

Franchise Tax Board

2027-28 Budget Change Proposal Concepts

Concept No	Issue	Cost Estimate	PY Estimate	Fund Source	Summary
1	Enterprise Data to Revenue (EDR) M&O Augmentation	TBD	TBD	GF	Request funding to augment EDR1 M&O to cover increasing costs associated with software licensing, hardware refresh cycles, and third-party support contracts that are essential to maintaining FTB's mission critical systems.
2	Accounting Systems Business Rules Extraction	TBD	TBD	GF	Request funding to purchase professional services to extract business rules from the Personal Income Tax (PIT) and Business Entities Tax Systems (BETS) Accounting Systems to document functionality of these systems, which is crucial for modernization, migration, and process improvement.
3	Contact Center Platform Modernization	TBD	TBD	GF Special Funds	Request funding to purchase a modern, secure, and scalable cloud-based solution provided by a CALNET-authorized vendor. This will replace the current on-premises Contact Center Platform (CCP) and on-premises Voice over Internet Protocol (VoIP) phone system to ensure existing services continue uninterrupted and allow new opportunities for improvements to customer experience.
4	Local Area Network (LAN) Switch Supervisor Engine Refresh	TBD	TBD	GF Special Funds	Request funding to refresh aging control modules (Supervisor Engines) and software. The modules are installed in access layer network equipment across central and district office buildings. These modules are responsible for managing the flow of data between staff devices, systems, and services used every day.
5	Political Reform Audit Resources	TBD	TBD	GF	Request additional resources to timely and effectively complete mandated audits as required by the Political Reform Act.
6	Asset Forfeiture Account Spending Authority Increase	TBD	TBD	Special Funds	Request to increase the spending authority for the Asset Forfeiture Account to purchase permissible resources for FTB's Criminal Investigation Bureau (CIB) activities that support strategic goals prior to the expiration of the funds (June 2030).
7	Campus Security Upgrades (Capital Outlay)	TBD	TBD	GF	Request funding for FTB Campus Security Upgrades project. These improvements will further secure central campus to minimize any risk to operations, revenue collection, and the state's General Fund.