

EDR²

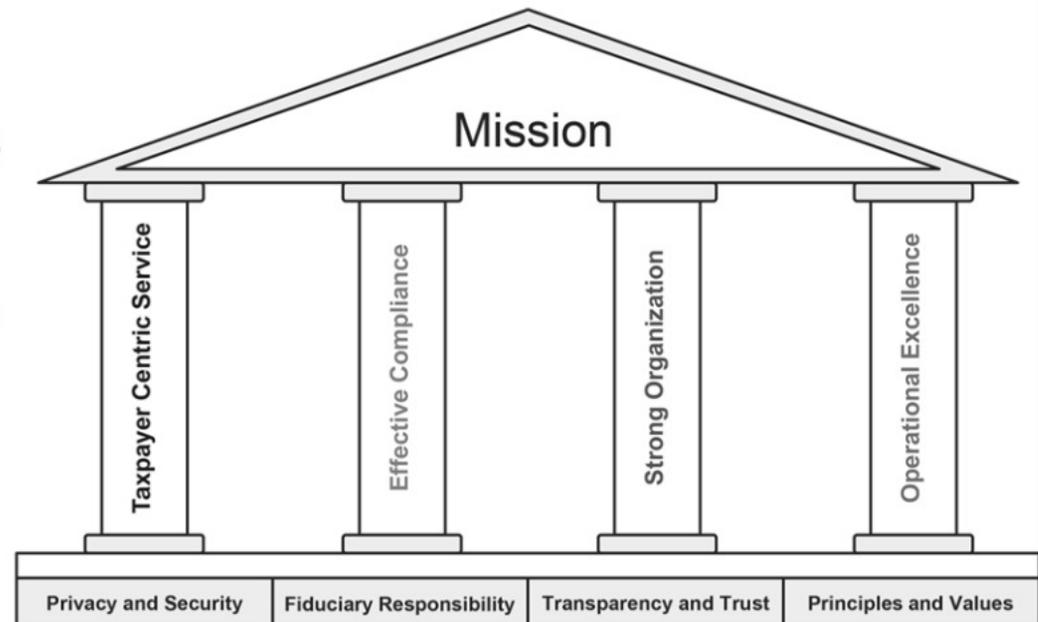
Kem Musgrove
Chief Information Officer
Technology Services Division
June 5, 2018

Where We Started

Tax Systems Modernization Vision

In 2007, we planned a series of large scale projects to:

- Modernize aging IT systems
- Focus on key business opportunities and objectives
- Further our strategic vision



30 Year Vision: Tax Systems Modernization

Phase 1: Enterprise Data to Revenue



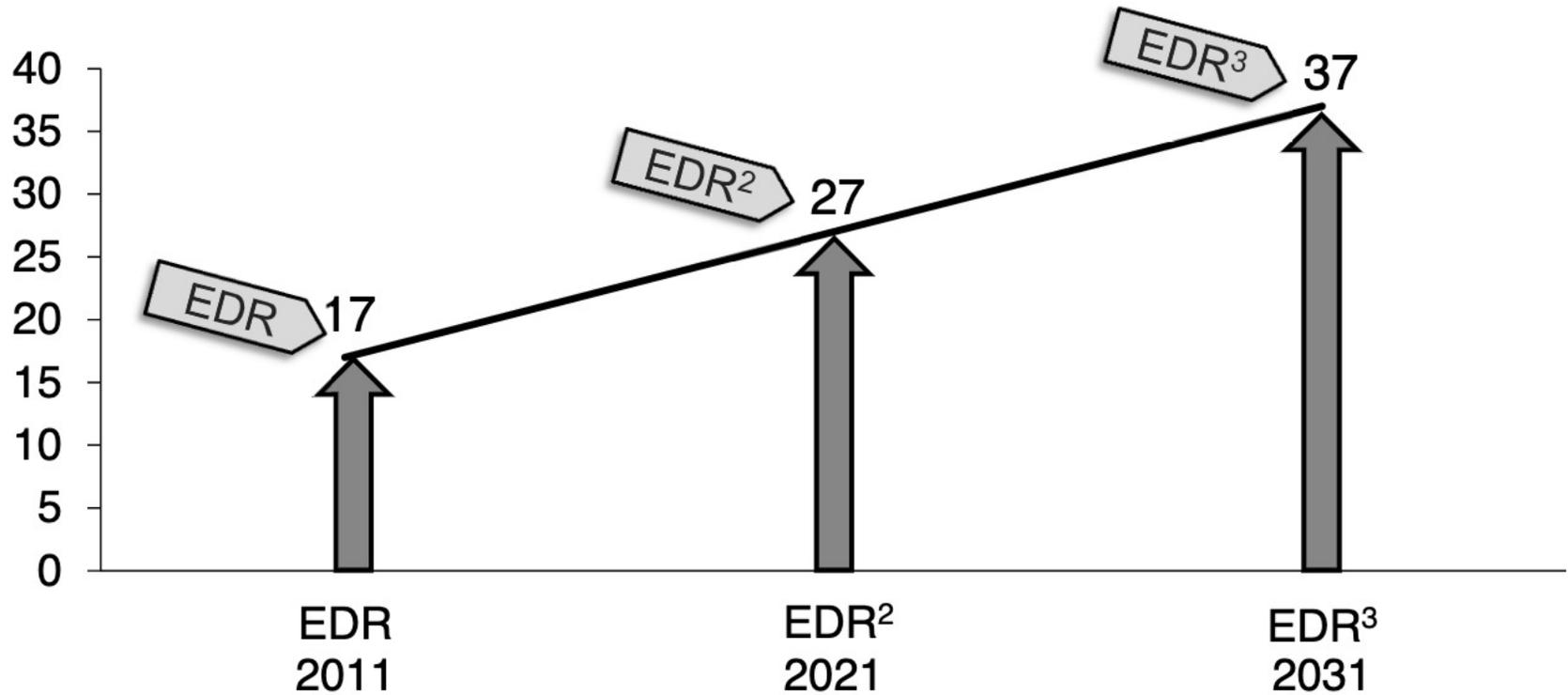
Phase 2: Enterprise Data to Revenue ²



Phase 3: Enterprise Data to Revenue ³



Average Age of FTB's Major Key Systems





Progress on Key Business Opportunities

	EDR ¹	EDR ²	EDR ³
Data Availability	50%	90%	100%
Business Processes	30%	90%	100%
Redundancy and Reuse	30%	70%	100%
Self-Services	30%	90%	100%
Data Analytics	20%	90%	100%
Legacy Systems Aging and Outdated Technology	10%	70%	100%
TOTAL AVERAGE	30%	80%	100%

Phase 2 – Enterprise Data to Revenue²

Key Components:

- Expanded Data Availability
- Business Process Improvements
- Redundancy & Reuse
- Increased Self-Services Customer Experience
- Increased Data Analytics
- Replace Legacy Systems & Outdated Technology

Phase 2 – Enterprise Data to Revenue²

Phase 2: Enterprise Data to Revenue ²



Timeline

- 2016 – Kick-off and Initiation ✓
- 2017 to 2021 - Procurement Timeline
- 2021 to 2025 - Project Duration (48-60 months)

Enterprise Data to Revenue² Video



Questions?