

EDR² Update PowerPoint

Franchise Tax Board Meeting

Tuesday, March 26, 2024

Slide 1: EDR2 Update

Presenters' Names: Jose Orozco – EDR2 Technology Director and Jennifer Roussel – EDR2 Business Director

March 26, 2024

Slide 2: Background

Tax Modernization Plan (30-Year Vision)

- EDR1: 2007-2015
- EDR2: Implementation started 2021, current project 2016-2026
- EDR³: 2026-2035

Slide 3: Primary Focus of EDR2

- Transition siloed Audit, Collections, and Filing Enforcement (FE) systems to the Enterprise Case Management Solution
- Create new self-service options
- Enhance modeling capabilities
- Create new data visualizations

Slide 4: Early Initiatives and Pilot

- New Personal Income Tax (PIT) Audit and Filing Enforcement analytic models
- New data sources for Collections
- New PIT Payer File – “Manage Assets and Income” Solution
- PIT Audit Candidate Selection Pilot

Slide 5: EDR² Implementation

Timeline

2023-2026: New Self-Services, Modeling Capabilities, Data Visualizations, and Additional Data Captured

- 2023
 - Audit Case Management Solution (PIT)
- 2024
 - Collections Case Management Solution (PIT)
 - Audit Case Management Solution (PTE & BE)
- 2025
 - Collections Case Management Solution (BE)
 - Legal Case Management Solution
 - Filing Enforcement Case Management Solution (PIT)
- 2026
 - Filing Enforcement Case Management Solution (BE)

Slide 6: EDR² Implementation

Self-Services

- MyFTB Enhancements
 - View and Protest NPACA
 - View a variety of new information
 - Request and Manage Payment Plan
 - Withholding Agent Services
- Notice Based Self-Service
 - Respond to notice online
 - Banks and employers respond to Order to Withhold online

Slide 7: EDR² Implementation (Continued)

Self-Services

- Apply online for:
 - PIT Innocent Joint Filer Relief
 - PIT and BE Offer in Compromise
 - Several new application types for Business Entities
- Withholding Agents File online:
 - Bulk Sales Certificate
 - Form 592 - Resident and Nonresident Withholding Statement

Slide 8: EDR² Implementation (Continued)

Self-Services

- Escrow, Title and Mortgage Company Request:
 - Lien Payoff Amount
- Request Individual Status Letter
 - Online or MyFTB
- Interactive Voice Response (IVR) Enhancements
 - Automatic Speech Recognition
 - Request a Text

Slide 9: Project Update

Status, Budget, and Risk Mitigation

- Project Overall Health: Favorable
- Project Status:
 - Risks mitigated
 - No impact to planned completion date
 - Within budget of approved Special Project Report

Slide 10: Questions?

Slide 11: Public Comment