

Information Technology Capital Investment Program
Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Liz Ryder, Project Manager

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Agency: Department of Revenue Services

Project: Scanning, Imaging, Workflow and Document Management

Project Manager: Liz Ryder

Reporting Period: Project Inception through 12/31/2019

Total Funds Requested: \$5,220,000

Total Funds Allotted to Agency: \$5,220,000

Accumulative Total Capital Fund Expenditures to Date: \$4,201,360

Brief Project Description/Summary:

The Department of Revenue Services (DRS) has embarked on an Enterprise Content Management (ECM) initiative that will provide (1) scanning and imaging, (2) FileNet conversion and (3) document management. The deliverables for ECM scanning and imaging will replace existing outdated and obsolete remittance and data entry equipment and enable streamlined processes. Such a system would allow DRS to convert paper checks, returns, and correspondence into digital-only format. This will enable better revenue processing, improved communications with taxpayers regarding the status of tax returns, control access to such information, route business processes through our imaging data (enhanced workflow), and adopt document retention schedules as set forth by the Office of Public Records Administrator (OPRA).

Summary of Progress Achieved to Date:

ECM STATUS - BY PHASE	
Phase	Related to: Status
1a1	High Priority - Global Issue High Impact all Phases Done
1a2	Coupons (R Notices), 2016 1040ES, 2016 1041ES, 2015 1040V, Quick Reports Done
1b	2016 CT-941 Done
1c	SUT/BUT (Periods 2/2016 - 7/1/2011) Done
1d1	2017 - 1040ES, 2017 - 1041ES, 2017 - 941; 2016 - 1040V, 2015 & 2016 - 1041V, OP-424 (Current - 2004) Done
1d2	2016 CT-1040EXT Done
1d2	CT-1040, CT-WH, CT-6251, CT-CHET, CT-EITC, CT-IT, CT-1040EXT Done
1d3	CT-1040NRPY Done
1d4	CT-1040X (2012 - 2016), CT-1120EXT (2013 - 2016), CT-1041EXT (2014 - 2016), CT-PSCEXT (2013 - 2016) Done
1e1	Deposit Only Done
2a	O-255, CT-15, CT-15A, CT-30, OP-216, OP-161, OP-300, CT-706/709, CT-706/709 EXT Done
2b	OP-374, CT-1041, CT-1041FA, CT-1041C, 115RRG, 115NIN, CT-W3, CT-W3 HHE, CT-1096, CT-1096 ATHEN, CT-945, CT-945 ATHEN, CT-941X, CT-941HHE Done
2017 Roll-Over 2017 Rollover ~ Legislative Change Implementation	
	CT-1040ES, CT-1040EXT, CT-1040, CT-1040NRPY, CT-EITC, CT-CHET, CT-IT, CT-WH, CT-6251, CT-1040V, CT-1120EXT, CT-PSCEXT, OS-114SUT, OS-114BUT CT-1041ES, CT-1041V, CT-1041EXT, CT-941, CT-W3, CT-W3 HHE, CT-1096, CT-1096 ATHEN, CT-945, CT-945 ATHEN, CT-941X, CT-941HHE CT-15, CT-15A, OP-300 CT-1040X, CT-1041, CT-1041FA, CT-1041C Done
2c	CT-1120ESA, CT-1120ESB, CT-1120ESC, CT-1120ESD, CT-1120X, CT-1120CR, CT-1120, CT1120K, CT-1120U, CT-1065/1120SI CT-1120A, CT-1120ATT Done
3a	AU-724, AU-725, AU-736, AU-737, AU-738, AU-741 Done
3b	OP-153, OP-383, OP-210, OP-337, O-MF, O-MF1, 207, 207ES, 207EXT, 207K, 207F, 207FES, 207FEXT 207C EXT, 207HCC, 207HCC ES, 207HCC EXT Done
3c	CT-990T, CT-990TES, CT-990TEXT, CT-1120CU, CT-1120CU-NI, CT-1120CU-NCB, CT-1120A-CU, CT-1120CU-MTB, O-372, FORM 472, AU-330, OP-236 Done3d COUPONS (MULTIS), CHECK ONLY (VIRTUAL VOUCHER) Done
2018 Rollover 2018 Forms Rollover ~ Update for Current Year and Legislative Changes	
	CT-1040ES, CT-1040EXT, CT-1040, CT-1040NRPY, CT-EITC, CT-CHET, CT-IT, CT-WH, CT-6251, CT-1040V, CT-1040X, CT-1120EXT, CT-1120ES, CT-1120, CT-1065/1120SIES, CT-1065/1120SIEXT, CT-1065/1120SI, Schedule AB, Schedule CE OS-114 SUT, OS-114 BUT, OP-186 CT-1041ES, CT-1041V, CT-1041EXT, CT-1041, CT-1041FA, CT-1041C CT-941, CT-W3, CT-W3 HHE, CT-1096, CT-1096 ATHEN, CT-945, CT-945 ATHEN, CT-941HHE CT-15, CT-15A, OP-300, 115NIN, 115RRG, CT-1120, CT-1120A, CT-1120ATT, CT-1120ES, CT-1120K, CT-1120X, CT-1120CU FORM 207, FORM 207/207HCC EXT, FORM 207FES, FORM 207F, FORM 207FEXT, FORM 207FES, FORM 207C EXT, FORM 207HCC, FORM 207HCC ESA OP-153, OP-383, O-255 CT-990T, CT-990TES, CT-990TEXT Done
2019 Rollover	
	For 7/1/2019 OP-216, OP-153, CT-706/709, CT-706/709 EXT OR-204, REG-10, O-252, Done
1/13/2020 2019 Forms Rollover ~ Update for Current Year / Legislative Changes	
	OS-114 SUT, FORM O-255 CT-1040ES, CT-1040EXT, CT-1040, CT-1040NRPY, CT-EITC, CT-CHET, CT-IT, CT-WH, CT-6251, CT-1040V, CT-1040X, CT-1065/1120SIES, CT-1065/1120SIEXT, CT-1065/1120SI, Schedule AB, Schedule CE CT-1041ES, CT-1041V, CT-1041EXT, CT-1041, CT-1041FA, CT-1041C CT-941, CT-941HHE, CT-W3, CT-W3 HHE, CT-1096, CT-1096 ATHEN, CT-945, CT-945 ATHEN CT-15, CT-15A, OP-300, 115NIN, 115RRG, CT-1120EXT, CT-1120ES, CT-1120, CT-1120A, CT-1120ATT, CT-1120ES, CT-1120K, CT-1120X, CT-1120CU FORM 207, FORM 207/207HCC EXT, FORM 207FES, FORM 207F, FORM 207FEXT, FORM 207FES, FORM 207C EXT, FORM 207HCC, FORM 207HCC ESA FORM OP-153, FORM OP-383, FORM 115RRG, FORM O-255 CT-990T, CT-990TES, CT-990TEXT Done
Quick Web Edit Tool Quick Web Edit Tool to allow for the ability to edit data captured information and images where errors are discovered by DRS staff or during ECM Quality Assurance review. UAT	

Issues and Risks:

Development and User Acceptance Testing will be completed prior to any migration to the ECM Production environment to minimize any potential issues on the forms already "live" and processed through the ECM system.

Next Steps & Project Milestones:

Finish User Acceptance Testing (UAT) of the Quick Web Edit Tool. This tool will allow specifically designated employees the ability to edit information and images, captured during the ECM Process, where errors are discovered by staff during their job duties or by Returns Processing employees during the Quality Assurance review process. Expected completion date April 30, 2020.

ECM has processed **1,614,667** checks for **\$4,280,087,877.88** as of close of business on January 23, 2020, through the ECM system since initial "Go Live" date of 11/16/2016.