



State of California
Franchise Tax Board



Enterprise. Data. Revenue!

EDR Project Annual Report

December 4, 2014



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Today, we'll...

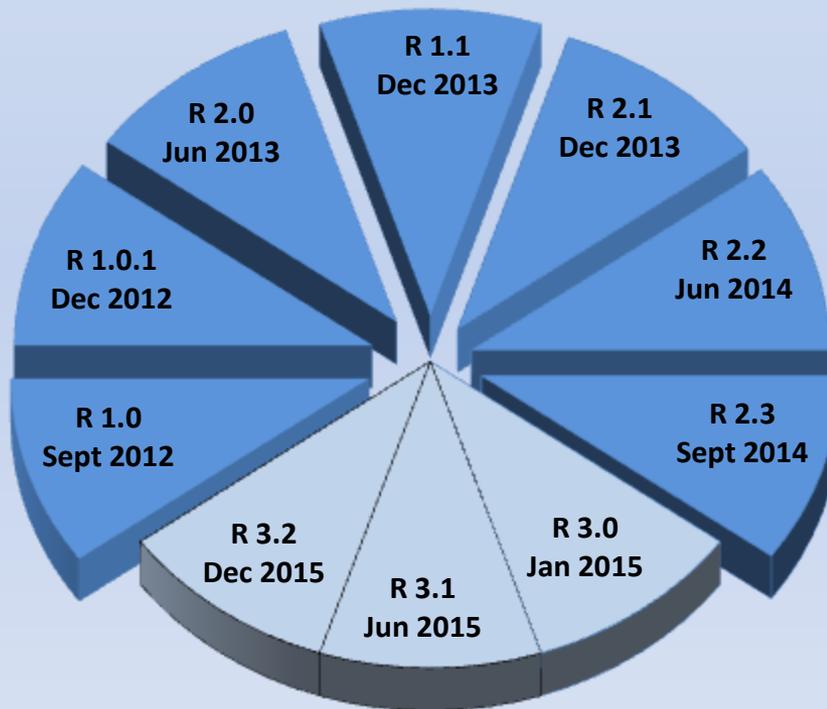
- 1. Review Schedule, Budget, and Revenue**
- 2. Look Back on 2014**
- 3. Look Forward to 2015**

Schedule, Budget, and Revenue

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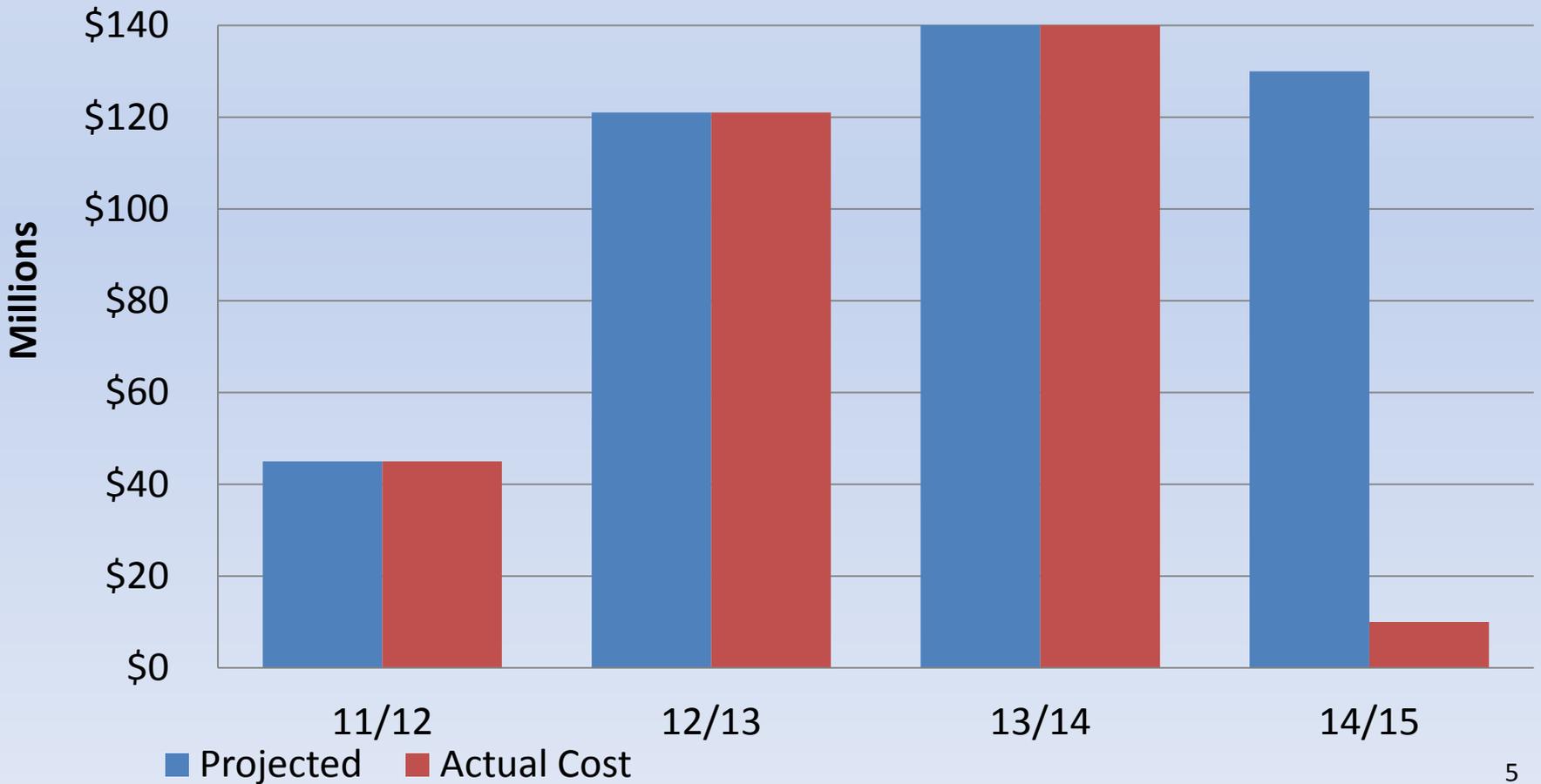


Schedule





Within Budget

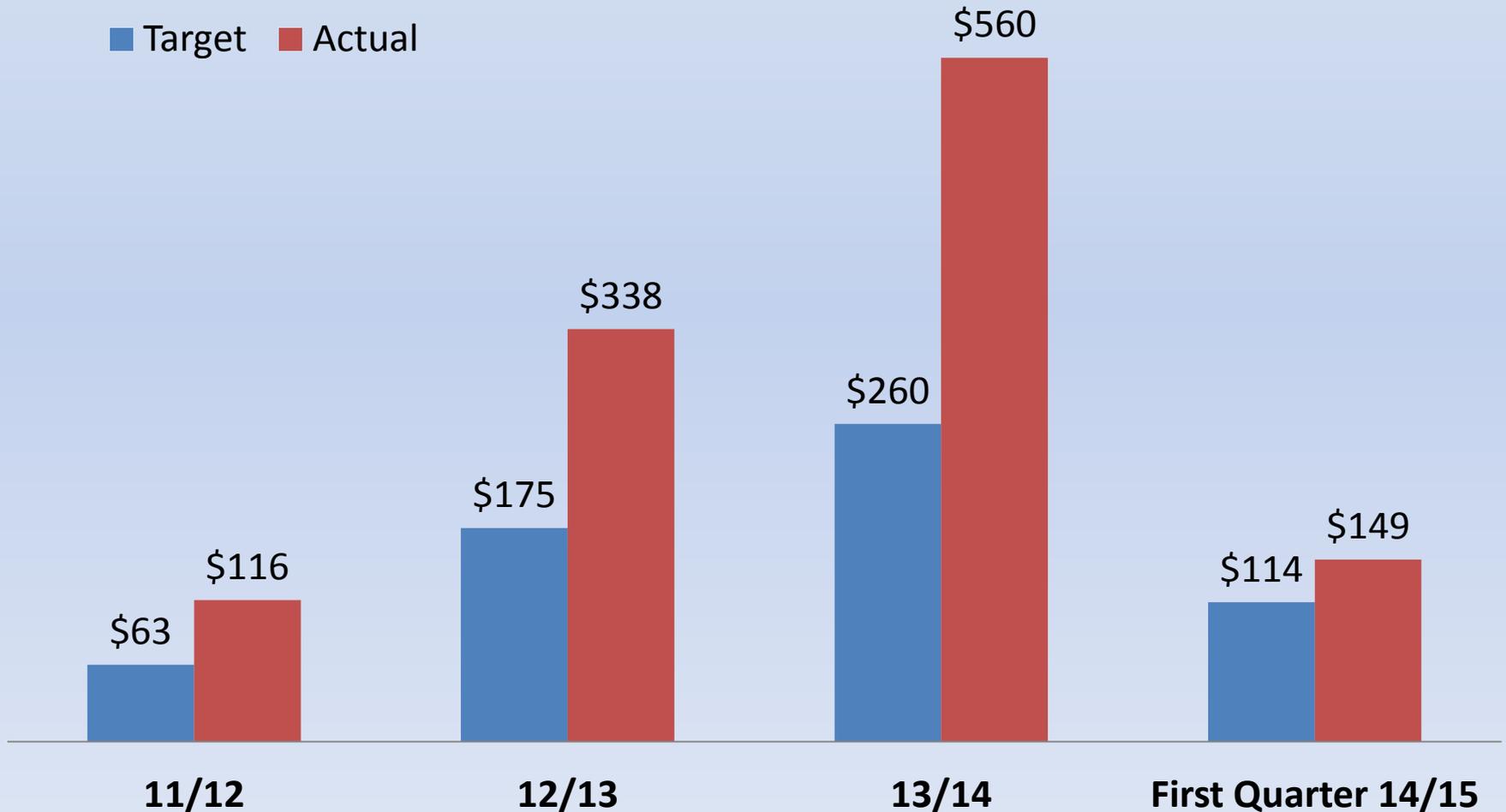




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Exceeding Revenue Targets

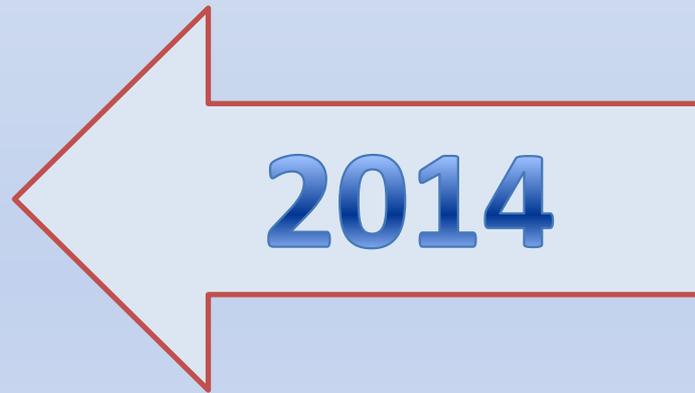
■ Target ■ Actual





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Looking Back to



Collections Modeling

Implemented: Early 2014

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PIT and BE Collections Modeling

- Deployed enhanced predictive models for PIT and BE.
- Results in better case prioritization enabling collection staff to work the most productive cases.
- Retired modeling tool - Strata.

Case Management Implementation

Implemented: Mid 2014

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Case Management

- Case Management automates correspondence processing.
- The majority of correspondence (about 10,000 pieces a day) is scanned, electronically routed, and resolved electronically, eliminating paper processing.
- Inventory tracking is automated enabling more efficient workload management.

MyFTB: Test Only

Implemented: Mid 2014

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MyFTB: Test Release

- Test release includes:
 - Security, capacity, and performance testing by three expert teams:
 - Two external security teams and FTB's internal security assessment team.
- Public release planned for Mid 2015.

Taxpayer Folder Implementation

Implemented: Late 2014

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Taxpayer Folder

- Provides a snapshot of individual and organization accounts, including:
 - Images of tax returns.
 - Payment information.
 - Current and past address information.
 - The ability to add comments to accounts.
- Enables improved customer service.



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Looking Forward to

2015

Return Analysis System: PIT

Early 2015: Pilot

Mid 2015: Full Implementation

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Return Analysis System: PIT

- Eliminates most manual processing of returns.
- Includes automated return fraud analysis.
- Provides automation of filing season workload planning.
- Improves user experience.

MyFTB: Public Release

Mid 2015

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MyFTB

- **MyFTB provides taxpayers (and approved reps) online access to:**
 - Returns, notices, payment status, W-2 info, notices, correspondence, and other account activity.
 - File Protests.
 - Initiate online chats and secure email messages.

Return Analysis System: BE

January 2016

Photo Not Available



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Return Analysis System: BE

- Eliminates most manual processing of returns.
- Includes automated return fraud analysis.
- Provides automation of filing season workload planning.
- Improves user experience.

Thank You!

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