



**Department of
Taxation and Finance**

Next Generation Information Systems

Presented by: Nonie Manion

Systems Developed In-House

- Our Framework - Partnership with IT Vendors
 - Integrates various tools
 - Blend of true integration and calls between systems
- Benefits
 - Incorporates our vision
 - Grow with new technology and business requirements
 - In-charge of our destiny & timeframes
- Constraints
 - State resources for R&D
 - State resources for maintenance, upgrades etc
 - Risk of Tunnel Vision



Our Framework – Dependent on Data

- Data to drive decisions, not make decisions
 - Collect – capture and store data
 - Analyze – what does the data tell us
 - Present – data for business decisions
 - Test the data and hypothesis
 - Integrate into workflow
 - Measure & capture results
 - REPEAT



Resource Assignment

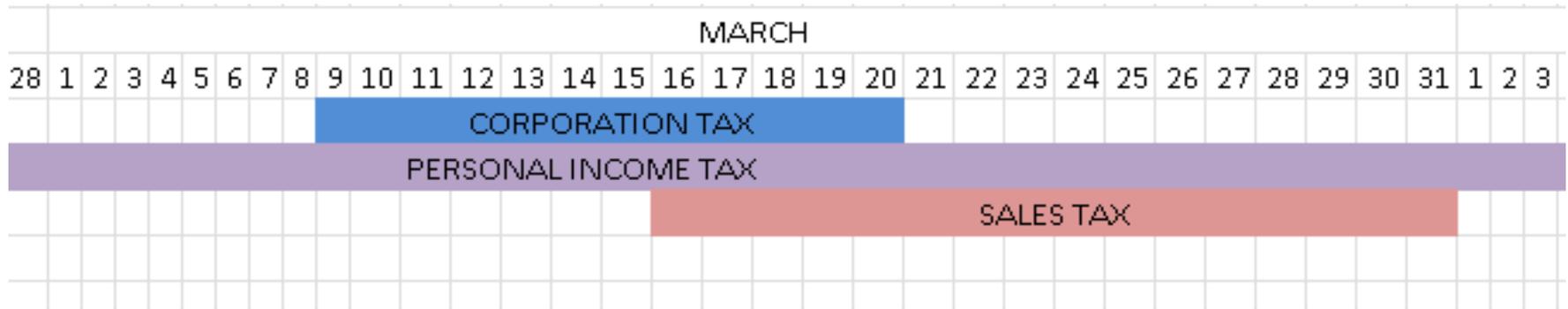
- Data analytics to select work
 - Modeling to learn from the past
 - Rules to react to the immediate
 - Accept, correct or reject for manual review
 - Project the number of exceptions & protests
 - Track to projections, evaluate & adjust
- Work assignments – Resource Management
 - Workflow to drive work to staff that have skills
 - Monitor inventories to projections
 - Modify rules and projections as necessary
 - Adjust staff assignments
 - Further develop staff skills



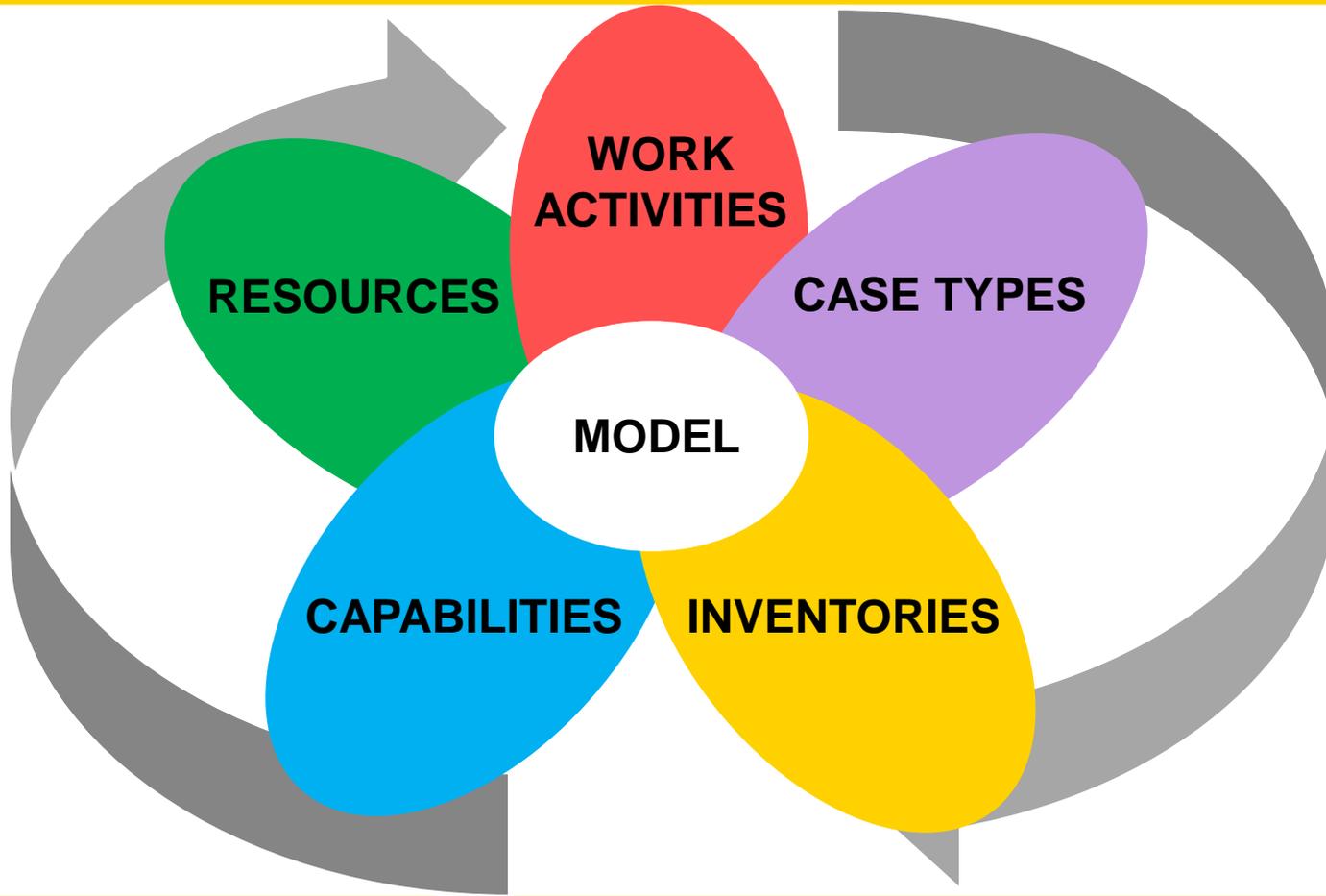
Resource Optimization Model Objective

Improve the management of Agency resources to meet department-wide goals and strict timeframes for returns processing.

- Determine onboard and off board dates for perm and temp staff
- Optimally allocate resources based on availability across in scope program areas
- Utilize cross-trained staff to meet standards



Resource Optimization Model Input



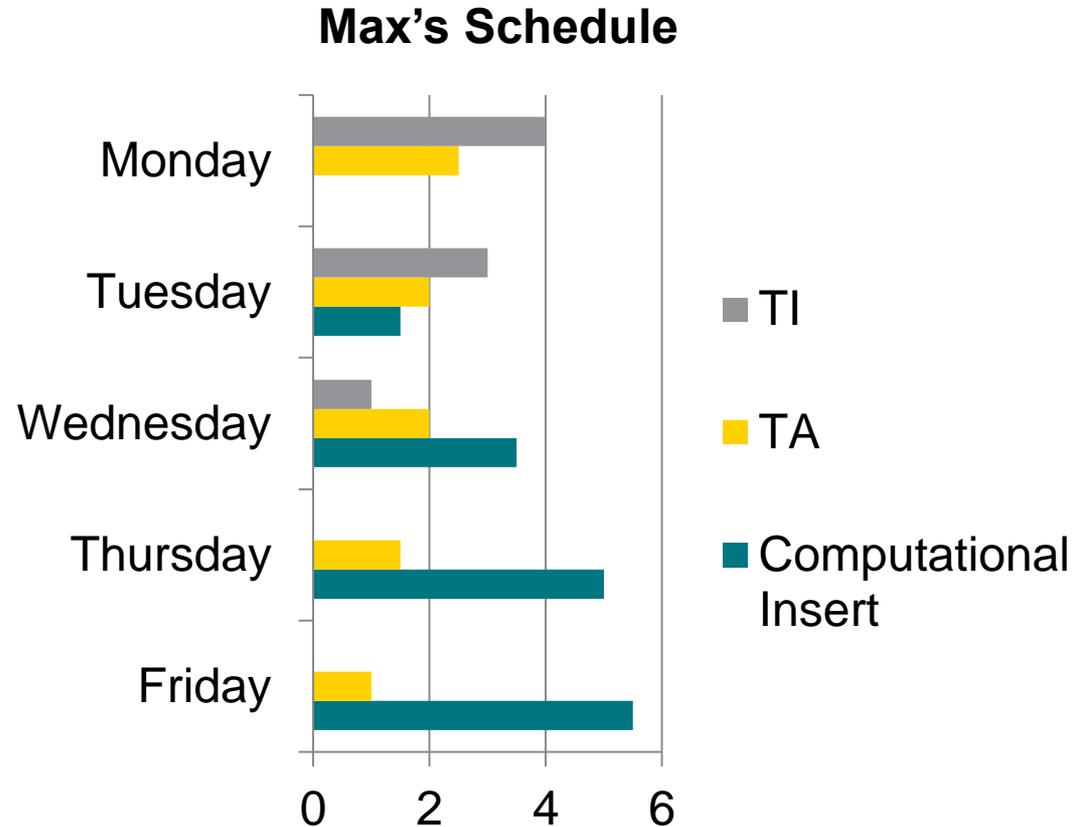
Temporary Hires: Plan for overtime?

Time to calculate: Three minutes

No Overtime				Two hours overtime			
CAPABILITY	DAY	HIRE_NMBR	TERMINATE_NMBR	CAPABILITY	DAY	HIRE_NMBR	TERMINATE_NMBR
RPC	19-Jan	3	0	RPC	1-Feb	488	0
RPC	1-Feb	472	0	RPC	1-Mar	115	0
RPC	1-Mar	207	0	RPC	12-May	0	601
RPC	1-Apr	71	0	RPC	6-Jun	0	2
RPC	1-May	0	27	Total		603	603
RPC	12-May	0	381				
RPC	1-Jun	0	95				
RPC	6-Jun	0	250				
Total		753	753				

Scheduling

- React to unanticipated changes
 - Changes to filing trends
 - Staffing level changes
 - Natural disasters
- Max has PIT Level 1 Capability
- This week he will be performing TA, TI, and Computational Insert
- Based on 6.5 hr work day

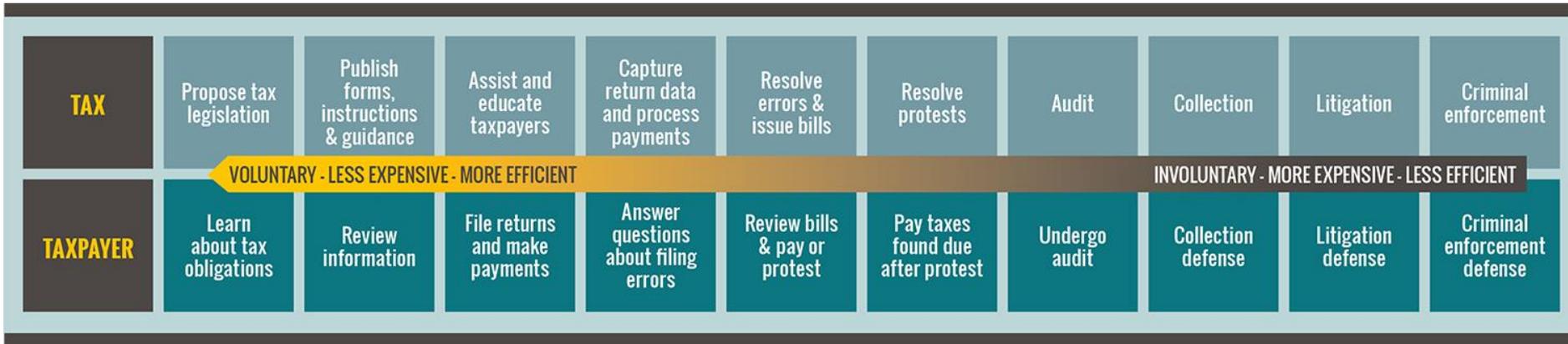


Advantages of the Model

- Streamlines planning process to minimize risk of human error
- Standardizes and modernizes data inputs across program areas
- Project and minimize resource costs related to returns processing
- Run “as if” scenarios based on each unique situation
- Identifies when to share resources to reduce employee down time
- Utilizes a manager’s institutional knowledge and experience rather than replacing it
- **It is a recommendation...not a hard, fast solution**



The Compliance Continuum



Mission: To efficiently collect tax revenues in support of State services and programs while acting with integrity and fairness in the *administration of the tax laws of New York State*.