



State of California  
Franchise Tax Board

September 2012

# Enterprise Planning to Drive FTB Performance

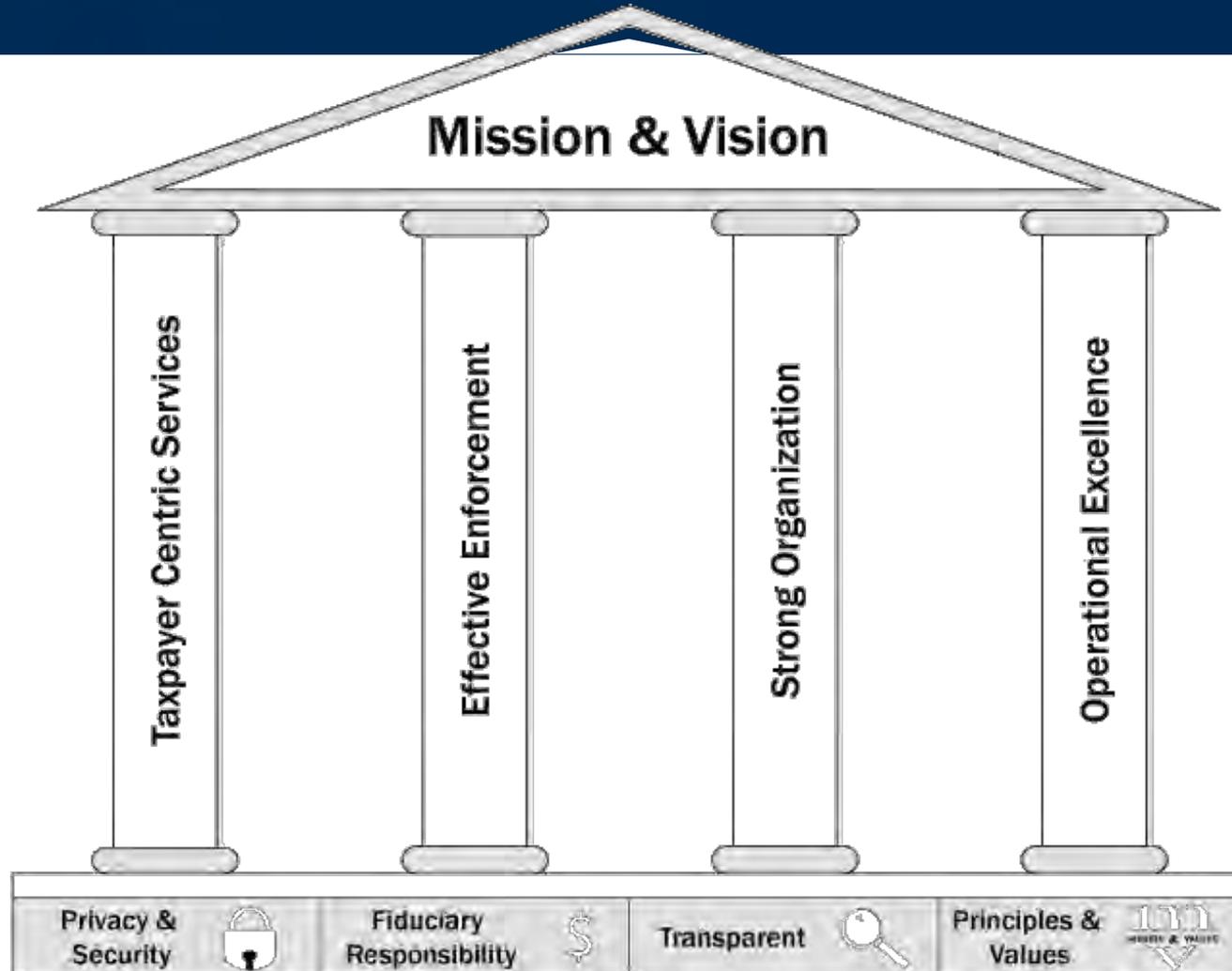
Presenters: Lisa Garrison, Chief Financial Officer  
Titus Toyama, Planning, Performance & Project Oversight Director



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# 2012-2016 STRATEGIC PLAN





# OUTCOME MEASURES

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- Are more taxpayers filing timely, accurately and paying the proper amount?
- Are we providing the products, information, and services taxpayers need?
- Are we increasing \$\$ collected to \$\$ available to collect?
- Are we processing accounts faster?
- Are we working more efficiently?
- Are we running a strong organization?



# Strategic Initiatives: Investing in the Future

- Enterprise Data to Revenue
- Enhance FTB's E-Services
- Leadership Development
- FTB Future Worker





# ENTERPRISE BUSINESS PLAN

Planning for the Future and  
Managing for Today:

- Strategic Initiatives
- Outcome Measures
- Improve Governance
- Enterprise Risks
- Annual Operational Goals
- Resources/Issues





# ENTERPRISE BUSINESS PLAN

- Provides a plan to ensure we achieve operational and strategic goals.
- Drives FTB's performance.
- Engages all staff to support our long-term vision.



