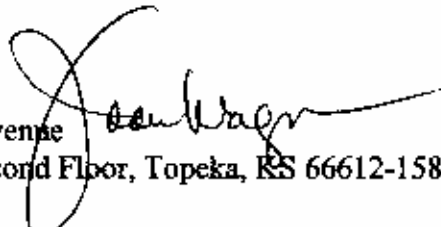


Kansas Department of Revenue (KDOR)

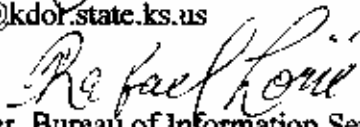
INFORMATION TECHNOLOGY MANAGEMENT AND BUDGET PLAN FY2011 – 2013

Plan Date: August 31, 2010

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SECTION I - AGENCY PROFILE

Mission

Kansas Department of Revenue collects taxes and fees, administers Kansas tax laws, issues a variety of licenses and provides assistance to Kansas citizens and units of government.

Business Programs

Program #1: Administrative Services

The Chief Administrative Officer and Appointing Authority of the Department of Revenue is the Secretary of Revenue, who is appointed by and serves at the pleasure of the Governor. The Secretary is responsible for the management of the Department's four divisions: Tax Operations, Alcoholic Beverage Control, Property Valuation and Vehicles. There are five Secretariat Service Bureaus: Audit Services, Resource Management, Legal, Policy & Research and Information Services. The Secretary's Office assists the Governor's and Legislature's staffs with policy development and economic forecasting. The Secretary of Revenue serves as the contact point for the department in its numerous interactions with local and county governments and their various entities.

The mission of Resource Management is to provide exceptional service to our customers while following State rules and regulations and maintaining adequate fiscal controls. Resource Management provides support services to KDOR in five key areas:

1. Budget/Purchasing supports business planning, budgeting and performance measurement and centralized accounting and purchasing services.
2. Office Services supports outbound mail handling, facilities design and renovation, duplicating services, maintains a central stockroom of paper supplies and provides receiving and warehouse services along with maintenance of the agency's inventory of furniture and equipment.
3. The Learning Center designs, develops and delivers training programs for all KDOR divisions including courses in usage of agency systems and business processes and human resource development.
4. Personnel Services provides recruiting and payroll services along with employee relation support to KDOR managers and associates.

5. The Criminal Investigation Unit works to prevent and detect crimes committed against the State in the area of fraud and identity theft as related to driver's licenses and ID cards and fraudulent tax filings and related financial crimes.

The Legal Services Bureau, legal staff gives legal advice to the Department of Revenue thereby aiding the department in its mission of providing professional and timely service to the citizens of Kansas. Acts as legal counsel for all administrative and court disputes for issues of taxation, vehicle titles and registration, driver licenses and personnel matters.

The mission of the Office of Policy and Research is to support the development of efficient tax laws and policies concerning taxation, vehicles, and property valuation. Policy and Research provides revenue analysis through the development of simulation models; historical data analysis; analysis of economic trends, and the effect of legislative action. The business processes performed by the Office of Policy and Research that contribute to its core mission are regulatory policy development, legislative services, research and analysis.

The Information Services Bureau mission is to provide exceptional service and, in partnership with our customers, promote an environment that utilizes appropriate information technologies to accomplish the Agency mission.

The primary mission of the Audit Services Bureau is to conduct audits of taxpayers to ensure they have accurately filed their tax returns in accordance with the Kansas tax laws.

- The Internal Audit Unit conducts performance audits of agency processes and management controls to assist KDOR management and promote operational efficiency.

Program #2: Alcoholic Beverage Control

The Mission of the Alcoholic Beverage Control Division is to promote, serve and protect the health, safety and welfare of Kansans by regulating the liquor industry, enforcing the liquor laws and enforcing other laws administered by KDOR.

ABC functions through seven primary business segments: 1-ABC Director and Administrative Support; 2- Customer Relations Licensing Segment; 3-Marketing Unit; 4- Background Investigations; 5-ABC Enforcement Section; 6-Cigarette and Tobacco Enforcement (CATE); 7-Licensee Administrative Actions (LAA) Section.

1. The ABC Director and his ABC Leadership Team set ABC policies and procedures, manage the budget, maintain the balanced scorecard, perform operational control functions, initiate and implement advanced information technology automation support for all aspects of the ABC and preservation of communication, coordination

and cooperation between all the ABC business segments. ABC Administrative Support Staff assists all of the business segments of ABC.

2. The Licensing Segment resides in Customer Relations and supports the licensing and taxation components of liquor, cigarette and tobacco licensees plus the Miscellaneous Tax Types assigned to Customer Relations. This segment issues 24 types of liquor licenses; 8 types of liquor permits; 9 types of cigarette and tobacco licenses and permits; and, refers licensee violations to the LAA Section for administrative action to be taken against the license. There are 4,224 active liquor licenses and 3,370 cigarette license and tobacco licenses.
3. The Marketing Unit issues supplier permits, direct wine shipping permits; salesman permits; manufacturer, distributor, farm winery and microbrewery licenses; registers each brand and approves labels of alcoholic liquor and cereal malt beverage (CMB) to be sold in Kansas by suppliers, manufacturers, farm wineries and microbreweries; manages the electronic filing of returns and reports for these licensees and permittees; and, manages the CMB tax stamp inventory that is applied to the CMB licenses issued by the cities and counties. There are currently 24,437 alcoholic liquor and CMB labels that have been approved for sale in Kansas.
4. The Background Investigations Section supports the ABC Enforcement Agents and performs criminal history record checks for criminal investigations and the Customer Relations Licensing Segment.
5. The mission of the ABC Enforcement Section is to promote the highest degree of compliance with laws and regulations administered by the Director of ABC and KDOR. ABC Enforcement Agents, who are certified law enforcement officers, perform investigations regarding violations of the State's liquor, cigarette and tobacco laws, enforce the tax on illegal drugs and complete other investigations relating to ABC/KDOR statutory functions.
6. The CATE Team strictly enforces laws relating to the sale of cigarette and tobacco products to minors and identifies other cigarette and tobacco violations. The administrative violations are referred to LAA for administrative action against the license and the criminal violations are referred to the Attorney General's office for criminal prosecution against the licensee.
7. LAA issues administrative citations and conducts administrative hearings for liquor and cigarette violations referred by ABC Enforcement Agents, CATE Team Inspectors, other KDOR divisions and law enforcement agencies. Additionally, they work to improve voluntary licensee compliance by administering consistent penalties for similar offenses and progressively stiffer penalties for more serious or repeated offenses.

Program #3: Tax Operations

The Mission of Tax Operations is to oversee the operations of five subprograms: Channel Management, Customer Relations, Compliance Enforcement, Field Services, and Electronic Services. The Director's office works very closely with these five areas. The vision of Tax Operations is to collect taxes and fees, administer Kansas tax laws, issue a variety of licenses, and provide assistance to Kansas citizens and units of government. We will accomplish this by empowering our associates to exercise appropriate and legal remedies for document/data processing, customer account management and audit/compliance processes.

The mission of Channel Management is to define, implement and support a portfolio of channels for moving information to, and collecting information from, KDOR customers. The vision of Channel Management is to eliminate all paper-based data by capturing data electronically at the source.

The mission of the Customer Relations is to partner with our customers to build trust, increase satisfaction through excellent account management, and promote compliance through education simplification and exemplary service. The vision of the Customer Relations is to provide service in a consistent, responsive, clear and decisive manner.

The mission of Compliance Enforcement and Field Services core process within the Kansas Department of Revenue is to ensure the equitable payment of taxes due by developing and applying methods and tools to monitor, assist, educate, encourage and persuade customers to comply with the tax laws of the State of Kansas. The Compliance Enforcement and Field Services core process also assists taxpayers in understanding their tax obligations.

The mission of Electronic Services is to define, implement, and support a portfolio of electronic channels for moving information to and collecting information and payments from customers.

Program #4: Property Valuation

The Administration Bureau provides: (1) direction and policy guidelines for the division and all the Kansas counties; (2) specialized legal services to the division, counties and the public; (3) an annual education program for counties and the public; (4) administrative services for the entire division such as budgeting, purchasing, and legislative analysis; (5) direction and support for CAMA (the computer-assisted mass appraisal program); and (6) agricultural use valuations.

The State Assessed Bureau: (1) appraises a variety of public utilities and certifies the appropriate valuations to the counties; (2) values, assesses and collects motor carrier's property tax; (3) provides direction and support for commercial oil and gas valuations, including issuing an oil and gas guide; (4) provides direction and support for the valuation of personal property, including issuing a personal property guide; and (5) determines valuations/class codes for passenger motor vehicles that are taxed through the VIPS system.

The County Assistance Bureau is devoted to providing county assistance in an effort to assure quality customer service and more accurate, uniform property taxation. This bureau prepares and issues the annual sales ratio report and the annual substantial compliance report required by law. This bureau also generates and maintains the commercial sales database.

Program #5: Motor Vehicles

The Division is committed to serving the public with information and direction, for titling and registration of their personal and commercial vehicles, licensing new/used automobile dealers, licensing drivers, and enforcing restrictive driving privileges. The Driver Review section, within the administrative office, serves those drivers who have reported disabilities, medical or vision conditions, which could impair their ability to drive.

The registration function in the Division of Vehicles issues license plates, certificates of title, registration renewals, and collects for all 2.5 million private and commercial motor vehicles. Numerous e-government enhancements provide the citizens of Kansas with a wider variety of options to meet their customer service needs. Titles and Registration partners with all 105 County Treasurers to provide motor vehicle services to the citizens of Kansas. In addition, the Bureau is responsible for maintaining the Vehicle Information Processing System (VIPS) database for use by law enforcement agencies throughout Kansas and the United States. The Bureau provides ongoing training and support for county treasurers' motor vehicle staff, new, used and salvage vehicle dealers. The Titles

and Registration Bureau is responsible for providing tags, tag envelopes, decals and forms to County Treasurers.

The Records and Verifications staff is responsible for maintaining over 50 years of motor vehicle documentation and responding to all authorized requests for vehicle information. Additionally, the state's 8,200 new and used vehicle dealers and salespersons are licensed, renewed and monitored by the Dealer Licensing Bureau Staff and Field Investigators. Investigations are conducted to ensure compliance with statutory requirements and resolve complaints.

The Motor Carrier Services Bureau issues registrations and cab cards for approximately 3,200 Kansas based carriers registering 22,000 power units and nearly 20,000 trailers annually.

Kansas Trucking Connection
Motor Carrier Services Bureau
1500 SW Arrowhead Rd
Topeka KS 66604 785.271.3243

The Driver's License Examining Bureau and Driver Control Bureau support the state-wide effort to have safe drivers on Kansas roadways through testing, issuing and renewing drivers' licenses, and maintaining driving records for use by law enforcement officials, courts, and others. The Driver's License Examining Bureau conducts driver's license examinations and issues identification documents. The Driver Control Bureau maintains driving records, processes changes to driving privileges such as restrictions, suspensions, revocations and reinstatements on drivers' licenses, and coordinates administrative hearings.

Each bureau within the division is committed to providing customer service, by assisting the public with courteous direction and accurate information. Every bureau complies with and administers the Driver's Privacy Protection Act in order to protect Kansas citizens' personal information.

Technology Assets

PLATFORMS			
	<i>FY2009</i>	<i>FY2011</i>	<i>FY2013 (est.)</i>
<i>Mainframes¹</i>	0	0	0
<i>Physical Servers²</i>	301	290	260
<i>Virtual Servers³</i>	5	15	30
<i>Desktops</i>	1434	1434	1434
<i>Desktops Replaced</i>	25	25	300
<i>Mobile Devices</i>	440	440	440

¹ A mainframe should only be recorded here if the mainframe is owned and operated by your agency. Do not record a mainframe here if you are using a mainframe application that is hosted on another agencies mainframe. Mainframes are distinct from midrange servers. Midrange servers should be listed with the other servers in your agency.

² Physical Servers are defined as unique physical “boxes” that are running a server operating system.

³ Virtual Servers are defined as unique physical “boxes” that are running a virtual operation system. This number should not include the number of virtualized servers, but rather the hardware that is running the virtualized servers.

AGENCY IT ACCOMPLISHMENTS

Secretariat/Administrative/Resource Management Services

Position Description Library

Created application for Learning Center allowing class participants to take tests online instead of printing on paper. Test answers are written to database. Set up admin site for Learning Center instructor to view answers and log grade to database.

Created recruiting video for KDOR Division of Human Resources.

Secretariat/Information Services

2009 United Way campaign "Dancing with the Stars" videos and website

Maintain/update website for KDOR.

Update/maintain website for e-file preparers and tax software developers

Update/maintain county portal website for county treasurers.

Upgraded the hardware, software, and operating system of the enterprise firewalls both proxy and edge security. This improves the reliability and performance of KDOR network security systems and eCommerce DMZ architecture.

Successfully Implemented 4 Centralized CAMA environments supporting 55-60

counties. Successfully implemented 26 production CAMA centrally hosted sites.

Successfully implemented 2009-2010 Marshall Swift appraisal software update for Orion CAMA System.

Successfully implemented and configured Right-Fax and FileNet Fax to Image hardware and software to support Channel Management fax to image process.

Successfully implemented Network Upgrade Project (Converted all 6 revenue floors to new Switches, routers, and IP addressing, dramatically increasing the speed and load potential)

Completed Natural upgrade to release NATURAL 4.2.4.

Successfully implement KARDS system in Haskell County Treasurer's Office.

Completed RFP and Contract work to hire DMV Modernization Consultant 3M.

Executed KDOR IT Staffing plan for DMV Modernization Project.

Successfully coordinated with DISC to complete KDOR Network upgrade. Worked with DISC to develop AVPN implementation timeline that would support DMV Modernization Project Plan deadlines and objectives.

Upgraded the hardware, software, and operating system of the enterprise firewalls both proxy and edge security. This improves the reliability and performance of KDOR network security systems and eCommerce DMZ architecture.

Successfully procured Web-Based vendor hosted address normalization software to replace existing Code 1 address normalization architecture hosted by KDOR and completed network security configuration to support remote hosted service.

Expanded CACTI call recording system to provide call and screen recording for Customer Relations associates.

Motor Vehicles

Implemented all changes to support: "In God We Trust" personalized plates in KVIS.
Team member in the development of interfaces for the implementation of the Sunflower/FMS project.

IFTA Clearinghouse Advisory Committee - Makes recommendations to the IFTA INC board

IFTA Clearinghouse Netting Out Project - Kansas was Pilot State

IFTA Information Technology Advisory Committee - Vice Chairman- Researching for future use of GPS in tracking Gasoline mileage in Vehicles

Fully supported the DMV project as a subject matter expert on the VIPS system.

Did the plate replacement coding for Ad Astra Plates.

Modified the cut off date for Ad Astra Plate Replacement

Changed the format structure, edits, and inventory programs for Veteran and Active Military Duty Plates.

Changed the format structure, edits, and inventory programs for Personalized Plates.

Adapted the inventory tables to reduce Titles and Registration testing.

Adapted the inventory lookup programs to reduce Titles and Registration testing.

Built and adapted numerous tools for Titles and Registration Test Group to aid in test scenarios.

Finished all legislative requirements.

Re-wrote End-of-Day balancing report programs.

Re-wrote the Returned Check Programs and report programs.

Added documentation reminder screen to Fee Screen Program

Assisted approximately 44 court clerks on the set up and transmissions of the Electronic convictions from test to production.

Added Major Conviction subroutine to validate court legislative requirements.

Rewrite of the electronic minor conviction

Fixed problem with sending history to another state when we are no longer state of record.

Fixed problems with linking withdrawal of license to the convictions when sending data to another state (H7s).

Implemented Senate Bill 158: this allows drivers to pay to get a restricted license while they were suspended on a failure to comply.

Property Valuation

Orion Counties' Conversion Plan Execution

Taxation

Roadmap 2009 tasks completed include:

Collection of Property Val Ad Valorem Taxes (ACM)

Worklist error for MFS returns, incident #5812

Interest rate updates (Dry Cleaning, ARMS)
Wave 9
Add \$4.99 Tolerance for ITAX on Additional Tax and Interest, incident #775
Position Description db
TAP Worklist incident #5954
#Emergency Incidents completed 11
Delay HS Refunds from Offsetting ITAX Balances
Fed/State Incidents
Add Activity Codes to ACM
Bug Fixes Needed to Bill Streamline TAPS
KPERS Contact Letters
Correspondence Group 1
Responsible Party (ACM)
Intelligent Search (Code 1 replacement)
Web Based Tax Clearance
ACM incidents 1268 (related to PVD pay plans) and 1289 (new tab for legal actions)
MeF conversion to ITAX (ATP)
Self Serve pay plans (ATP)
ACM phone fields eliminated with ACM update (ATP)
Foreign addresses for Corp and Partnership returns
Eliminating multiple letters on the same day to the same taxpayer (CE #1282)
NOI address cleansing
Add bankruptcy letters/templates to PVD location

Alcoholic Beverage Control (ABC)

Cig/Tobacco Licensing and Enforcement project.
Completed request to re-work ABC portion of website to make information easier to find and access.

e-Commerce

1040 Old and Modernization; Corp XML; Drug Tax; Internal Exempt Certificates; Deposits; and others.
On-going maintenance in Tax Center application, Web Server configuration upgrade, and Personal Tax security enhancements
Motor Fuel Biofuel Incentive & Retailers' Return (D Carter)
Upgrade website applications to ASP.Net to version 2.0
Troubleshoot IVR (Integrated Voice Response / Telefile)
W2/1099 Upload enhancement
Project Exemption Certificate Renewal (D Carter)
Tax Clearance website linking to ACM (D Carter, P Dixon)
ABC Liquor Enforcement Legislative Release website upgrades (D Carter, C Wasson)
Internal Payment website (D Carter, A. Wright)
Project Exemption Certificate Renewal Email batch process (D Carter)
Motor Carrier Billing

Upgrade Internal Websites to use Virtual Website IP Address
To ATP Console app upgrade
IRS I-Tax Data Retrieval Training & Documenting
Cigarette & Tobacco Licensing & Returns (D Carter, J Watts, E Rooker, B Buss, L Johnson, D Watson)
Troubleshoot Intelligent Search Address Database
Project Exemption Certificate Dual Cite PDF
Universal Voucher (B Sommers, J Waldo, D Carter)
W2/1099 Bulk Upload enhancement
Motor Carrier web filing
Tax Center website maintenance & customer service
Withholding & W2/1099 website maintenance & customer service
Electronic File Transfer customer service
Tax Clearance website maintenance & customer service
Exemption Certificate website maintenance & customer service
Motor Carrier website maintenance & customer service
ABC Liquor, Brands & Tobacco website maintenance
Integrated Voice Response Telefile maintenance
Work Misclassification website maintenance
Application Status website maintenance
Implementation of Elien's new Secured Title enhancement
Implementation of Elien's Admin portion of the Secured Title enhancement.
Implemented new website administration for Modernization EFile.

Channel:

Created 22 new reports or datasets: Customer Relations 5; Policy & Research 12; Revenue Accounting 2; Audit Services 1 and Compliance Management 2.
Enhancements to 50 reports or datasets: Policy & Research 30; Customer Relations 12; Civil Tax Enforcement 6 and Compliance Enforcement 2.
Review of reports when a change is made to database tables (leg rel) to insure report accuracy.
Implemented the FairFax Check 21 system.
Legislative release that included changes to many existing paper & electronic forms.
Created applications/process and implemented new "Faxed Correspondence" system.
Created applications/process for new "Modernized Efile" system.
Used file lookup to automate validation of certain fields within

STRATEGIC INFORMATION MANAGEMENT PLAN TRACKING

- **Data Catalog:** *[Does your agency have a published data catalog? If so, is it available to other agencies?]*

Yes, we do maintain a data catalog. Since it is proprietary information and in some cases regulated by HIPA, it is only available to other agencies on an as needed basis for business needs only. In those cases, a Confidentiality Agreement is required.

- **Data Exchange Standards:** *[Please list the percentage of current automated interfaces that are using standards-based data exchanges compared to proprietary data exchanges. Break these exchanges down into 1) internal system-to-system exchanges and 2) external system-to-system exchanges. Please also list the name of the exchange.]*

Internal exchanges

Proprietary 100%

External exchanges

Standards-based (ANSI X12) 60% Fed-State Efile, Motor Fuel Distributor Reports, Sales Tax Reporting, ABC Gallonage Reports, Insurance Co. Reports, Electronic Funds Transfer (ACH), Daily Deposit Reconciliation

Proprietary 40% Third Party Collections, Withholding Tax Reporting, Web-based Tax Filing Applications, Refund Warrants

- **External Collaborative Groups:** *[Please list the number of agency external collaborative groups dealing with 1) services to citizens, 2) efficiency of agency operations, 3) local governments.]*

Counties, Kansas Law Enforcement agencies (HP, Police, KBI, etc.), SRS, DISC, DA, Courts.

- **Metadata Repository:** *[Does your agency have an agency metadata repository? If so, is it available to other agencies?]*

Yes, we do maintain a metadata repository. Since it is proprietary information and in some cases regulated by HIPA, it is only available to other agencies on an as needed basis for business needs only. In those cases, a Confidentiality Agreement is required.

- **Online Transactional Services:** *[Please list new and existing online services that your agency has deployed. Categorize the services as being consumed by either citizens, businesses or other governmental entities.]*

Web-Based Transactional Services	Individual	Business	Government
Kansas.Gov			
WebFile Individual Income Tax	X		
WebFile Homestead	X		
TruckingKS - International Fuel Tax Agreement Reporting		X	
Kansas WebTags - Vehicle Tag Renewal System	X	X	
WebTax Business Center			
Consumer's Compensating Use Tax		X	
Corporate Income Tax		X	
Franchise Tax		X	
Liquor Drink Tax		X	
Liquor Enforcement Tax		X	
Mineral Tax		X	
Motor Carrier Property Tax		X	
Motor Fuels Tax		X	
Privilege Tax		X	
Retailer's Compensating Use Tax		X	
Retailer's Sales Tax		X	
Withholding Tax (Payment, Return, & Report Filing)		X	
Electronic Tax Credit Pre-Approval Exemption Certificates		X	X
Individual Tax Payment Center			
Individual Income Tax	X		
Estimated Individual Income Tax	X		
County Portal			
Electronic Funds Transfer (EFT)			X
Elien Inquiry			X
Titles and Registration			X
Driver's License			X
Property Tax Reporting			X
Retailer's Sales Tax			X
Retailer's Compensating Use Tax			X

Other Web-based Services

KARDS
3rd Party Vendor Payment

	Individual	Business	Government
		X	
		X	

Web Services

Streamlined Sales Tax
E-file
Individual Income Tax Return
Homestead Claim
Corporate Income Tax Return
Partnership Tax Return

		X	
X			
X			
		X	
		X	

Non Web-Based Transactional Services

EDI

Motor Vehicle Insurance Policy Reporting
Retailer's Sales Tax Returns
Motor Fuel Distributor's Tax Returns
ABC Distributor's Gallonage Returns
ABC Distributor's Monthly Reporting of Sales
ABC Distributor's Monthly Reporting of Purchase

		X	
		X	
		X	
		X	
		X	
		X	

- **Portfolio Management Methodology:** *[Does your agency have an application portfolio management methodology? Does your agency have a project portfolio management methodology?]*

Please refer to KDOR Business & Technology Radar Charts (Section IV) for more details.

- **Web Services:** *[Please list all new and existing web services that your agency has deployed. Categorize the services as being access by either consumed by either citizens, businesses or other governmental entities. Also list the total number of transactions for each of the web services.]*

SSTP and Credit Card Processing are consumed by the business segment. HAVA and Address lookup are consumed by the government segment.

AGENCY IT STRATEGIC DIRECTION 2011

Summary

The Information Services Bureau of the Kansas Department of Revenue coordinates all Information Technology investments and application development with the KDOR business and management processes to insure that the agency business priorities and mission are accomplished. KDOR Information Services participates in the KDOR Management Council and Business Division planning meetings, as well as participating in Legislative Initiative planning. The KDOR Balance Scorecard is used to define and measure progress on enterprise Information Technology initiatives as a component of the overall KDOR business plan.

Over the next several years the Kansas Department of Revenue will continue to migrate enterprise business application systems from mainframe legacy systems to distributed systems using UNIX and Windows systems and relational database architectures. PowerBuilder, Lotus Notes Development tools, and Microsoft Visual Studio Suite .net application development tools are being used in conjunction with Oracle and Microsoft SQL server databases to form the base for future application development.

The KDOR Information Technology initiatives for the next three years include: The completion of the implementation of The Orion CAMA system in approximately fifty additional counties in stand alone mode and in a centrally hosted environment located in the DISC Data Center. The implementation of the DMV Modernization Project to replace systems for Dealer Licensing, KVIS, KDLIS, and VIPS. The implementation of the Cigarette & Tobacco Web Filing and Enforcement project. The Secretariat Audit Bureau has decided to enhance the KDOR Audit Work Papers Product versus replacing with COTS software. KDOR is participating in the implementation of the new State project for the Financial Management System (Sunflower project.) This project will be completed in July 2010. Additionally, KDOR plans to migrate FileNet for the Motor Vehicle @Work to Magnetic Storage and Retrieval (MSAR) over the next two years.

Agency Architecture

Current and planned future KDOR Information Technology projects are in compliance with the State of Kansas Architecture. In-house development and vendor supplied technologies are selected and implemented in accordance with the standards of the State Architecture.

Business Contingency Planning

KDOR is participating in the State of Kansas Continuity of Operations Planning Project. KDOR has completed the updating of the plan. Also, KDOR IS has a Business

Continuity Plan. KDOR will continue to coordinate with DISC Continuity Planners for the annually scheduled hot-site testing at SunGard.

KDOR is also participating in the use of the Offsite Data Center and has reserved space there for future deployment of midrange and server-based systems for backup and contingency operations.

Business Process and Workflow Management

KDOR currently uses Lotus Notes custom applications to manage workflow for KDOR administrative processes in Purchasing and Human Resources. Tax processing workflow is managed with KDORs' ASTRA Tax Processing software which manages the lifecycle of tax accounts from registration through tax and revenue processing to audit and collections processing as necessary. Document workflow is managed using FileNet imaging technology with custom developed applications to manage workflow queuing and document identification and indexing activity.

Collaboration Software

The Bureau of Information Services will continue to accelerate its efforts to coordinate, standardize and manage the Agency's data resources as an enterprise asset to better serve all of the needs of the business community, the Kansas counties, the citizens and the business of Kansas. Expanded data sharing efforts will use the Internet, electronic data interchange (EDI), XML extensible markup language, Electronic Funds Transfer (EFT ACH Debits and ACH Credits), Credit Card Acceptance, Electronic Check capability, the KDOR Intranet and the KANWIN network. Cooperative interagency data exchanges are taking place with the other state agencies such as KBI, Department of Labor, the Secretary of State, Attorney General, Municipal/District Courts and the State Treasurer. Greater accessibility of the Agency's data resources will facilitate enhanced strategic alliances with the Agency's business partners.

KDOR maintains an active link with the Secretary of State's Lotus Notes email system including sharing address books. This allows KDOR and SOS employees to look up email addresses for the other agency from within the Lotus Notes interface. This capability enhances the inter-agency communication necessary to support voting registration in Drivers License offices, performing Social Security number validations for voter rolls and other related inter-agency activity to support HAVA requirements. KDOR also maintains a Lotus Notes eMail system for County Government that provides local eMail services to any county official without an internal eMail system. KDOR links the address book for the County eMail system with the KDOR and SOS address book to provide email address look up from within the Lotus Notes interface. KDOR also maintains web portals that support communication and collaboration with various county stakeholders. KDOR provides County Property Valuation staff design, interface and implementation information and concerning the Orion CAMA project. County Treasurer's staff can access Titles and Registration manuals and regulations as well as use the County payment portal to deposit funds electronically.

KDOR facilitates electronic data exchange using Secure FTP that allows KDOR and its trading partners to share data in a secure fashion. FTP also allows KDOR to tailor the data exchange relationship to the technical capabilities of the trading partner. Organizations with limited IT capabilities are able to utilize manual FTP exchanges while more sophisticated organizations and KDOR utilize scripted data exchanges that can be integrated with the KDOR batch cycle.

Secure data exchange with the Treasury Department and Internal Revenue Service has been implemented using Tumbleweed's secure gateway product that allows KDOR to receive bulk tax information electronically rather than through physical tape exchange as in the past.

KDOR interchanges information with a multi-level of government entities as follows:

Federal/State

- IRS/State Corporate Tax
- IRS/State Partnership (2007)
- IRS/State Fiduciary (2008)
- IRS/Treasury Offset
- Multi-State Tax Commission
- Exchange with AMMVA
 - SSA Drivers License Information
 - Interface for Commercial & Individual Driver License Vehicle Information

State/State

- AAMVA
- Streamline Sales Tax
- Motor Fuel Tax Cross Border Transports

KDOR/KS State/Local Government Agencies

- Secure County Payment Portal
- County Appraiser Offices
- County Treasurer Offices
- HAVA SOS
- KBI/Attorney General Concealed Carry
- KBI/Exchange for Drivers Vehicle Data
- DOA/Exchange 1099
- SRS/CSE Drivers Vehicle Data
- Channel Remittance Processing for SRS & Health Policy Agency
- Judicial/District/Municipal Courts Electronic Citation Exchange
- DOA/State Offset Program
- KPER Fair Share Data Matching
- County Offices Lotus Notes Messaging Services

Please refer to KDOR Business Partners Model (Section V) for more details.

Data Storage and Administration:

KDOR currently has approximately 38 TB of data storage maintained in the KDOR data center. KDOR uses Windows Server 2000 and Windows server 2003 to manage this storage environment utilizing Windows authentication to manage access to published shares according to a user's security profile. KDOR utilizes MS SQL Server to provide data management and storage for KDOR eCommerce applications, Interstate Registrations of Commercial trucks and Orion CAMA data. KDOR Tax processing and Collections system data is largely managed under Solaris and Oracle and is housed in the DISC data center. Motor Vehicle, Drivers License, Motor Fuel, and Excise tax data is managed using ADABAS on the DISC mainframe. KDOR also maintains a SAS data warehouse containing business process dashboard metrics, ACD call metrics and compliance modeling data.

Electronic Records Retention

KDOR routinely generates back ups for all electronic records generated or captured in the normal course of business. All electronic records are being captured in a format that is compatible with the software and hardware that is currently being used by the department. The vast majority of KDOR's electronic records is maintained in a live and/or active system and is needed for daily business activities.

KDOR is actively involved in enhancing and developing methods for handling the limited number of electronic records that may have historical value. KDOR continues to utilize the application in Lotus Notes Email environment that allows for automated archiving of critical email and attachments as defined in the specifications outlined in the managing electronic mail guidelines, which was approved by ITEC on May 2, 2002. This document CERA computerized electronic records archiving falls under the auspices of the Kansas Open records Act (KORA).

E-Government

KDOR Electronic Services Initiatives, Current and Future

The Kansas Department of Revenue (KDOR) is taking steps to increase electronic activity for both business and Individual Income Tax taxpayers. While recent mandates have helped to improve electronic filing numbers, Kansas has long been actively seeking voluntary electronic users by providing numerous filing options and making the electronic filing process as user-friendly as possible.

Financial Transactions

The Kansas Department of Revenue accepts all major credit card and other electronic payments through multiple on-line and IVR applications. Revenues from electronic payment options for Kansas during FY 2010 were just under \$5.2 Billion in approximately 1.3 Million transactions. Transactions increased from FY 2009 by 17.2% (1.1 Million) with an 8.1% increase in dollars received (\$4.8 Billion). Reflective of the growth trend in electronic payments and recent economic hardships, the Department is seeing more payments in smaller denominations.

Credit card payments for individual income and business taxes are accepted through several third party payment centers including Official Payments Corporation, Value Payment Systems, and Kansas.gov. Value Payment System currently accepts income and income estimated taxes only. Kansas.gov is in the process of increasing tax payment options. Tax types available for credit card payments include:

- Individual Income and Estimated Taxes
- Sales and Use Taxes
- Corporate and Privilege Taxes
- Minerals Taxes
- Motor Fuels Taxes
- Motor Carrier Property Tax
- Withholding Tax

Kansas received approximately 12,476 Credit Card payments totaling approximately \$3.36 Million for Individual Income Taxes for FY 2009. For that same period, 1,131 Credit Card payments for around \$827 Thousand were received for Business Taxes. These numbers mark a 34.5% increase in the total number of Credit Card transactions with a 9.3% increase in total Credit Card payments remitted. The average credit card payment was down 18.7% at \$331.28.

Electronic Income Tax Filings and Payments

Kansas Taxpayers can electronically file their income taxes using widely available e-file software application or using the Kansas WebFile online tax filing application

(www.kswebfile.org.) WebFile is a user-friendly application that allows two payment options for a balance due: Credit card payments are accepted through Kansas.Gov. Electronic checks, originated through the Kansas Department of Revenue, are also accepted. Direct deposit refunds are offered, as well. WebFile is free for taxpayers. This is the sole thin client web based Income Tax filing applications offered free to Kansas Income Tax Filers.

KDOR offers warehousing of EFT payments for ACH Debit transactions. This provides Income Tax Payers the capability to file their taxes with an amount due in January and warehouse the payment until the nightly run on the due date in April. Conversely, a small business can file their sales tax return on line with a balance due on the 1st of the month and have the payment withdrawn from their checking or savings account on the 26th of the month or the actual due date of the payment.

In the first 6 months of 2010, Kansas received approximately 1 Million e-file and 144 Thousand WebFile Individual Income Tax returns. These numbers reflect a 10.3% increase in e-filed returns and a 68.8% increase in returns submitted through WebFile. Out of an estimated 1.5 Million Kansas Individual Income tax returns, electronic filing makes up approximately 1.16 Million or about 77.3% of the total.

Electronic Homestead Refund Claim Filing

An electronic Homestead Refund Claim (Homestead) first became an option available for tax year 2008. Homestead claims submitted via E-File are piggybacked with K-40 Individual Income tax claims. For tax year 2009, approximately 89,250 Homestead claims were received via E-File. This number marks a 33.8% increase over the previous filing year.

An electronic Homestead option was also added to the Kansas WebFile online application for TY 2010. Unlike E-File, Homestead WebFile does not couple the K-40 with the Homestead claim allowing taxpayers to file Homestead claims without an additional tax form. For TY 2009, approximately 23,700 Homestead claims were received via WebFile bringing the combined electronic filing just below 113 Thousand. Total electronically filed Homestead claims were up 69.3% over TY 2009.

Paid Preparer Electronic Filing Mandate

Effective July 1, 2008, all paid preparers filing 50 or more returns per year must file by electronic means. The requirement allows some latitude for the preparer in that only 90% of the eligible electronic returns be submitted electronically. Moreover, if the tax preparer can demonstrate that filing electronically creates a hardship, they can request in writing that they be excluded from the mandate.

For the most part, tax preparers have been receptive and the compliance rate is high.

Mandated Withholding Filing

Mandated electronic filing for withholding reports has been in place since tax year 2006. Filers submitting more than 50 W-2 or 1099 reports must do so electronically. A web-based system was developed allowing filers to upload standard report file formats, state-defined file formats, or key return information into a web page. This system was brought online in February of 2007.

The same year this new system was brought online, the Department opted to stop accepting Withholding information on magnetic media. The decision for this change was based mostly on technological limitations within the Department. Equipment to read magnetic media is archaic and not widely available. Moreover, data corruption and formatting issues had been a problem.

The online system accommodates both individual and bulk filers. Kansas allows and encourages the use of Federal standard reporting formats. The Department has also developed proprietary comma separated value file formats to accommodate filers that are unable to produce needed electronic files in the standard formats.

This year, Kansas has received just under 1.9 million W-2s down 4.5% from tax year 2008. For the same period, around 650 Thousand Information Reports have been received electronically marking a 25% decrease from the previous year. Out of an estimated 96,000 businesses that are required to file a KW-3 Annual Withholding Tax Return, approximately 36,300 have been received for tax year 2009, a 5% increase over the previous year.

Mandated Electronic Payments

Companies doing business in Kansas that have withholding taxes or sales taxes in excess of \$45,000 annually must make payments electronically. The 45k threshold is applicable to each tax account. This change was implemented July 1, 2008. 3800 tax account were initially identified as exceeding this annual threshold. These businesses were mailed an information notice about their electronic payment requirement. In August 2009, the Department will follow up to determine which companies complied.

Bulk Filing Using Streamlined Sales Tax

Modifications have been made to the Streamlined Sales Tax (SST) schema to allow states to received sales tax returns and payments for tax accounts that may not fit into the Streamlined Sales Tax model. Internal modifications have been made to the Department's tax system and processes. Third party vendors have begun to submit non-SST returns, but only a hand full. The Department expects the number of returns filled using this method to increase because of a recent electronic filing mandate for all Sales, Use and Withholding tax returns.

Modernize E-File

KDOR has worked with a national initiative to overhaul the e-file system. Modernized e-File (MeF) allows for faster processing of tax return data because it uses an improved process with web services and extensible markup language (XML.) MeF uses schemas that states create based off their tax forms. The schemas allow states to do more upfront data validation and error checking that previously was not an option.

Returns are processed and acknowledged 24 hours a day, 7 days a week whereas the legacy e-file system uses batch processing done by human log-in and retrieval each business day. Preparers no longer have to wait a day or two to know if the tax return was accepted.

MeF allows for binary attachments sent as PDF's, amended returns, and prior year returns. States no longer have to process faxed or mailed documentation that could not be sent electronically in the legacy e-file system.

MeF was launched for TY 2010. Beginning in TY 2011, filers will be able to submit amended tax returns through MeF back to TY 2010. Historically amended returns could only be electronically submitted for the current tax year using the Department's WebFile application.

Even though MeF is available for use, the legacy system will remain in service for several years to give software companies and business time to migrate to the new standard.

Business Tax Center (www.webtax.org)

KDOR provides online filing and payments for a number of various business tax types using the Departments "WebTax" application. This resource continues to grow as policy and technical decisions allow.

Related to the WebTax application, the Department is overhauling its personal tax center. Recent changes made it possible for tax payers to manage their individual, estimated and extension tax payments. Additional enhancements to be made to the system will incorporate a 'self-service' approach allowing taxpayers to establish and maintain payment plans on outstanding tax debts. The enhanced system is expected to be deployed in FY 2011.

Cigarette and Tobacco

In collaboration with the Office of the Attorney General, the KDOR has embarked on an initiative to develop a web-bases system to track and manage cigarette and tobacco license, taxes and stamps including registrations and renewals, enforcement, legal and audit functions. This extensive application is currently scheduled to be deployed the end of Summer, 2010.

End User IT Security Training

KDOR provides new employees with instructor-led Security Awareness training and annually thereafter mandates that all employees successfully complete the CBT (Computer Based Training) course on Security Awareness annually. This training was developed by the KDOR IS Security Officer and covers a wide variety of topics from understanding KDOR's policies and procedures regarding the handling of confidential information, to basic things an individual can do to be more computer secure such as not opening emails from unknown sources. This training complies with ITEC Policy 7400 and includes a test which must be successfully passed in order for the associate to get credit for completing the course. The KDOR IS Security Officer, in conjunction with the KDOR Learning Center, annually updates and revises the content of this training.

Identify Management / Public Key Infrastructure

The Kansas Department of Revenue has worked closely with the Secretary of States Office and many other Kansas State Agencies to craft and award a statewide PKI Certificate Policy and Services Contract. As the State of Kansas adopted the statewide contract for PKI certificates, KDOR implemented the KDOR E-Lien application for Notice of Secure Interest and Motor Vehicle Lien management functions. To date there are approximately 700 businesses using the PKI certificates for this application.

KDOR's Tumbleweed Secure Messenger appliance has the capability to use several options to deliver encrypted email. One option is the ability to use existing PKI Certificates between two enterprise email servers. If both systems have installed PKI certificates, once the digital certificates are exchanged, all email between the two enterprises is encrypted for all users.

IT Disaster Recovery

KDOR has an IT Disaster Recovery Plan as included in the section above on Business Continuity Planning. In the event of a disaster, KDOR will assess the situation and implement the Disaster Recovery Plan as necessary to allow for minimum disruption of IT services

IT Security Staff

KDOR has an IS Security Officer who is dedicated exclusively to IT Security. His functions include setting the security policies and procedures, interfacing with third party groups such as the IRS and SSA, and being the primary contact individual on all matters relating to computer security. He has two associates reporting to him. They are responsible on a daily basis for approving security requests, interacting with KDOR associates and granting or revoking user ids and permissions depending on the particular situation. They administer the security for specific platforms and applications. They also

perform periodic reviews of user security, assist in special security projects and audits of systems security.

KDOR annually completes the Security self-assessment per Information Technology Policy 7310.

Security Planning: Security planning and management continues to garner a high level of focus at KDOR. The KDOR Security Officer has developed and will continue to refine and update the KDOR Information Technology Security Policy. This is an enterprise wide security plan that is compliant with the evolving State of Kansas standards and the IRS safeguard requirements for using Federal Tax Information (FTI) as contained in IRS Publication 1075. In addition KDOR will continue to develop the detailed Security Procedures, which is a secure and numbered for sign-out companion document to the Policies, and details specific security procedures to be performed. KDOR is a very active member of the Kansas Information Technology Security Council. Since FY2006, KDOR has been an active member of the IRS/FTA Technical Advisory Group Security Subgroup (TAG SS). This group is comprised of IRS and FTA State Revenue Agency Chief Information Security Officers as members who review and recommend standards for IT security related topics concerning the protection of Federal and State Tax Information.

Software as a Service

Software as a Service is an important part of KDOR's business activities. On our mailings we use an address normalization service which ensures that an address is valid and is properly formatted. This increases our efficiency by reducing returned mail and giving us the best possible pricing structure. Streamline Sales Tax has been used for years on file returns to lookup the proper jurisdiction codes. We receive and transmit credit card payments through a third party. We are also providing software as a service to the counties more and more as KDOR centrally hosts statewide software applications.

Service Oriented Architecture

KDOR utilizes Service Oriented Architecture to manage application data transfers in the eCommerce environment. This includes data transfers using the new IRS Fed-State Corporate Tax, the IRS Fed-State Partnership Tax and the future movement to the new IRS Fed/State Income Tax filing programs. KDOR uses XML data exchange and Web Services for Streamlined Sales Tax registration and tax processing. KDOR does financial transaction processing using the INK payment portal. The new Motor Carrier KARDS Kansas Apportioned International Registration System has a real time XML Web Service interface with the Kansas Highway Patrol CView System. KDOR is evaluating future opportunities to develop Web Service interfaces to support the KBI and the Traffic Records Systems with Drivers License and Motor Vehicle information. KDOR expects future application implementations to rely heavily on Service Oriented Architecture for inter-application processing within KDOR and between KDOR and its trading partners and stakeholders.

Technology Infrastructure

Over the next three years KDOR plans to continue to maintain system availability with the refreshment of KDOR application and file servers to insure that all data center equipment is kept under warranty or maintenance service contracts. The implementation of server virtualization will allow KDOR to take advantage of increasing server performance while reducing the footprint impact to the KDOR data center as new systems are implemented.

KDOR also plans to improve network connectivity for County Treasurer's to support the DMV Modernization Project and County Appraiser's to support the Orion project through upgrades to KANWIN Frame Relay circuits and the implementation of broadband ADSL or cable access where it is cost effective and application security permits. Improved network speed and security access for remote KDOR staff has been enhanced using F5 SSL VPN technology and ADSL and cable Internet access providers to home-based staff. KDOR also is currently enhancing mobile computing access using air card technologies to provide wireless cellular Internet access to field staff. Mobile staff obtain secure access to KDOR computing resources using SSL VPN technology. This capability will be increasingly deployed to Auditors, Alcoholic Beverage Control Agents and KDOR Field Collections staff.

KDOR is currently in the planning stage with DISC to implement improved network infrastructure that will improve the reliability of the KDOR network and increase the availability of KDOR systems.

SECTION II - MAJOR IT APPLICATIONS

Unmodified Applications

Application #1: Policy Information Library and Online Tracking System (PILOTS)

Purpose: Maintain an online repository of documents related to KDOR policies, accessible internally and via the KDOR web site. Support preparation of Fiscal Notes in response to pending legislation

Planned Initiatives: None

Application #2: ASTRA Application (ATP & ACM): DocTMU

Purpose: Facilitate creation & maintenance of (ATP & ACM) correspondence.

Planned Initiatives: None

Application #3: TMU

Purpose: Facilitate creation & maintenance of (ACM) reference data.

Planned Initiatives: None

Application #4: ATP Astra Application: DBSwitch

Purpose: Facilitate switching of databases for testing purposes.

Planned Initiatives: None

Application #5: ATP ASTRA Application: Reference Application

Purpose: Facilitate creation and maintenance of reference tables in ATP

Planned Initiatives: None

Application #6: ATP ASTRA Application: ATP Batch and ATP Channel Batch

Purpose: Facilitate creation and maintenance of ATP batch applications and correspondence batch applications

Planned Initiatives: None

New / Modified Applications

Application #1: ATP ASTRA application: Income Tax (ITAX), Fiduciary & Homestead

Purpose: Process Income Tax data, remittances and refunds. Also includes Fiduciary and Homestead.

Planned Initiatives:

- Legislative Release
- Modernized Electronic Filing initiative
- Kansas MO refund offsets
- Self-Serve Pay Plans
- Changes to ATP for SMART project
- ACM Phone numbers

Functions: Process Income Tax data, remittances and refunds. Also includes Fiduciary and Homestead (includes E-file edits).

Interaction: Agency (internal)

Technical Environment

Hardware: SUN E6800, INTEL/Windows NT/Windows XP Pro, IBM mainframe (electronic filing)

Network Protocols: TCP/IP

System s/w: OS390, Solaris 2.5.1, UNIX

DBMS: ORACLE

Client: INTEL/Windows NT/Windows XP Pro

Special s/w:

Language: PowerBuilder, MicroFocus COBOL, PLSQL, SAS

Implemented: 1998, 1999

Revision: 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009,
2010

Maintenance: KDOR

Application #2: ATP ASTRA application: Sales Tax (SA); *(includes Retailer Sales, Retailers' Compensating Use, and Consumers' Compensating Use)

Purpose: Process sales and excise tax data, remittances and refunds

Planned Initiatives:

- Legislative Release modifications
- Streamline sales changes
- ACM Phone numbers

Functions: Process sales and excise tax data, remittances, refunds streamline registration/returns

Interaction: Agency (internal)

Technical Environment:

Hardware: SUN E6800, INTEL/Windows NT/Windows XP Pro, IBM mainframe

Network Protocols: TCP/IP, Ethernet

System s/w: OS390, Solaris 2.5.1

DBMS: ORACLE

Client: INTEL/Windows NT/Wndows XP Pro

Special s/w:

Language: PowerBuilder, MicroFocus COBOL, PLSQL, SAS

Implemented: 1999

Revision: 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010

Maintenance: KDOR

Application #3: ATP ASTRA Application: Withholding Tax & Withholding Non-resident

Purpose: Process withholding tax data and withholding non-resident tax data

Planned Initiatives:

- Legislative Release changes
- ACM phone numbers
- SMART changes

Functions: Process withholding tax data and withholding non-resident tax data

Interaction: Agency (internal)

Technical Environment:

Hardware: SUN E6800, INTEL/Windows NT/Windows XP Pro, IBM mainframe (electronic filing)

Network Protocols: TCP/IP

System s/w: OS390, Solaris 2.5.1, UNIX

DBMS: ORACLE

Client: INTEL/Windows NT/Windows XP Pro

Special s/w:

Language: PowerBuilder, MicroFocus COBOL, PLSQL, SAS

Implemented: 1998

Revision: 2000, 2001, 2002, 2003, 2006, 2007, 2008, 2009, 2010

Maintenance: KDOR

Application #4: **ATP ASTRA Application: Corp/Privilege Tax/Franchise**

Purpose: Process Corporate and Privilege Tax Data (including E-File), AutoReg for Corp, Priv., and Franchise (implemented 06/14/2007)

Planned Initiatives:

- Legislative Release changes
- Modernized Electronic Filing initiative
- ACM phone numbers
- SMART changes

Functions: Process Corporate and Privilege tax data

Interaction: Agency (internal)

Technical Environment:

Hardware: SUN E6800, INTEL/Windows NT/Windows XP Pro, IBM mainframe

Network Protocols: TCP/IP, Ethernet

System s/w: OS390, Solaris 2.5.1

DBMS: ORACLE

Client: INTEL/Windows NT/Wndows XP Pro

Special s/w:

Language: PowerBuilder, MicroFocus COBOL, PLSQL, SAS

Implemented: 2001

Revision: 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010

Maintenance: KDOR

Application #5: Third Party Collections

Purpose: To submit uncollected tax liabilities to a third-party collection agency contracted with the state to free up KDOR resources and to improve the collection of debt.

Planned Initiative:

- Dropped 1 vendor
- Modify to handle negative numbers

Hosted: Agency Internally Hosted

Functions:

1. Refer uncollected liabilities to the third-party agency.
2. Reconcile balances with third-party agency.
3. Close uncollectible liabilities.

Interaction: Agency – Third Party Collector (currently 4 vendors)

Technical Environment

Hardware:	SUN E6800,INTEL/Windows NT/Windows XP Pro
Network:	OS390, Solaris 2.5.1
System SW:	HP UNIX 10.20, FTP Server
DBMS:	Oracle
Client:	INTEL/Windows NT/Windows XP Pro
Special SW:	None
Language:	COBOL, UNIX Shell scripts
Implemented:	2002
Revision:	2003, 2004, 2005, 2006, 2007, 2008 (Implemented 5 new vendors), 2009 (Dropped 1 vendor, added PVD cases), 2010
Maintenance:	KDOR

**Application #6: Electronic Hiring Information and Recruitment system
(E-HIRE)**

Purpose: Support the recruitment and hiring functions for the Department of Revenue, and the KDOR Position Description Library

Planned Initiatives:

- Enhanced support for applicant screening
- Implemented support for interview scheduling
- Enhanced support for KDOR internal security management functions

Hosted: Agency Internally Hosted

Functions: Maintains inventory of KDOR positions, supports routing and approval of Requests to Fill, supports Vacancy Report and numerous other reporting functions, generates letters to applicants, supports Position Description Library db

Interaction: Agency internal, job applicants

Technical Environment:

Hardware: INTEL/Windows XP Pro

Network Protocols: TCP/IP

System s/w:

DBMS: Notes/Domino

Client: INTEL//Wndows XP Pro/Lotus Notes

Special s/w:

Language: Notes Formula Language, LotusScript

Implemented: 2006

Revision: 2007, 2008, 2009, 2010

Maintenance: KDOR

Application #7: Batch application for Treasury Offset

Purpose: Supports PowerBuilder batch processes for Treasury Offset. Currently included are NOI (notice of intent) Selection, Insert Master, and Fed Update Powerbulider v11 upgrade.

Planned Initiatives:

- Implemented Responsible Party debt referral
- Combined letter & voucher on 1 page

Hosted: Agency Internally Hosted

Functions: Manages case movement, correspondence, and collection activities.

Interaction: Agency

Technical Environment

Hardware:	INTEL/Windows NT/Windows XP Pro, SUN E6500
Network:	TCP/IP
System SW:	UNIX/Solaris
DBMS:	Oracle 8.0
Client:	INTEL/Windows NT/Windows XP Pro
Special SW:	ACSS
Language:	UNIX, POWERBUILDER, SQL (ORACLE)
Implemented:	2004
Revision:	2006, 2007, 2008, 2009, 2010
Developer:	KDOR
Maintenance:	KDOR

Application #8: **ASTRA Case Management (ACM)**

Purpose: Manages the debt collection process.

Planned Initiatives:

- **Pay Plan Fee**
- **MO-KS Setoff**
- **PVD Pay Plans**
- **Web Tax Clearance**

Hosted: Agency Internally Hosted

Functions: Manages case movement, correspondence, and collection activities.

Interaction: Agency

Technical Environment

Hardware:	INTEL/Windows NT/Windows XP Pro, SUN E6500
Network:	TCP/IP
System SW:	UNIX/Solaris
DBMS:	Oracle 8.0
Client:	INTEL/Windows NT/Windows XP Pro
Special SW:	None
Language:	UNIX, POWERBUILDER, SQL (ORACLE)
Implemented:	1998
Revision:	2000 – 2010
Developer:	KDOR, AMS (Contractor)
Maintenance:	KDOR

Retired Applications

Application #1: **Strata – ADA (Decision Analytics)**

Purpose: Stratifies accounts to determine priority to collect remittances based on defined statistical properties.

Planned Initiatives: Application is obsolete and no longer used.

Per the request of the Enterprise Project Management Office, the roll-out of the “photo first” concept into five additional Driver License Offices was incorporated into the execution section of the Photo First Model Pilot Office project that was implemented on May 31, 2010. This addition is referred to as Phase Two of the Photo First Model Office project. This phase will be funded by a 2009 Driver’s License Security Grant Program that has been allocated to KDOR.

This second phase will further assist the Division of Vehicles in strengthening security practices, preventing fraud and providing valuable investigative tools. Implementing this “proof of concept” in these additional offices in Kansas will serve as the implementation model when rolling out statewide.

E-Government:

Implementing photo first “proof of concept” in additional Driver’s License offices will provide an efficient workflow process and enhances the application process by taking advantage of the following technologies:

1. The applicant’s photo will be electronically compared to the previous photo immediately. Today, the real-time comparison is completed by the examiner.
2. New source document authentication equipment will assist our examiners in detecting fraudulent documents.
3. A new document scanning and storage system will allow us to electronically retain and retrieve documents presented at the application.
4. New PC workstations will have bio-logon (fingerprint) reader ability for an added security measure and audit trail.
5. The new model office will be designed to seamlessly meet future compatibility with multiple interfaces such as the AAMVA hub (EVVE, SAVE, DIEP).
6. Incorporates the ICAO image quality standard. This will prevent our examiners from accepting a poor quality photo.
7. Drivers License card readers will allow applicant information contained within the barcode of the existing drivers license to be pre-populated to save time and prevent manual data entry errors.

Technical Architecture:

The current Drivers License processing environment integrates the mainframe Kansas Drivers License System (KDLS), with L-1's Windows and Solaris based Central Image Processing System and Drivers License Capture Stations with KDOR's enterprise FileNet image management system. The Photo First Model Office will leverage this existing environment to add real-time photo verification using L-1 developed software that will integrate with L-1's facial recognition software. With the exception of the driver’s license office located in the Docking State Office Building, KDOR uses L-1 facial recognition software in batch mode to match Drivers License applicant photos after they are written to the L-1 Central Image Repository during the nightly batch process. This enhancement to the existing system will allow KDOR to perform facial recognition immediately after the applicant photo has been taken.

Project Description and Scope:

The Photo First Model Office Phase Two will impact all applicants that visit the driver's license offices in Holton, Seneca, Manhattan, Dodge City, and Garden City.

The project includes implementation of a new workflow process that captures the photo first while providing the enhanced ability to complete an electronic 1:1 photo comparison. In addition, the photo of the applicant will follow the applicant throughout the transaction to prevent fraud.

The new bio-logon workstations will offer a new security feature with audit ability while the new card readers will save time and prevent data entry errors. The new document authentication system will give us an additional tool to verify security features within source documents that is completed solely by the examiner today. The new document capture and storage system will enable our office to capture, store and retrieve applicant source documents for future reference.

This model office project will enhance our ability to detect and prevent fraud within an efficient software system.

Project Status: Phase Two was approved by CITO on June 24, 2010, with project execution beginning July 6, 2010.

Agency Name: Kansas Department of Revenue

Project Name: DMV Modernization Project

Project Acronym: None

Estimated Project Cost:

Internal Cost: \$7,051,892

External Cost: \$33,274,267

Estimated Ongoing Cost: \$1,999,832 per year

Estimated total project cost and three ensuing years of ongoing cost: \$46,325,655

Estimated Start Date: Execution Start Date – August 17, 2009

Estimated Completion Date: Close-Out End Date – July 24, 2012

Project Business Objective(s) or Motivator(s):

The main functions of the Titles and Registrations Bureau of the Division of Vehicles are to issue certificates of title or electronic vehicle records, disabled placards and personalized plates; maintain records for law enforcement access and verification and provide county support and customer service. The Vehicle Information Processing System (VIPS) maintains current and historical motor vehicle data and provides vital information to law enforcement and other motor vehicle agencies. VIPS processes the registration and renewal information for titles and tags pertaining to vehicle owners. The registration function issues license plates, certificates of title, registration renewals and collects fees for all 2.7 million private and commercial motor vehicles in Kansas.

The current VIPS system was implemented in December 1987. Problems exist with the upload and download batch processes to the counties. The system lacks real time capabilities, which leads to delays of up to several days in receiving current registration information. Because of these delays, law enforcement agencies may be operating without correct information. The county equipment, especially the printers need to be replaced. The correspondence processes are cumbersome and largely manual which results in less than professional correspondence.

The Kansas Driver's License System (KDLS) contains driving record information on all licensed drivers and allows for issuance of an initial driver's license or Kansas Identification card according to Federal and State guidelines. The KDLS system is a mainframe and FileNet application that provides a workflow process to maintain and update the driving record. Driving privileges such as restrictions, suspensions, revocations and reinstatements are processed within KDLS. The Kansas Driver's License System serves as the source for all drivers related information to law enforcement all law enforcement officials, courts and others.

The Kansas Vehicle Inventory System (KVIS) is a mainframe application that automates the ordering and tracking of raw materials, plates, decals, 30-day permits, and placards for the State of Kansas. KVIS provides for the tracking of inventory from purchase order to issuance of tags and decals. Orders for tags and decals are placed on the KVIS system. Center Industries Corp. in Wichita, KS produces work orders from KVIS information, and submits invoices to the state after shipment of tags and decals to the counties. Counties receipt tags and decals through an automated program, and KVIS is updated nightly with county receipts and issues, to maintain accurate inventory on-hand counts. KVIS has functionality for notifying users automatically, when a county is low on inventory. Reports generated by the KVIS system insure purchases are within the annual budget, whether purchases are complete or pending, and whether payments have been made through the state's S.T.A.R.S. payment program

E-Government:

The State of Kansas partners with all 105 County Treasurers to provide these services to the citizens of Kansas. Particular attention will be paid to providing the desired functions through electronic access and interaction. The goal will include electronic submissions, online payments and real time access to vehicle records on demand.

Technical Architecture:

Smart client server technology using web components to create a distributed architecture with rich client features.

Project Description and Scope:

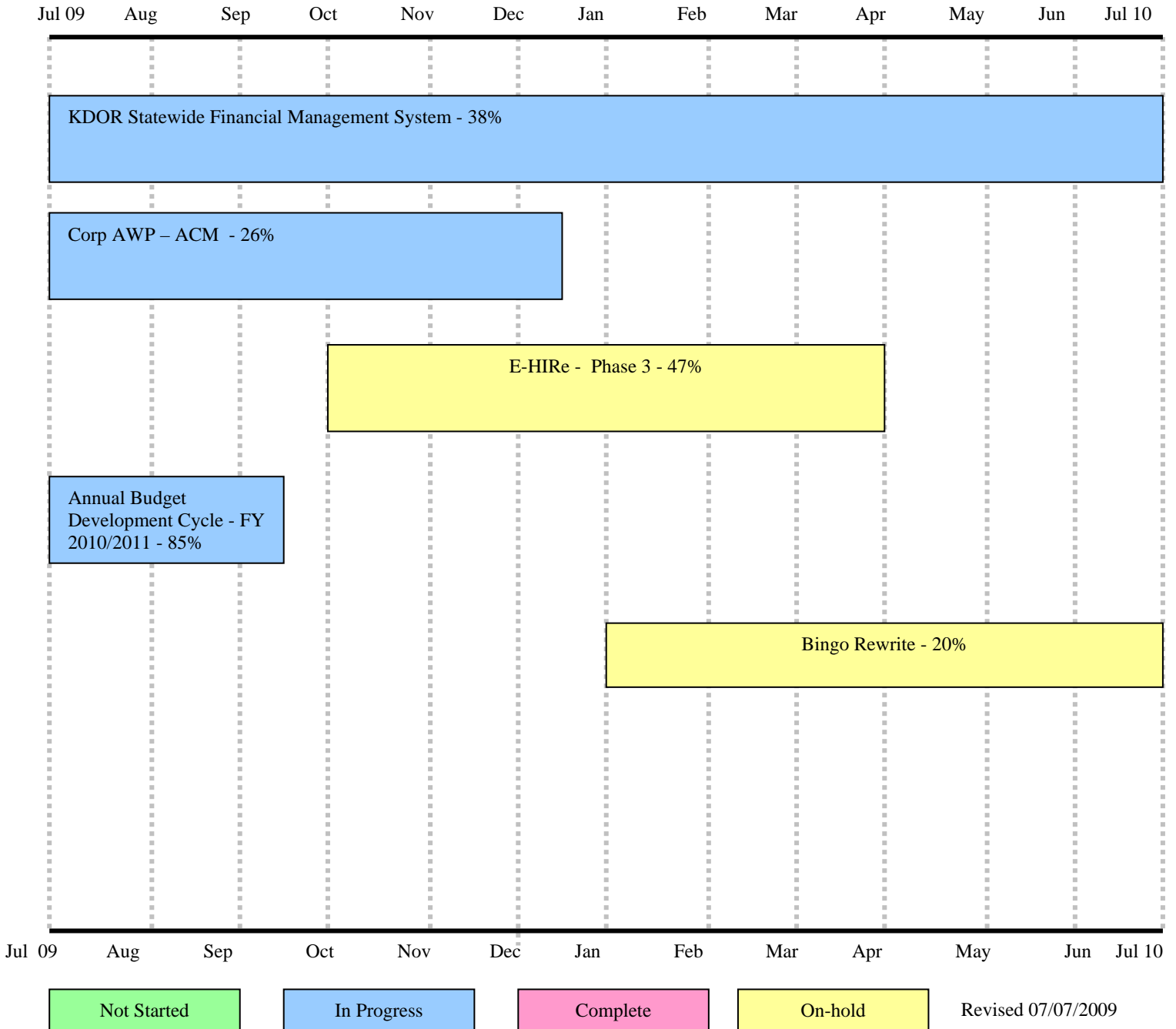
The goal of DMV Modernization will be to modernize the Division of Vehicles through business program realignment supported by an integrated, customer-centric computer system. All licensing, titling, registration, inventory and driver record functions of the Division of Vehicles will be supported by this integrated customer-centric services model. The State of Kansas partners with County Treasurers and other entities to provide these services to the citizens of Kansas in all 105 counties. Particular attention will be paid to providing the desired functions through electronic access and interaction. The goal will include electronic submissions, online payments and real-time access to vehicle and driver records on demand. This project will replace the existing Vehicle Information Processing System, the Kansas Driver's License System and the Kansas Vehicle Inventory System.

Project Status:

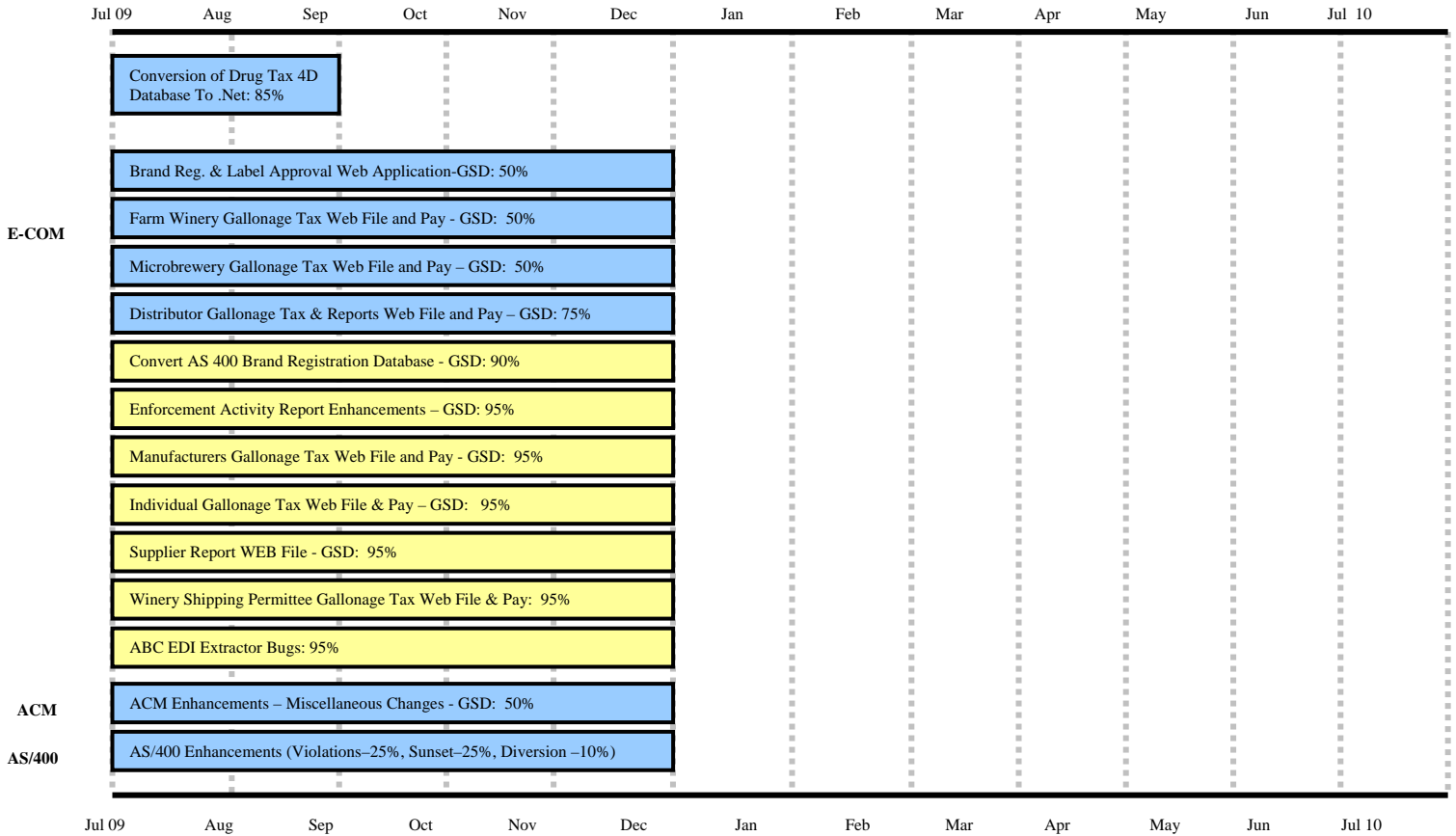
This project is in the Execution Phase at 26% complete. The Execution Phase is comprised of two subprojects, Subproject 1 - TL&R, Plates/Decals, Inventory is 28% complete and Subproject 2 - DL&ID, Driver Control & Review is 21% complete. The DMV Modernization Project is within scope, on budget, and schedule.

SECTION IV - BUSINESS & TECHNOLOGY RADAR CHARTS

SECRETARIAT - RM ROADMAP FY 2010



ABC ROADMAP FY 2010



Not Started

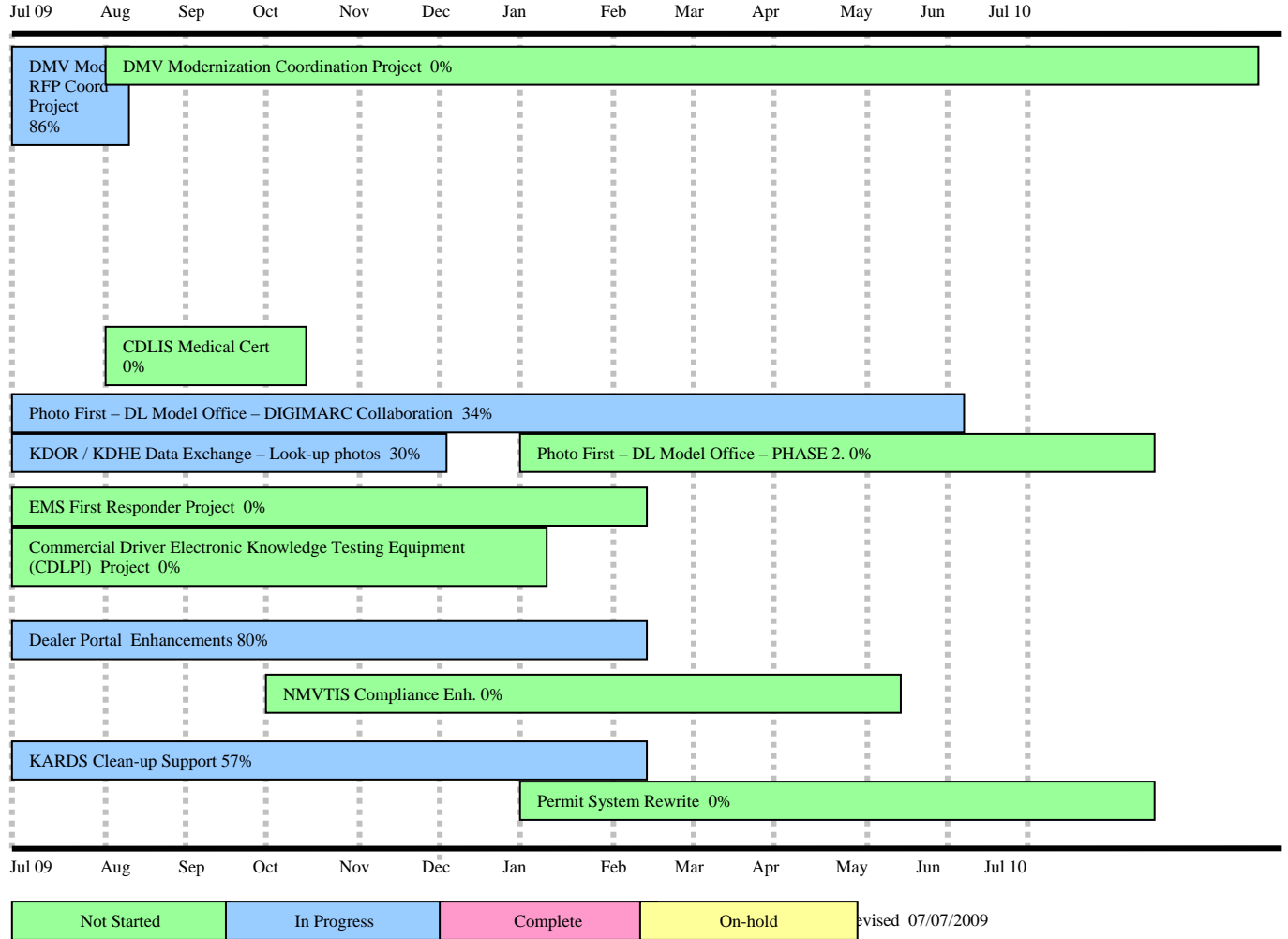
In Progress

Complete

On-hold

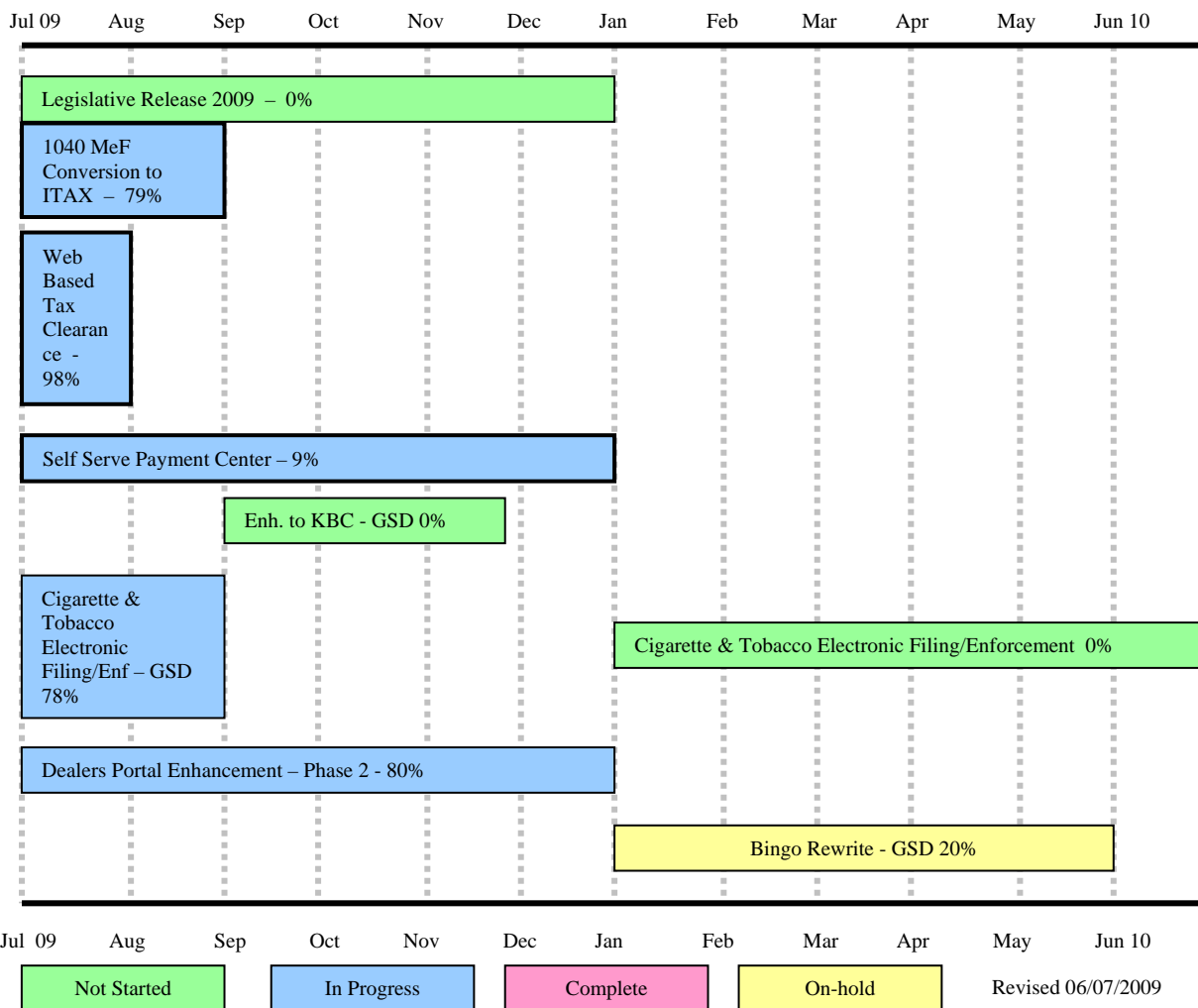
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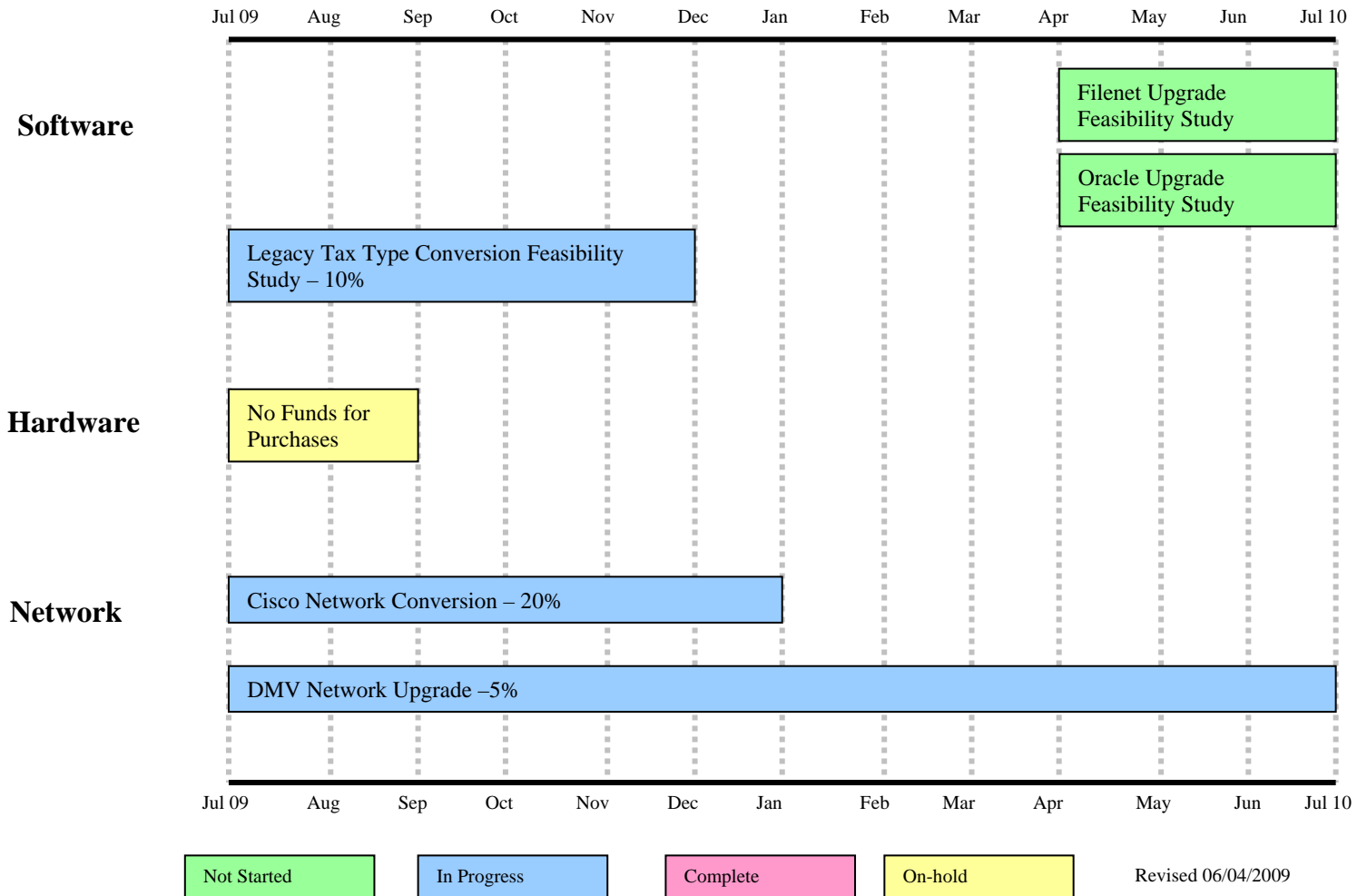


E-COMMERCE ROADMAP FY 2010

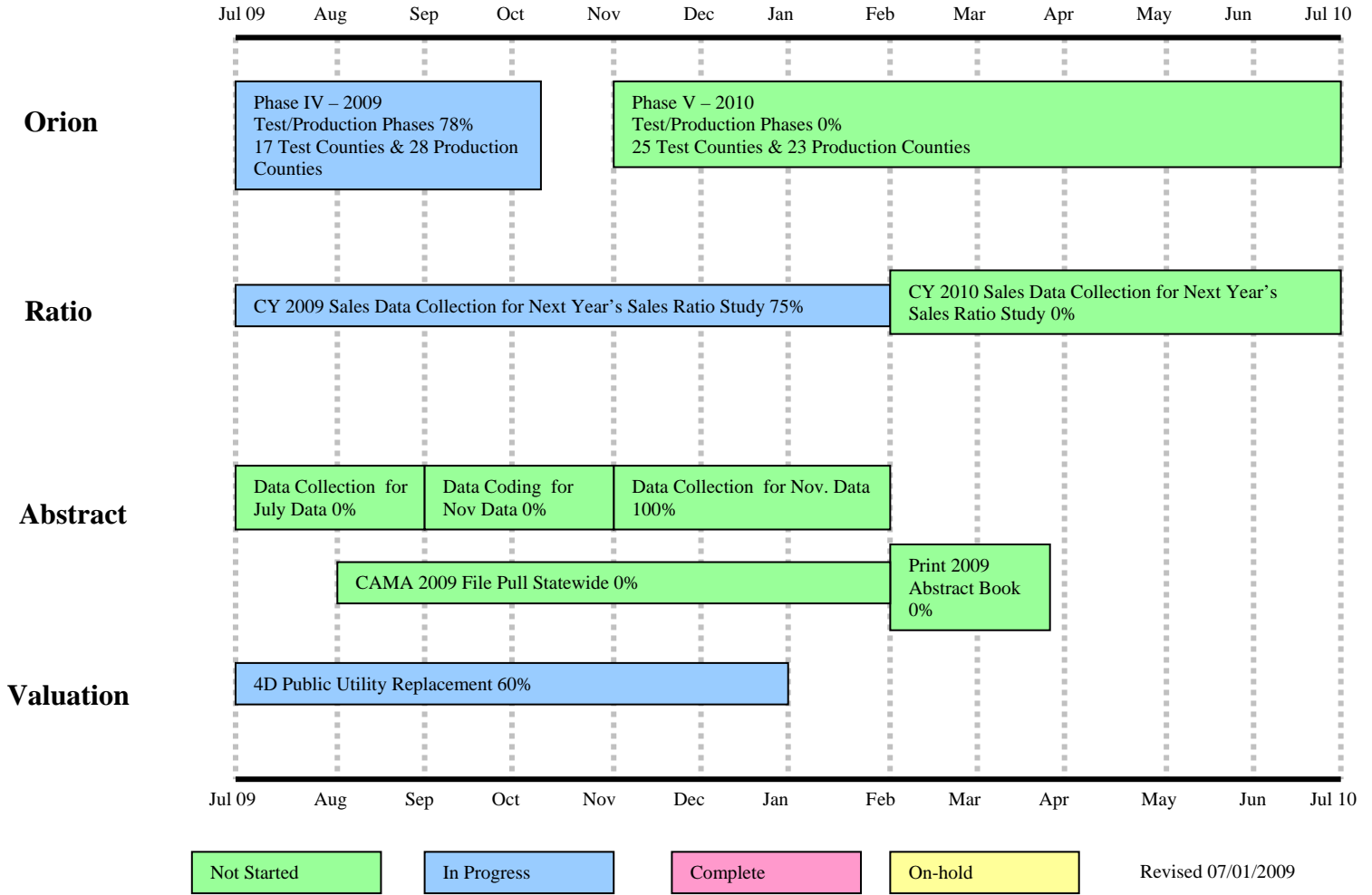
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IS Infrastructure Roadmap FY 2010



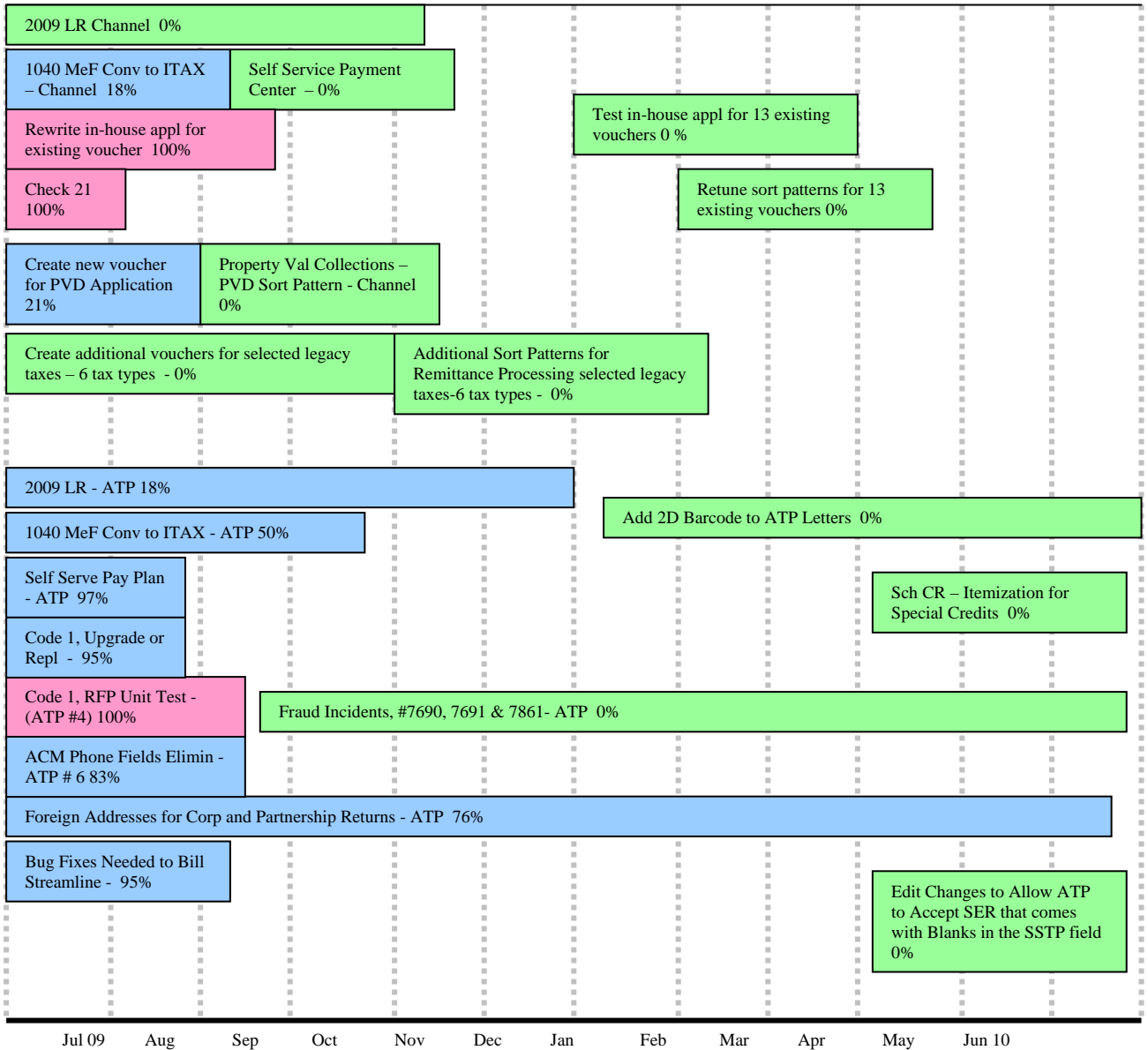
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Taxation Roadmap FY 2010

Jul 09 Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun 10

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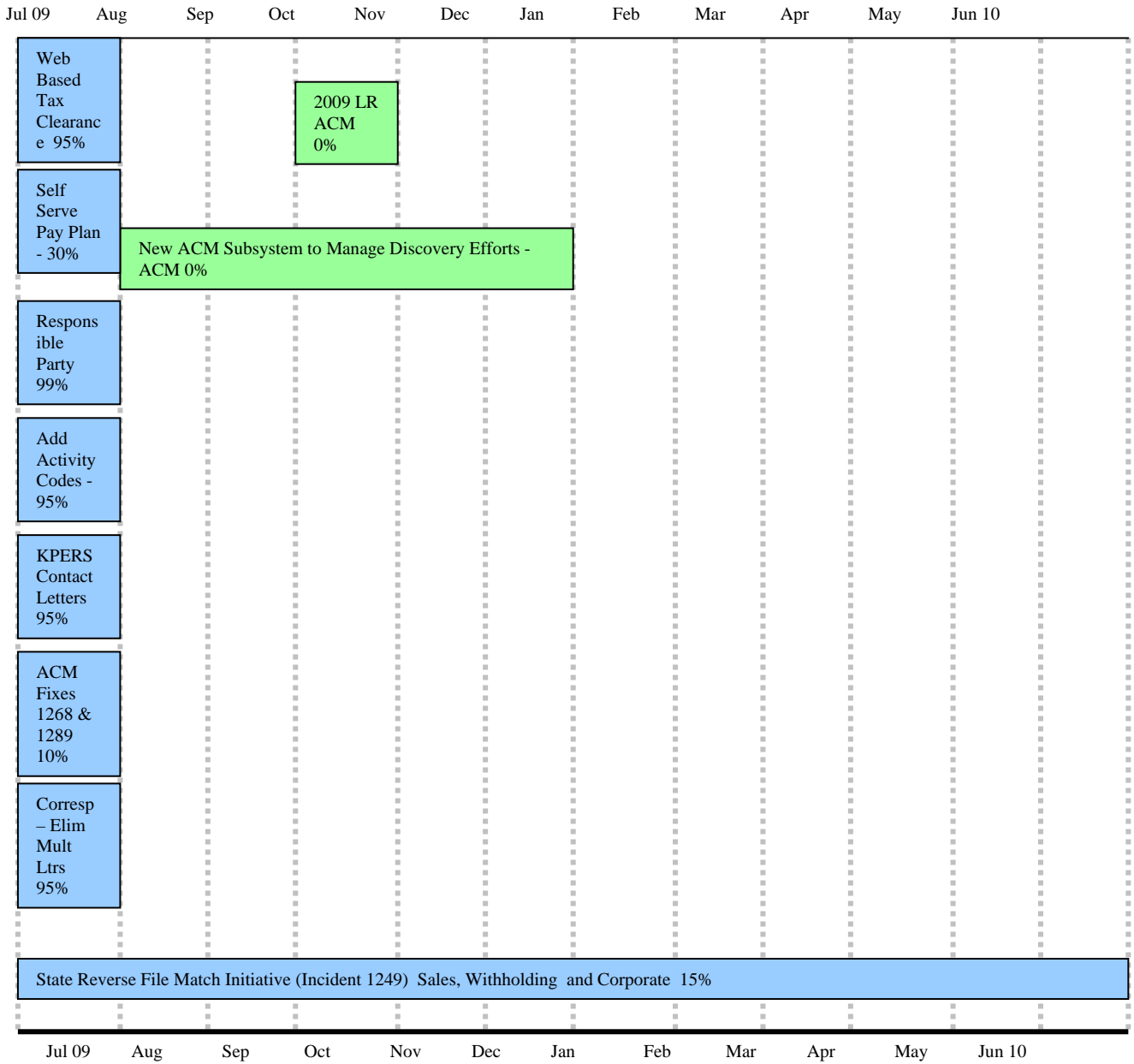


ATP



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Taxation Roadmap FY 2010



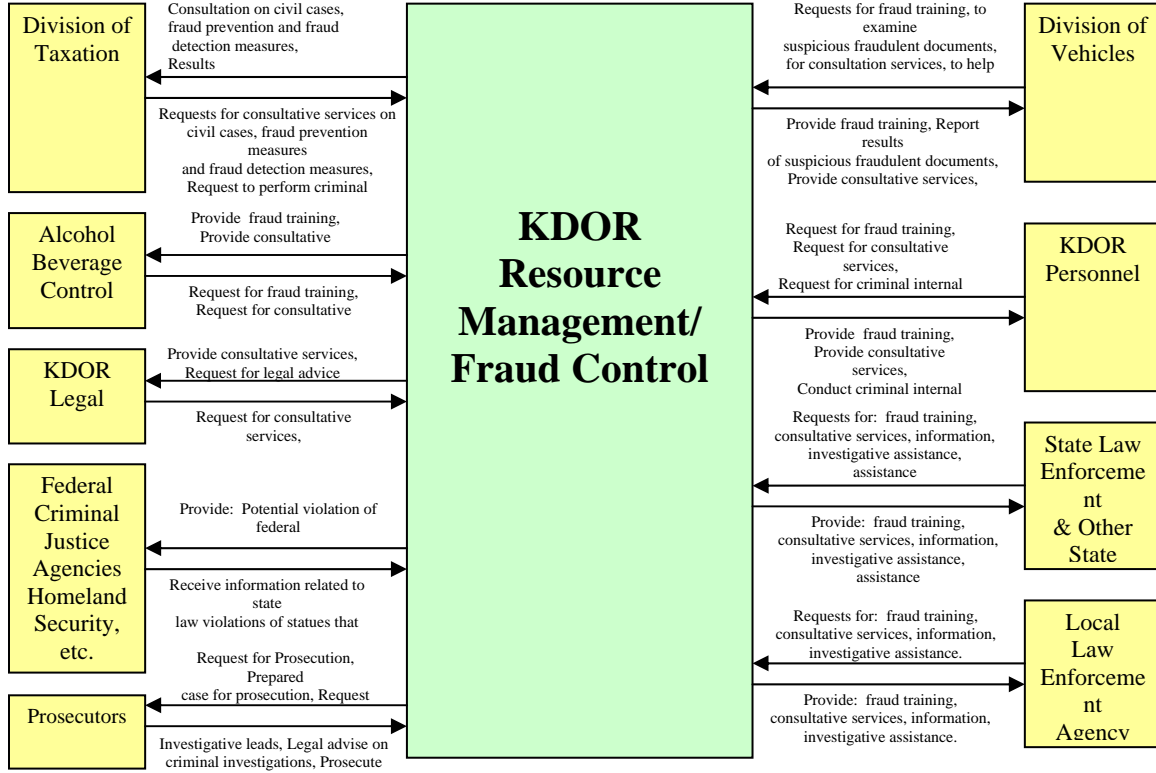
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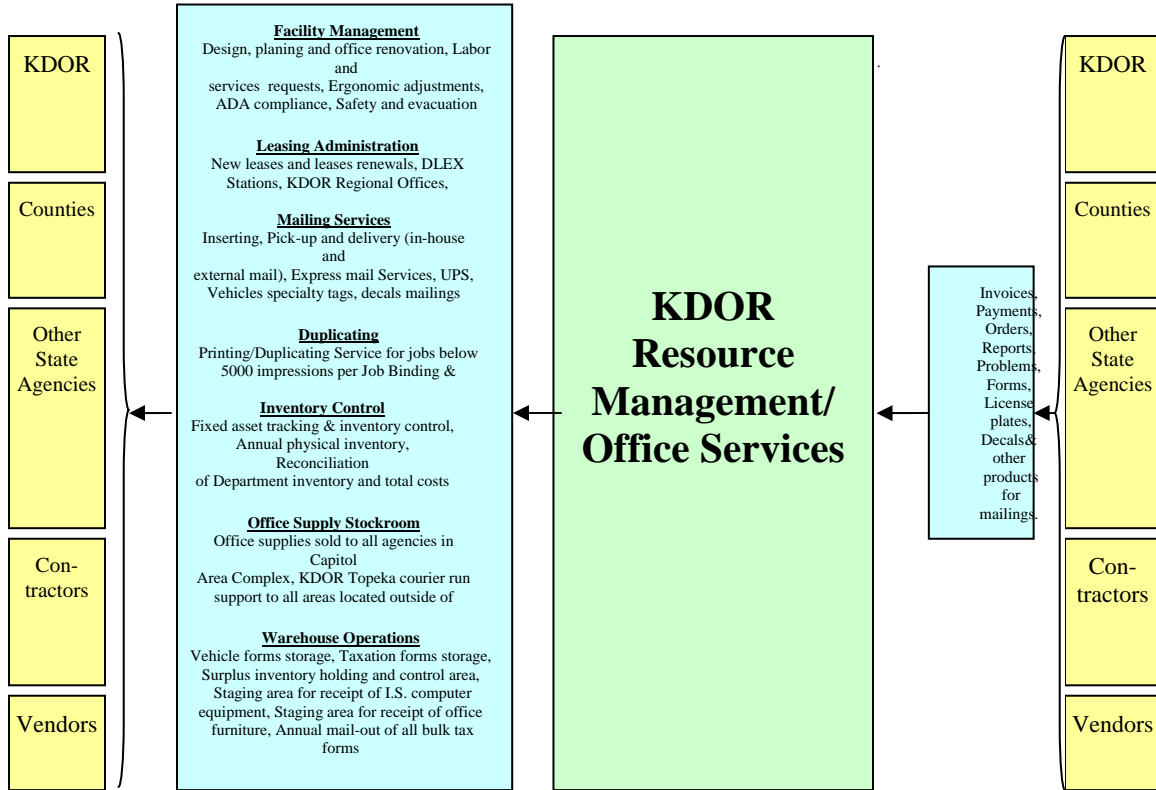
Revised 07/07/2009 –
Page 2 of 2

SECTION V - ENTERPRISE BUSINESS PARTNERS MODEL

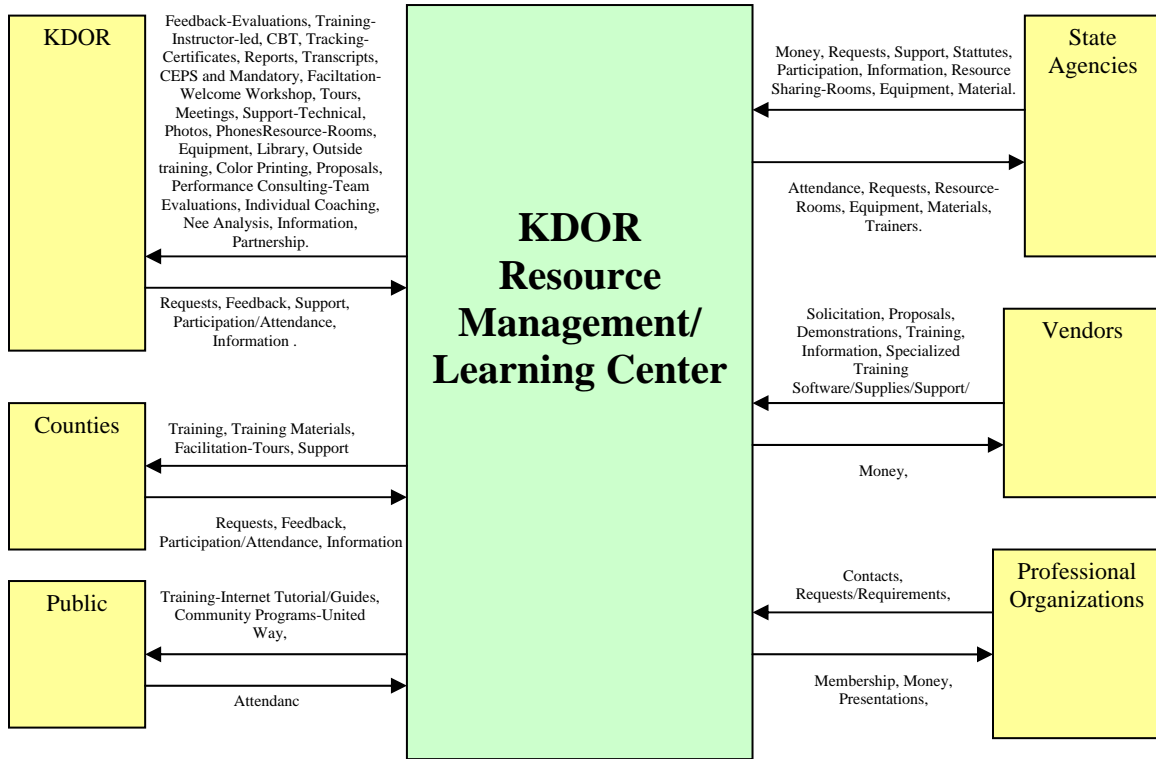
KDOR's Business Partners



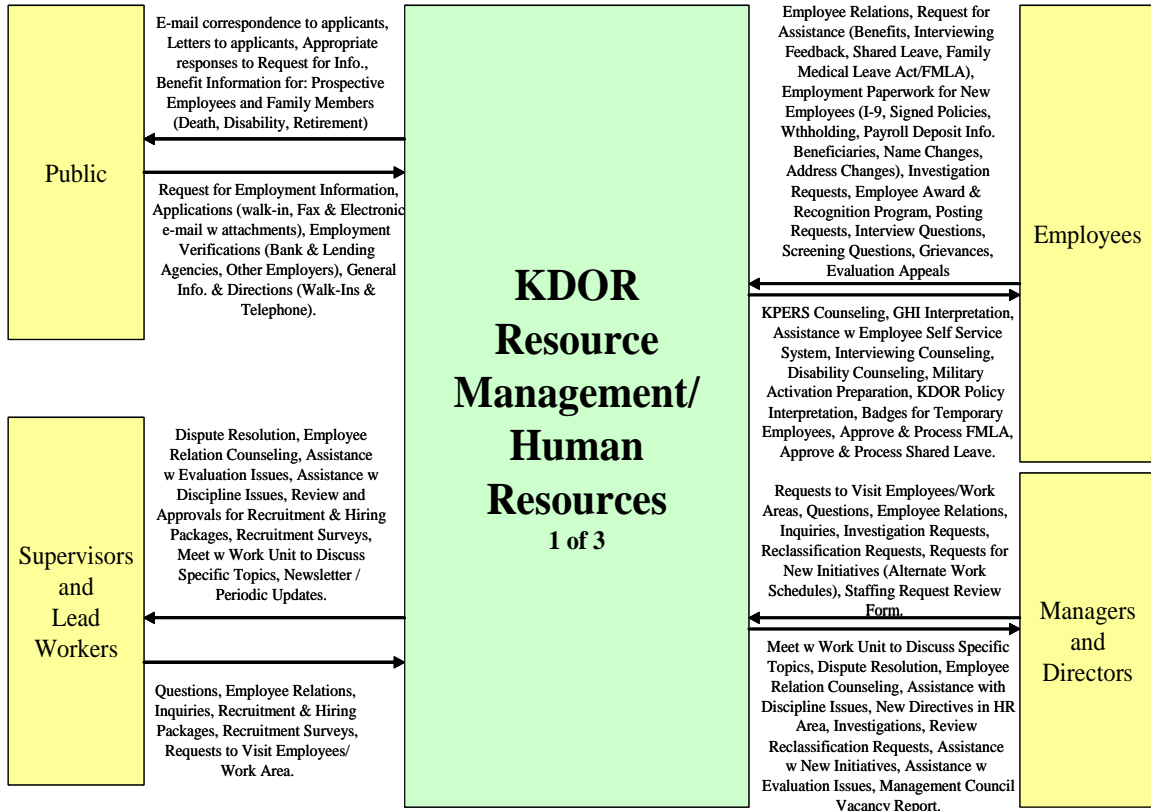
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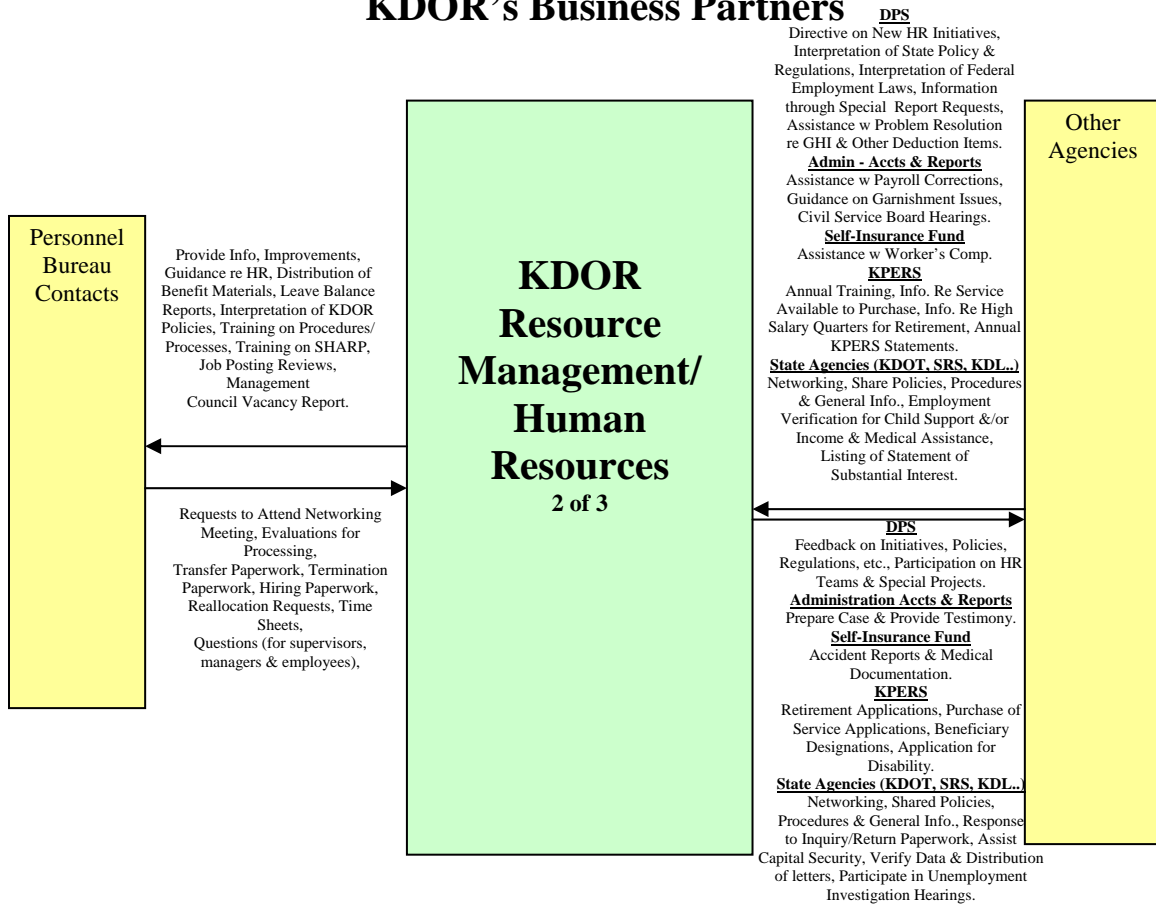
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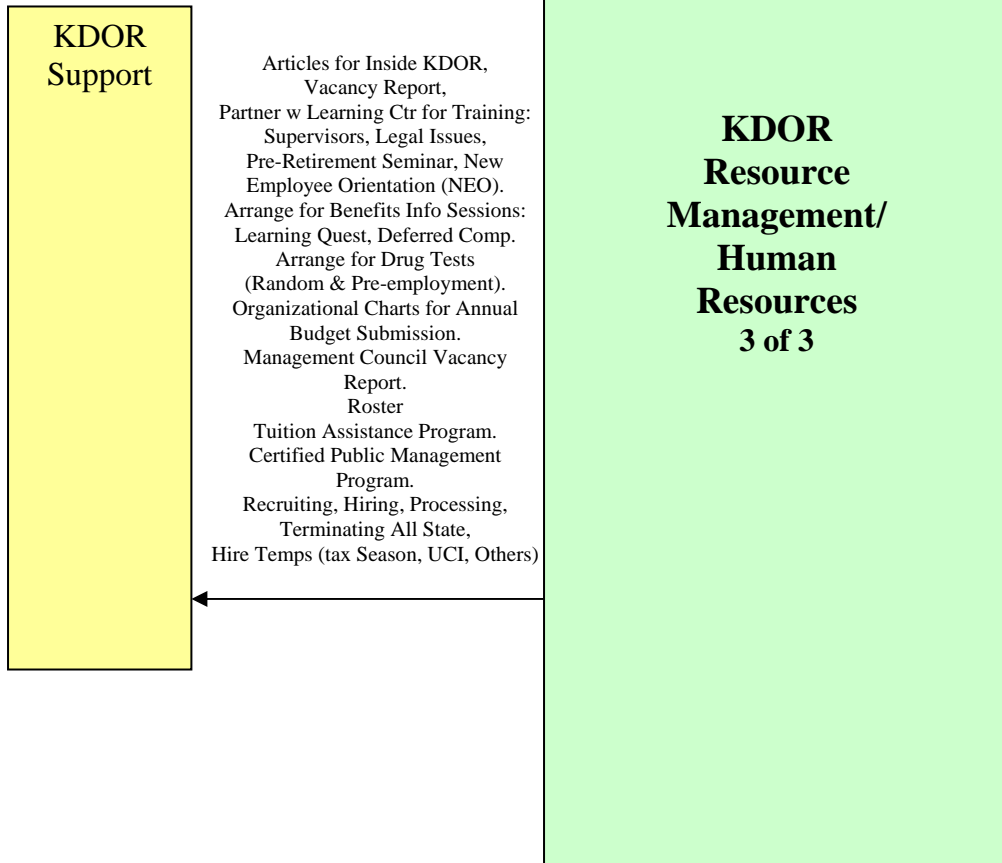
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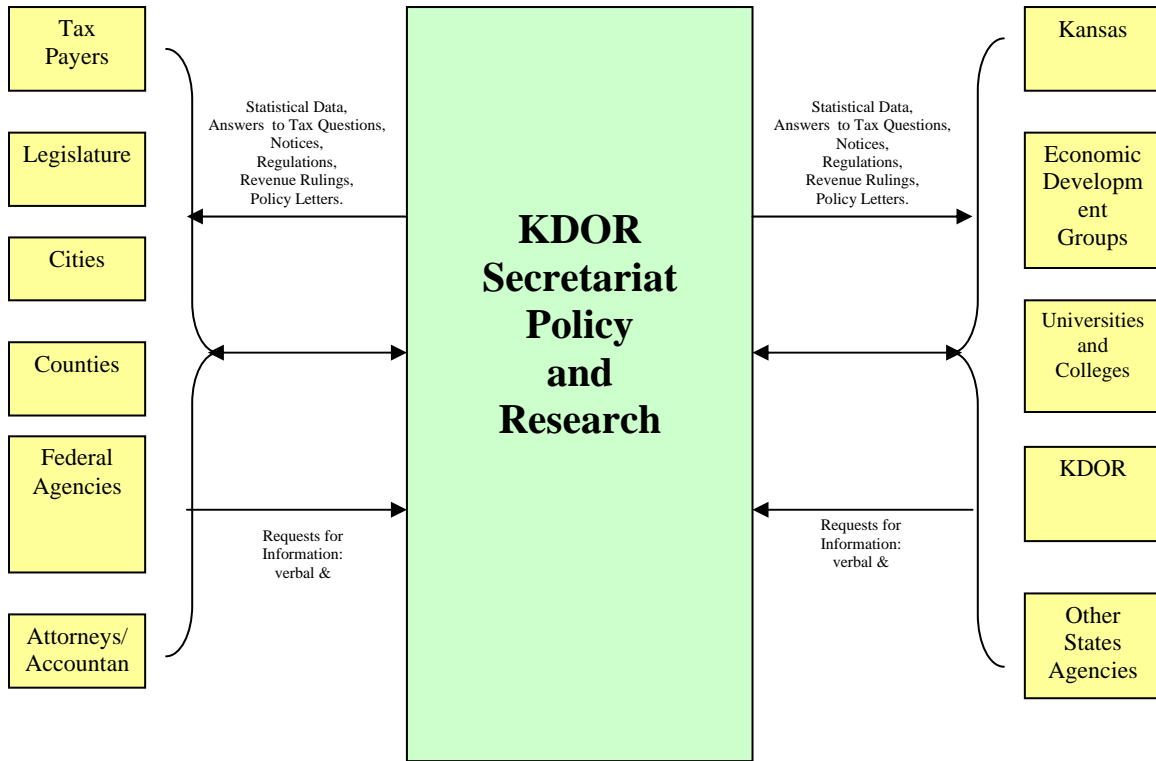
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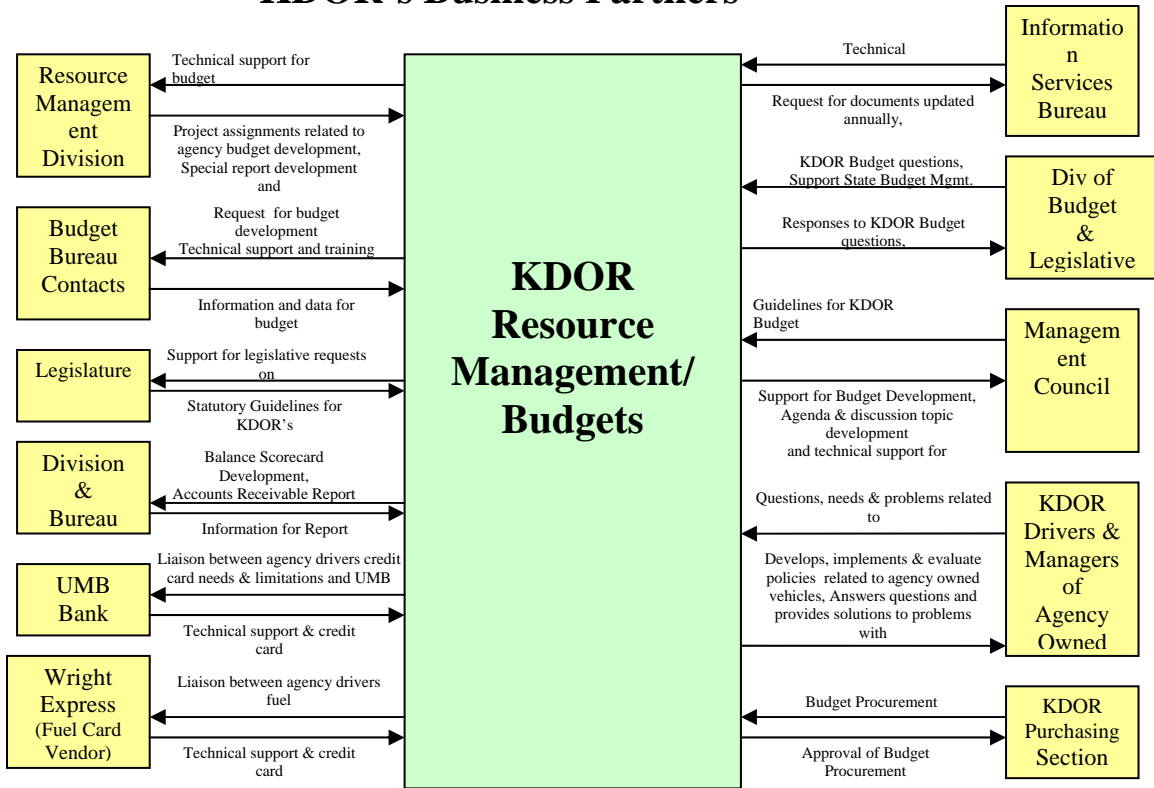
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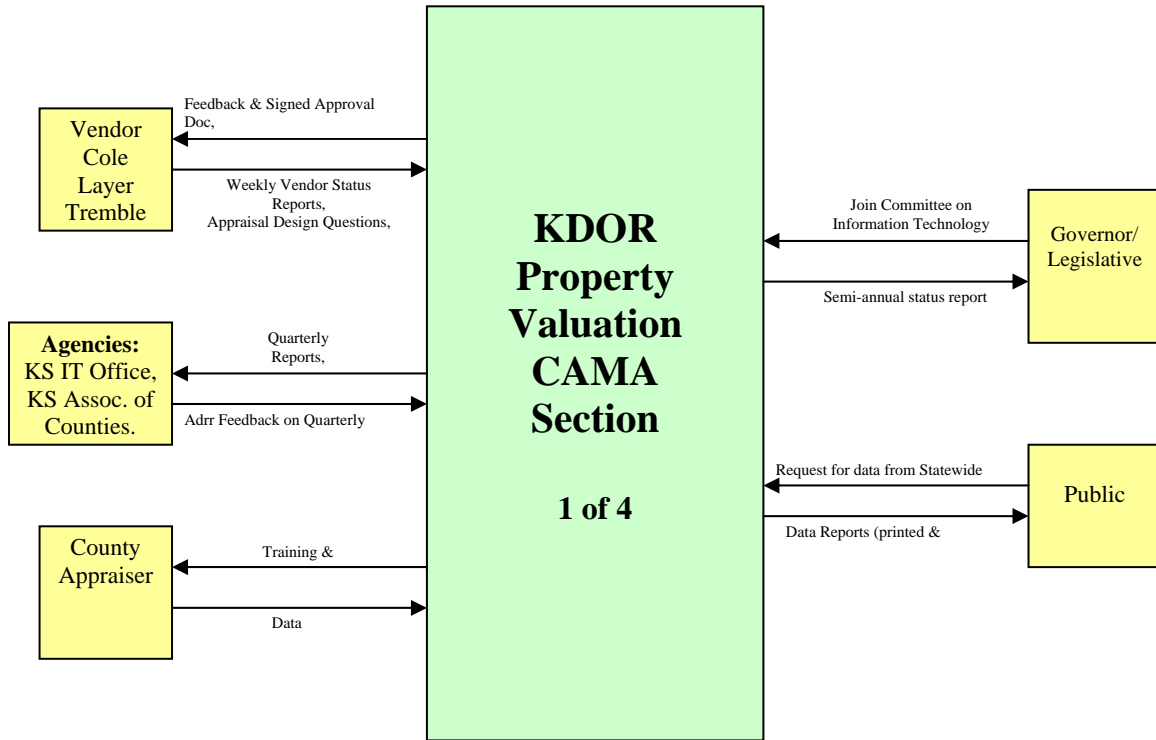
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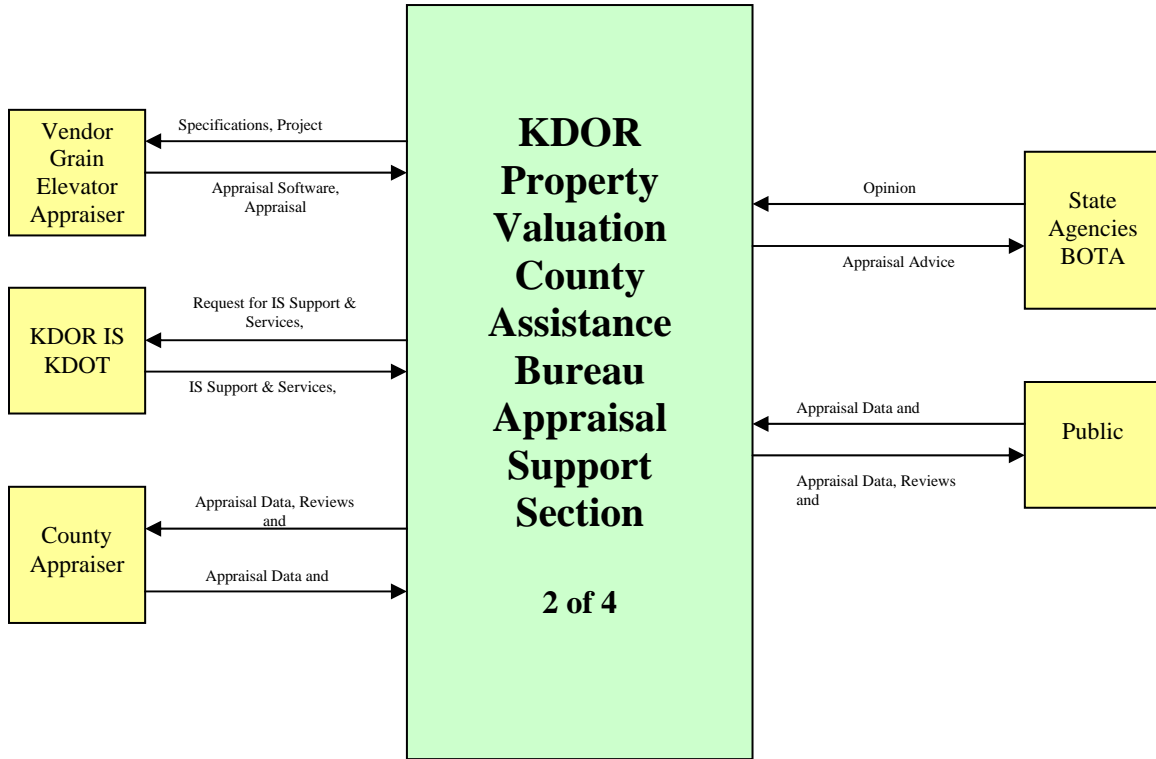
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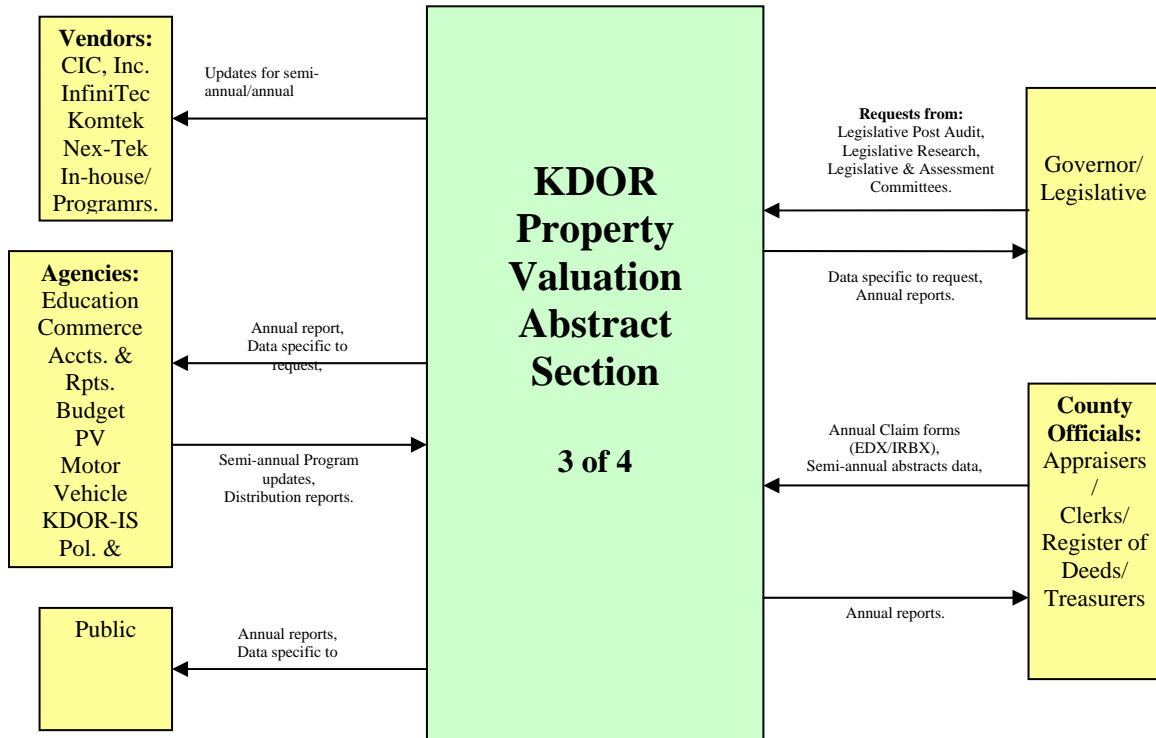
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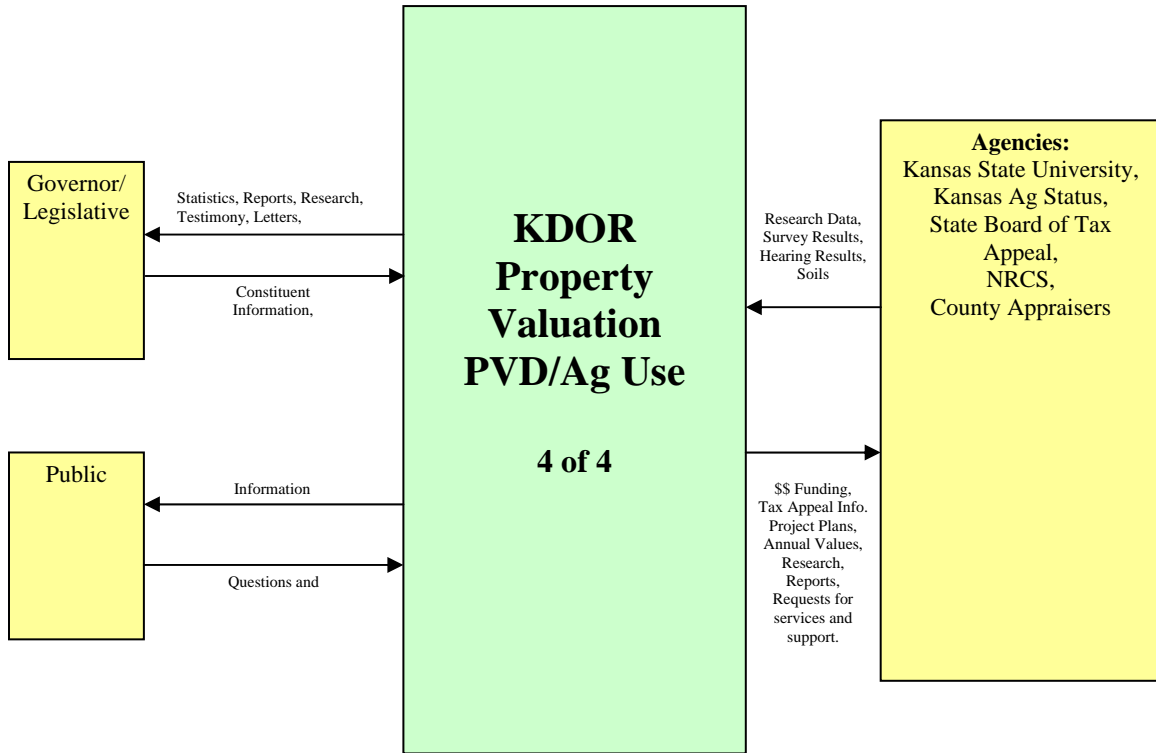
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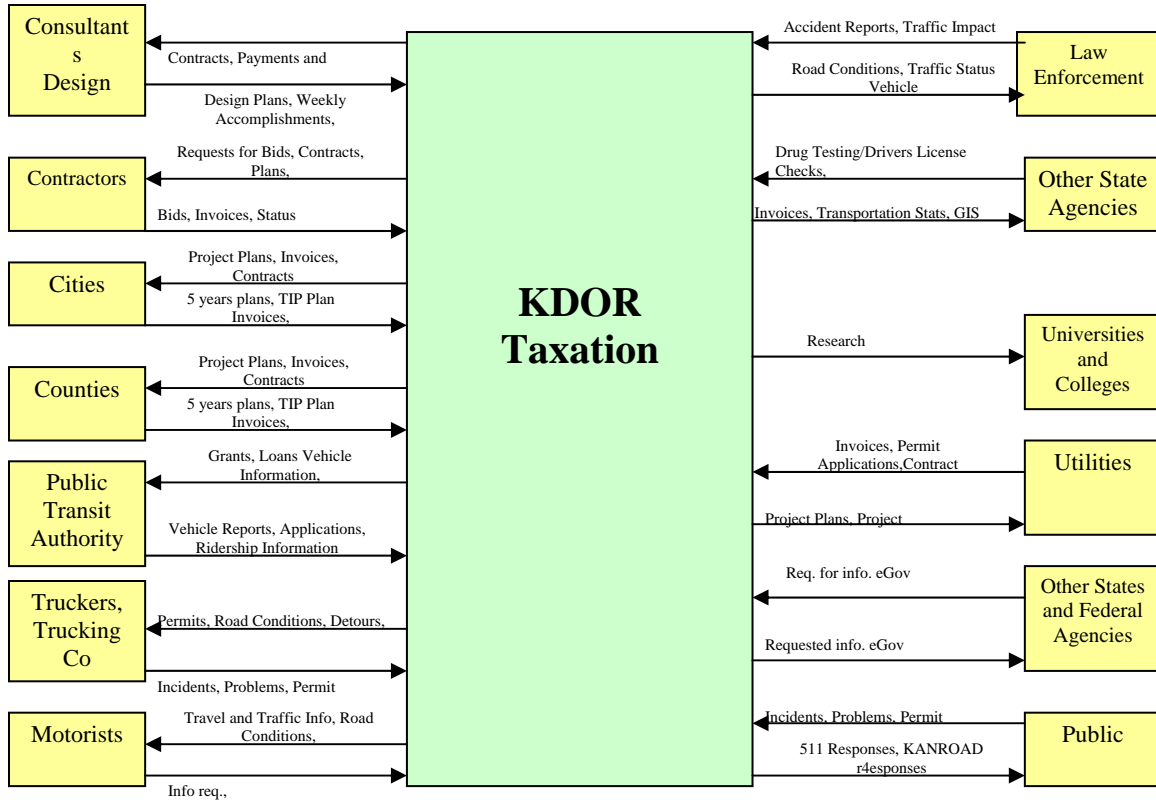
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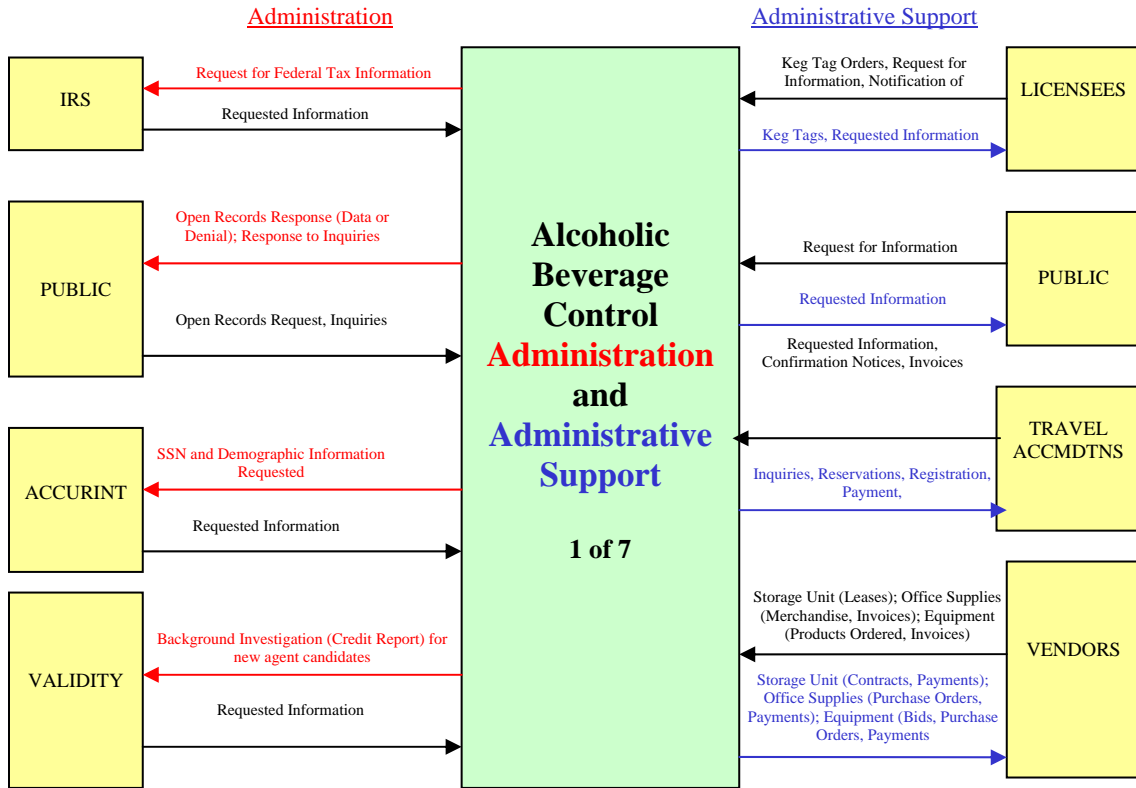
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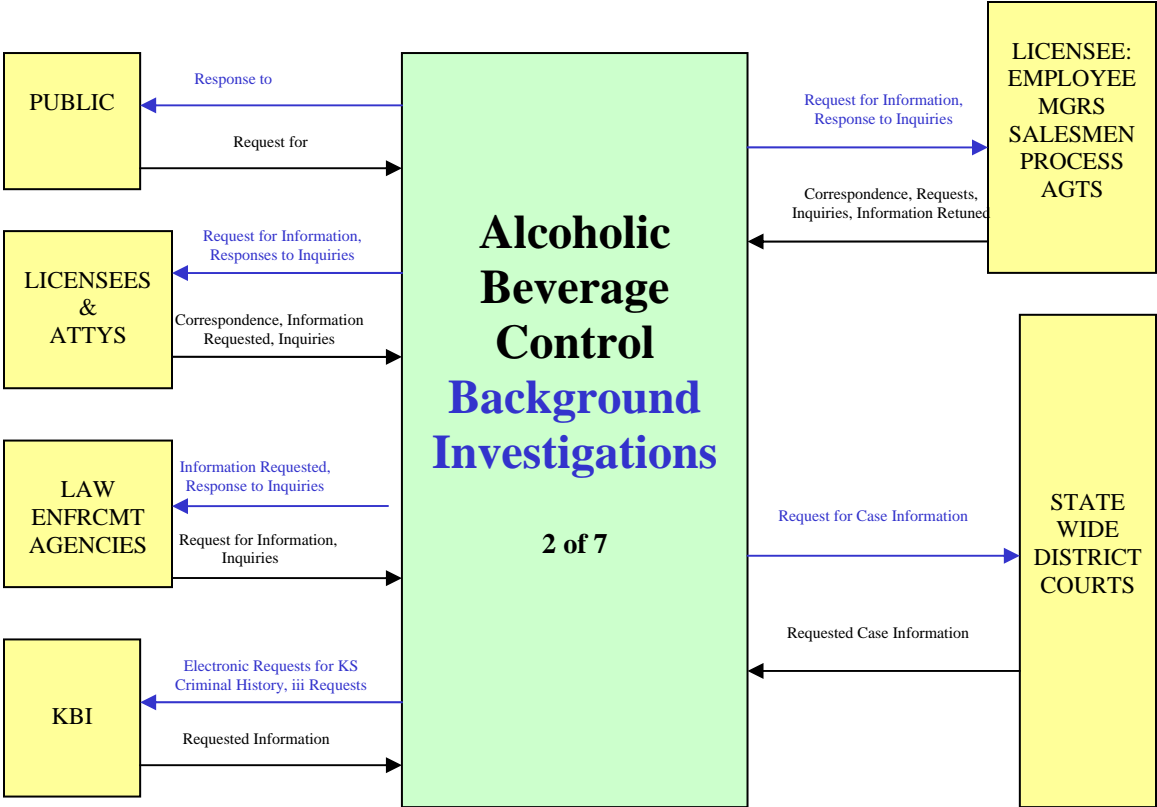
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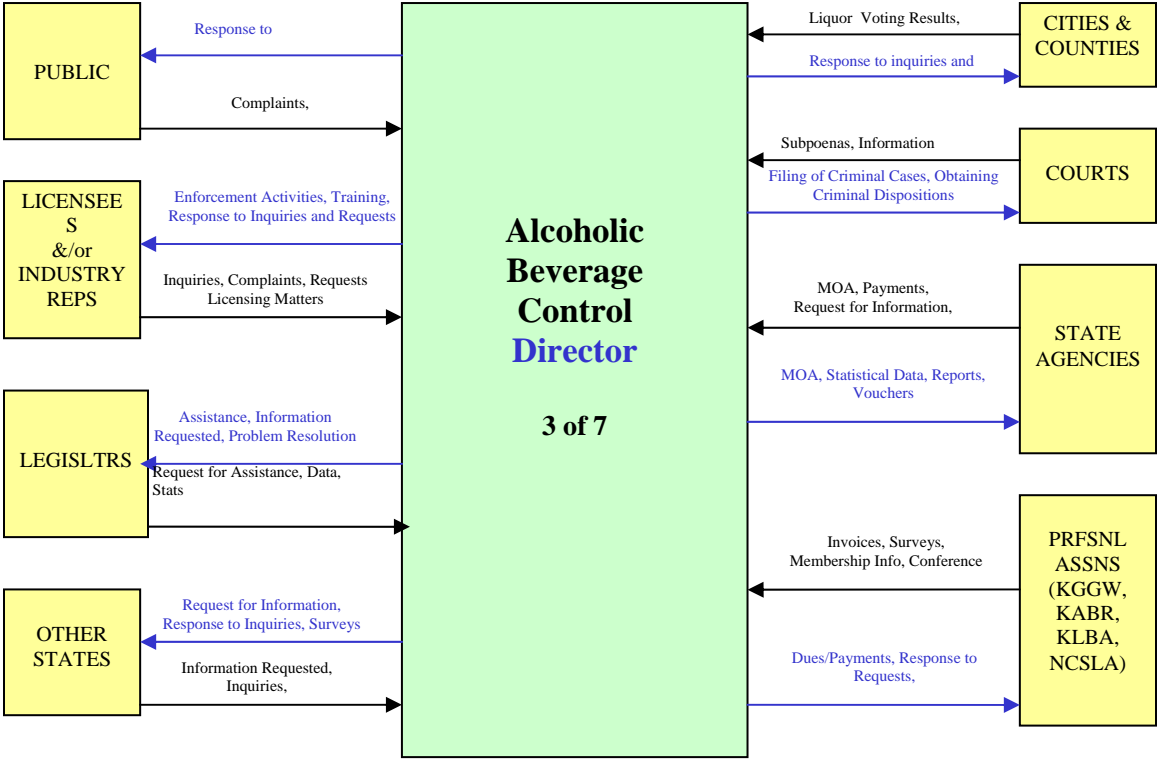
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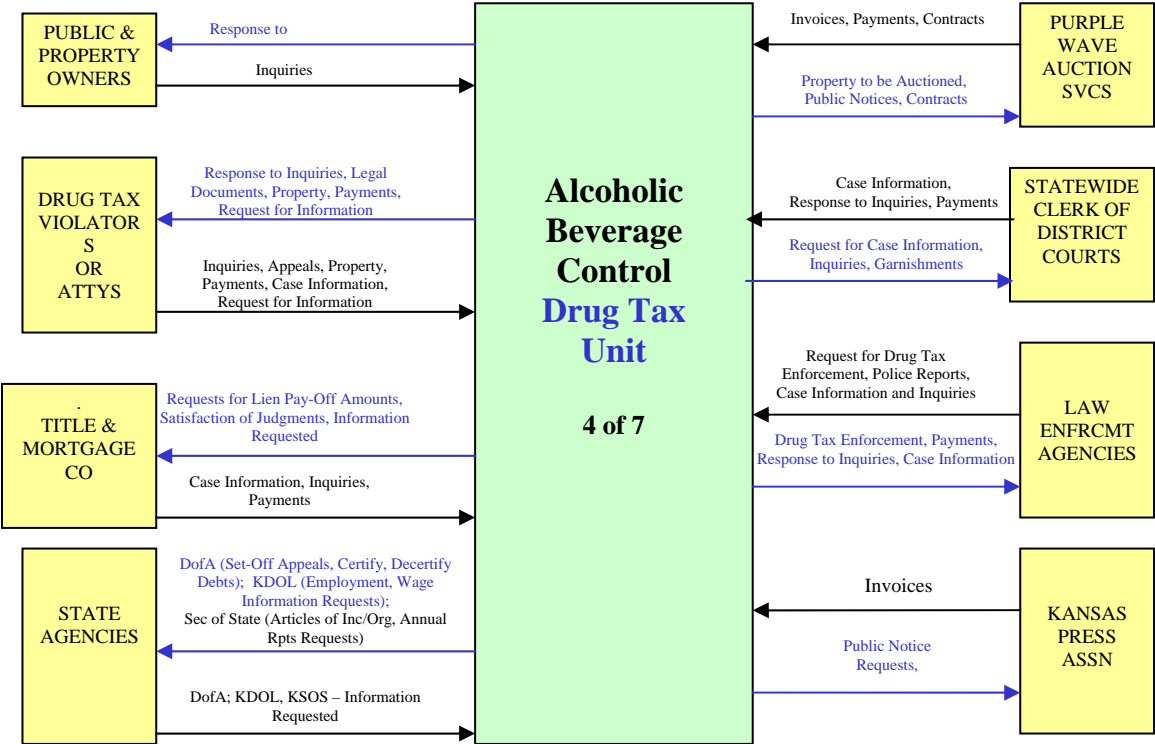
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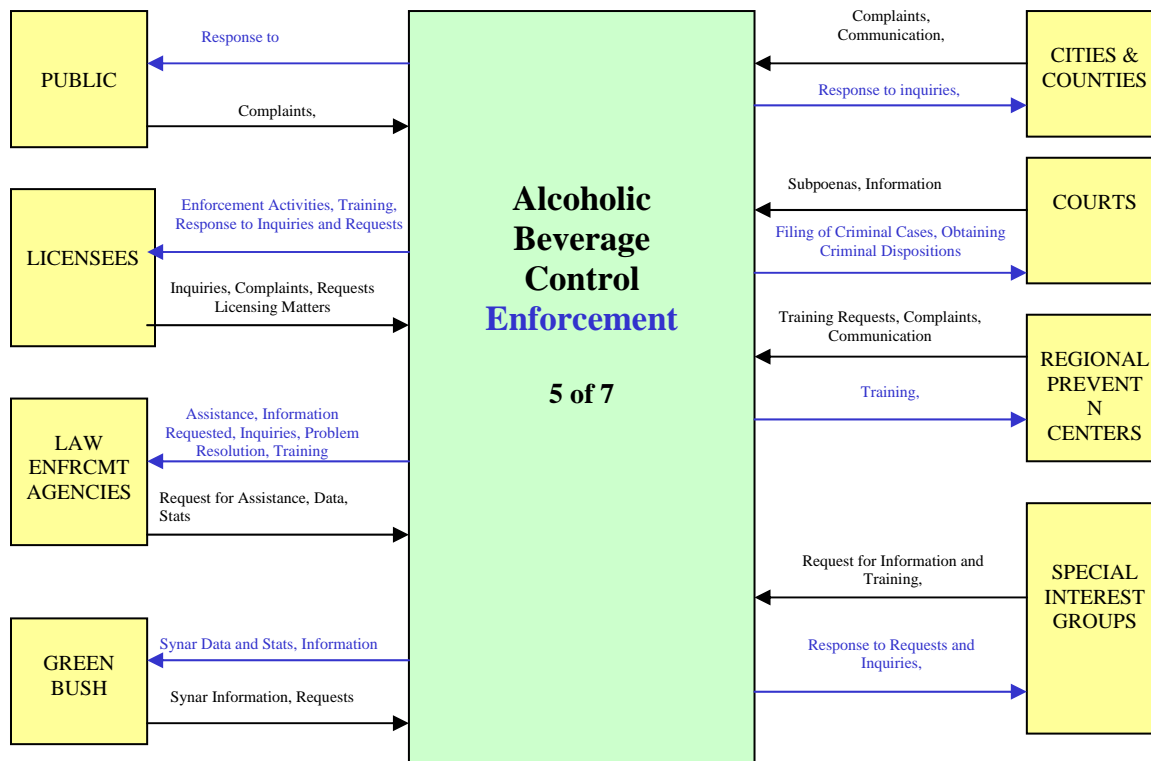
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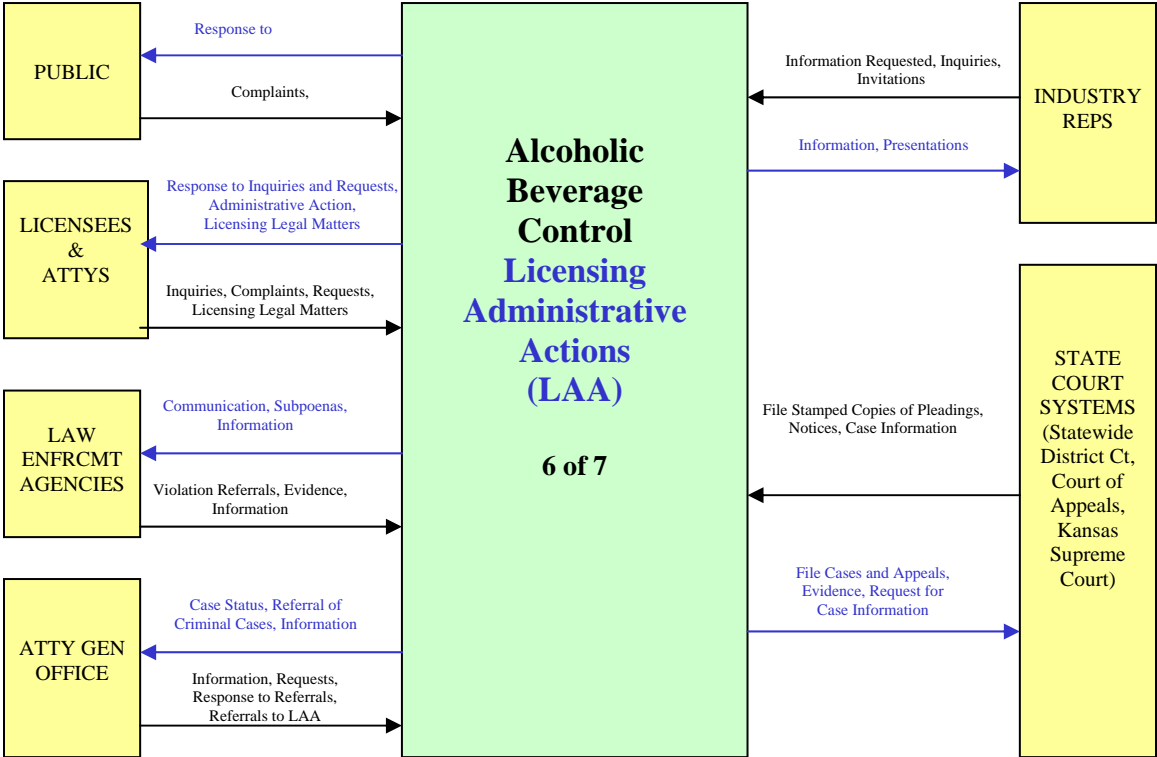
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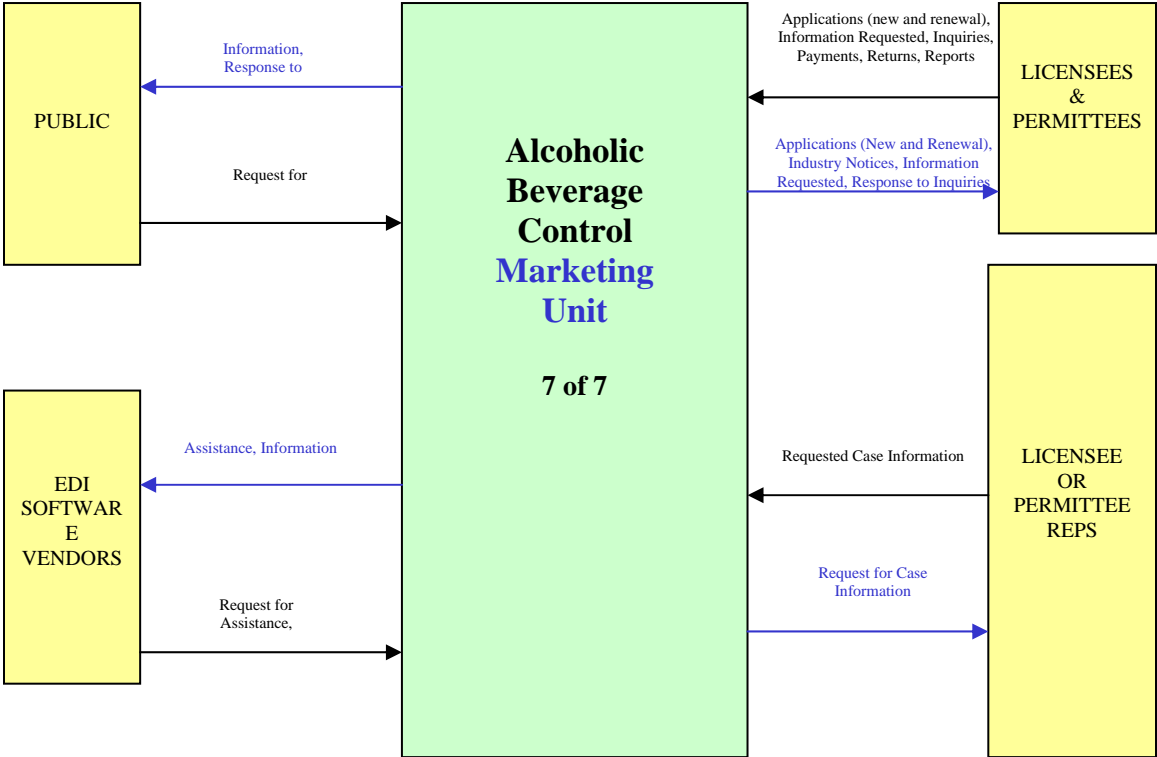
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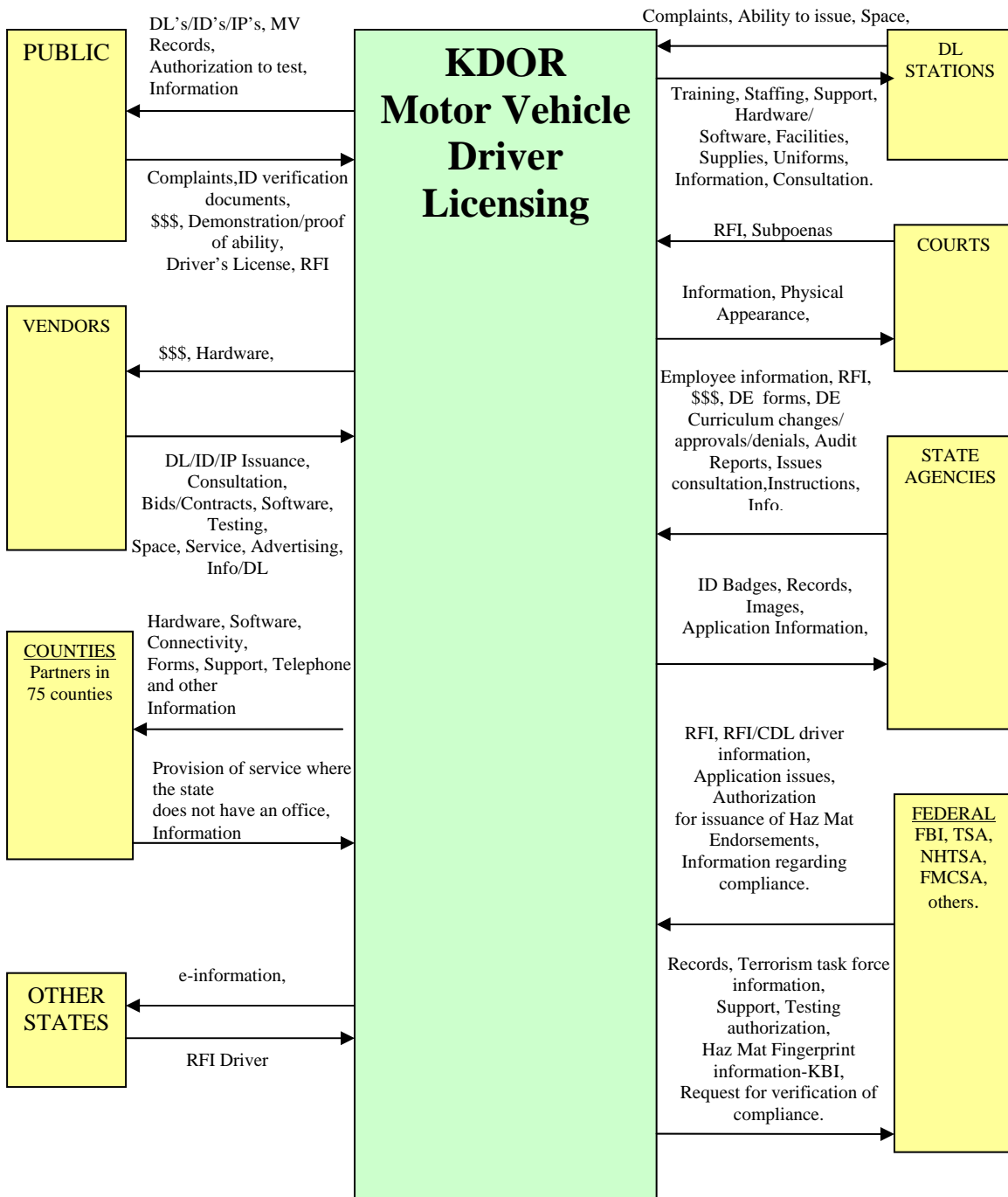


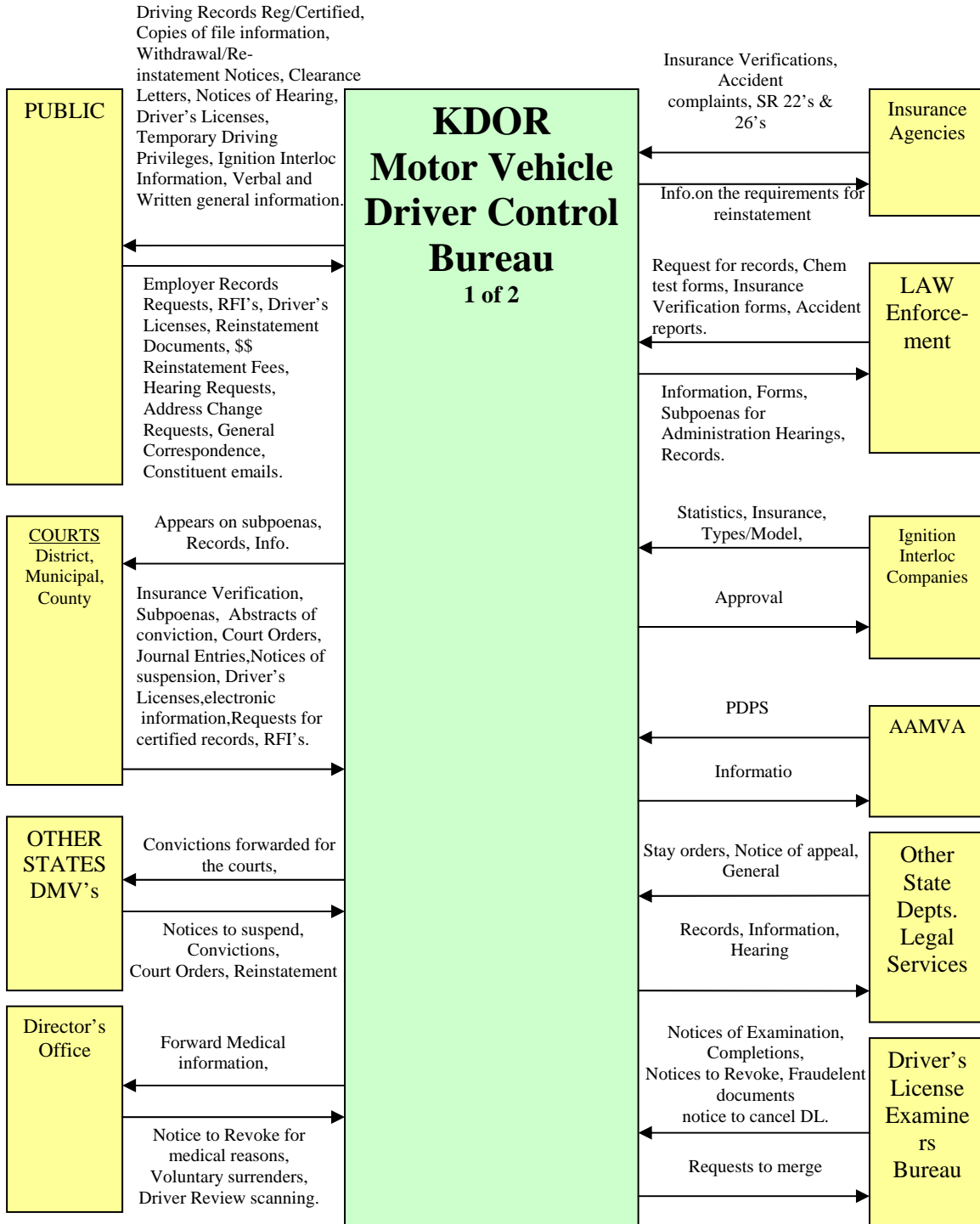
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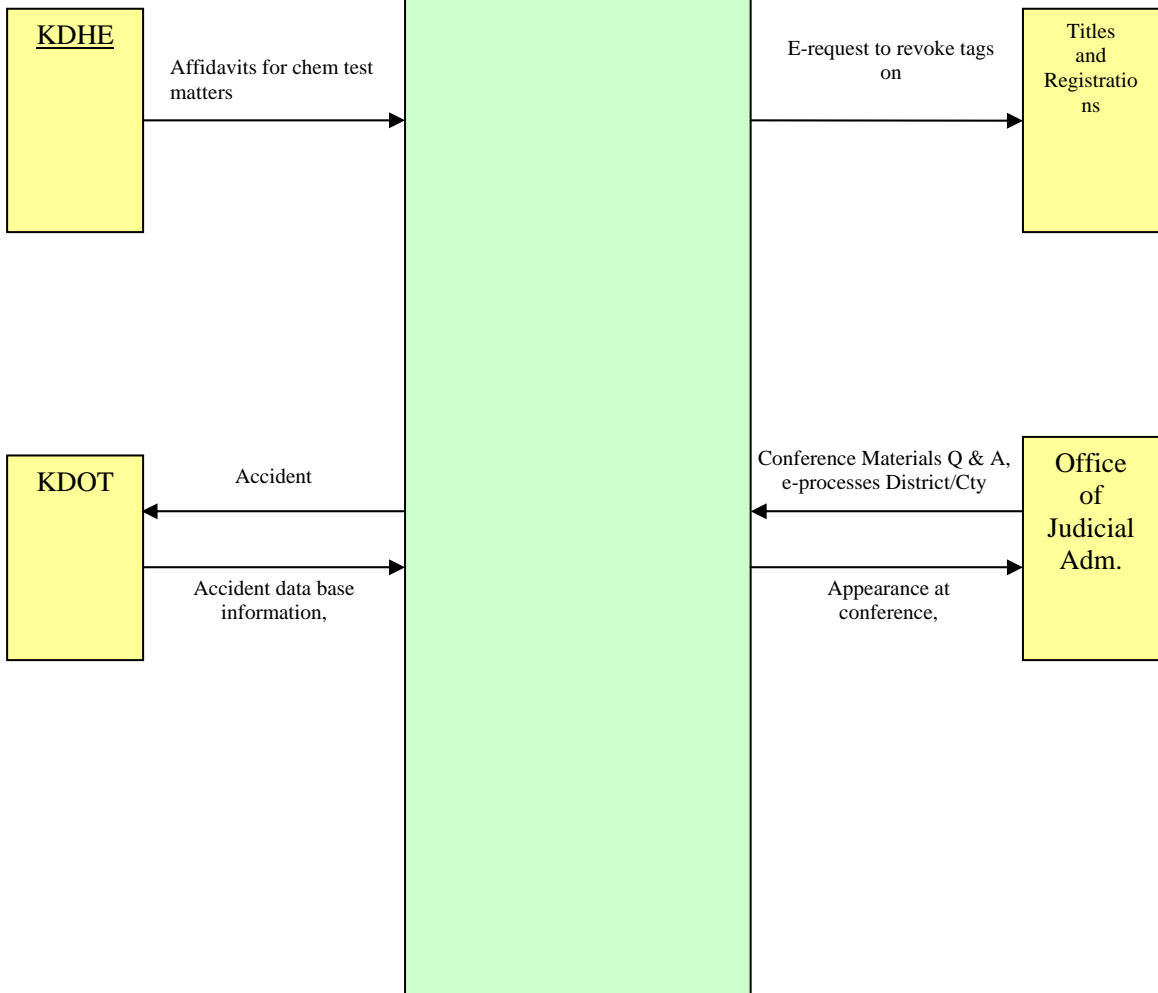
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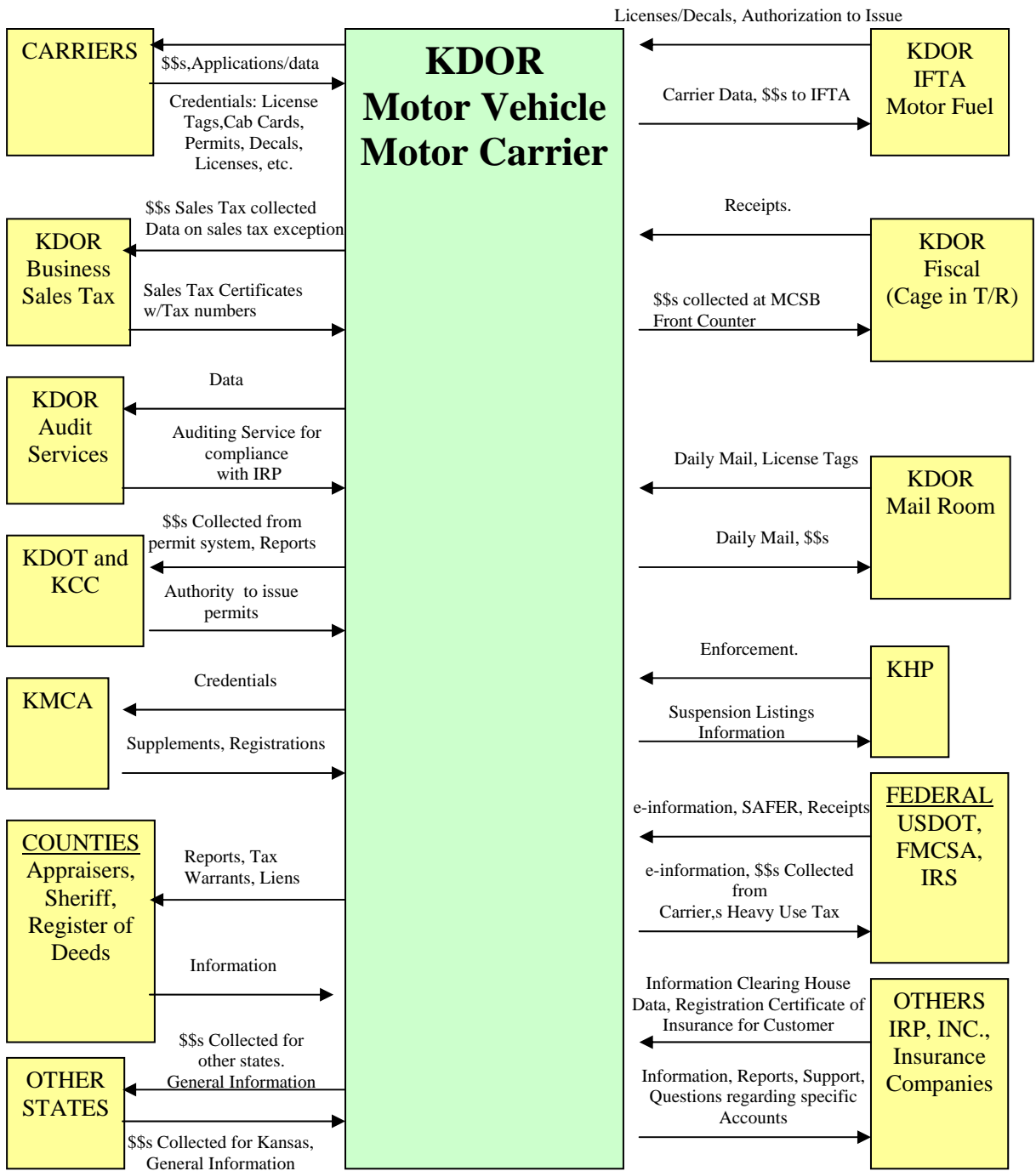


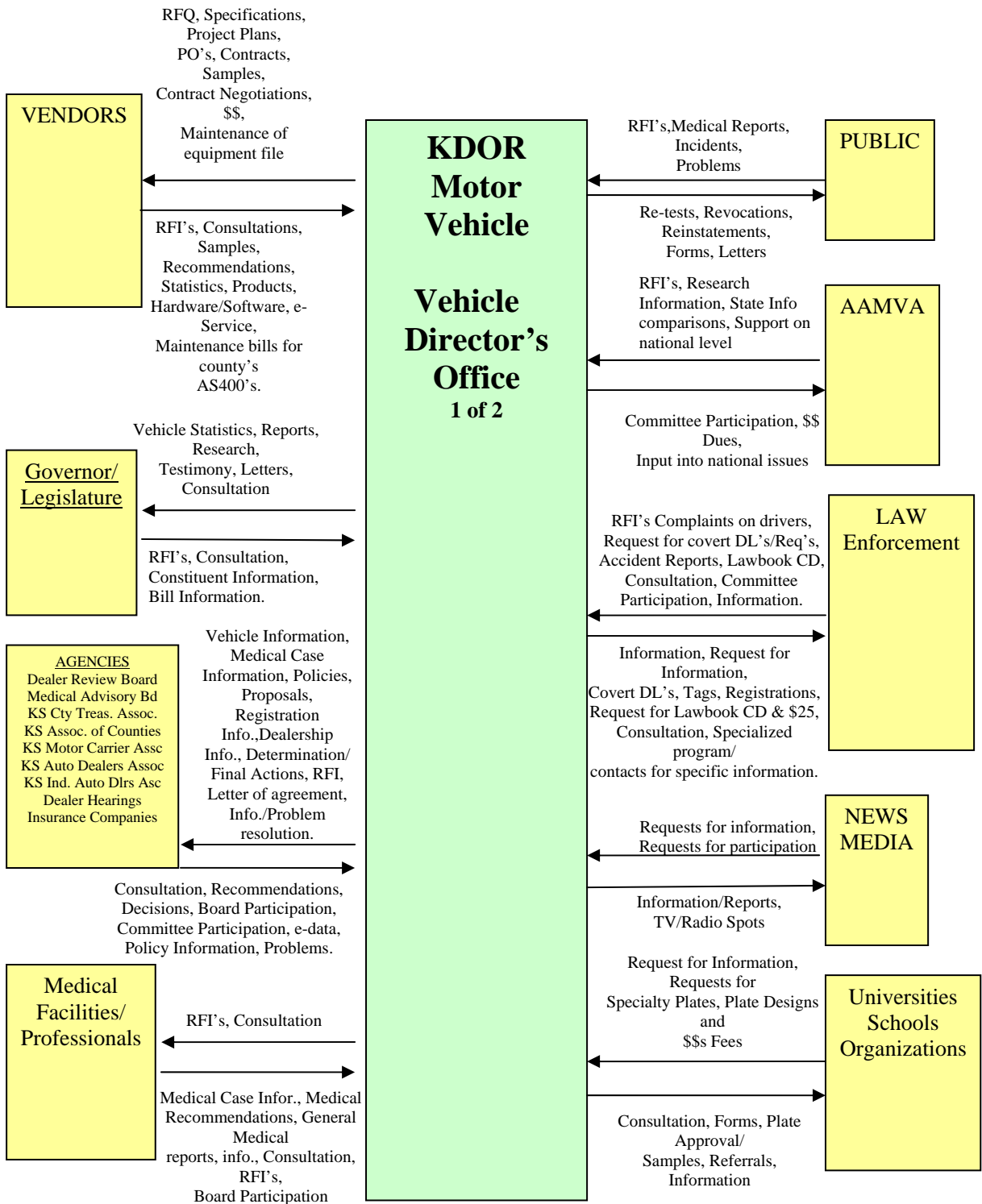


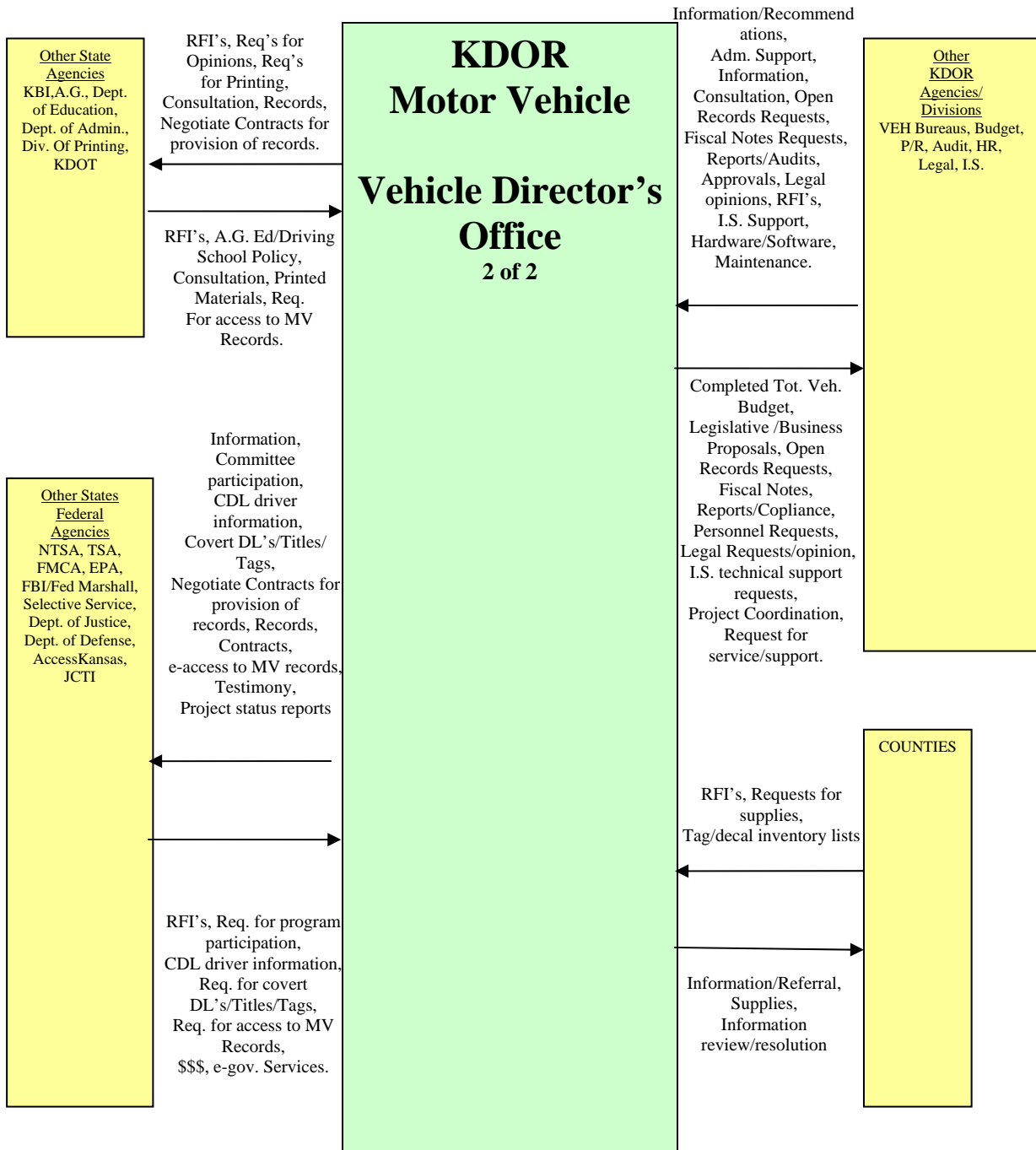


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Motor Vehicle
Driver Control
Bureau
2 of 2**



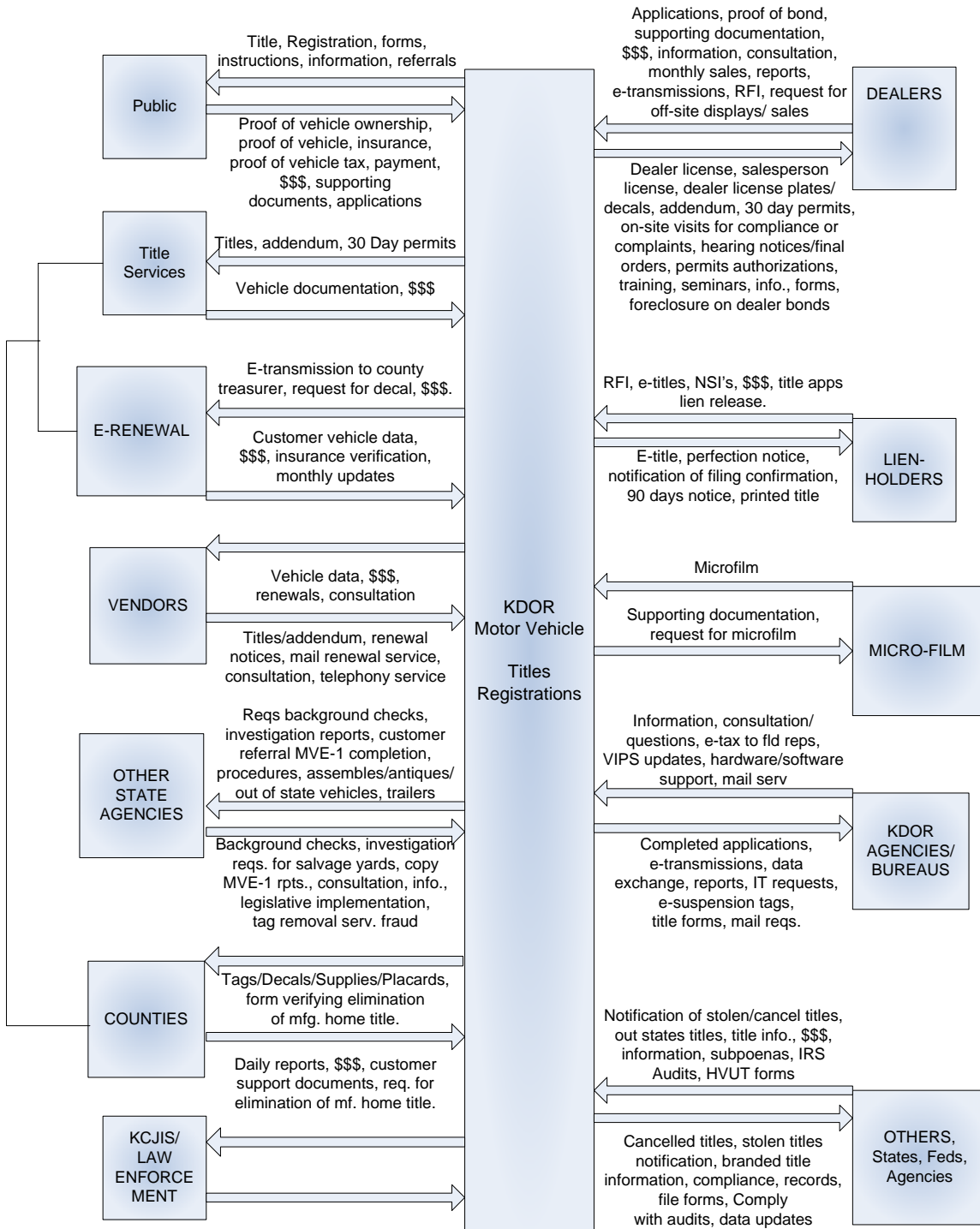






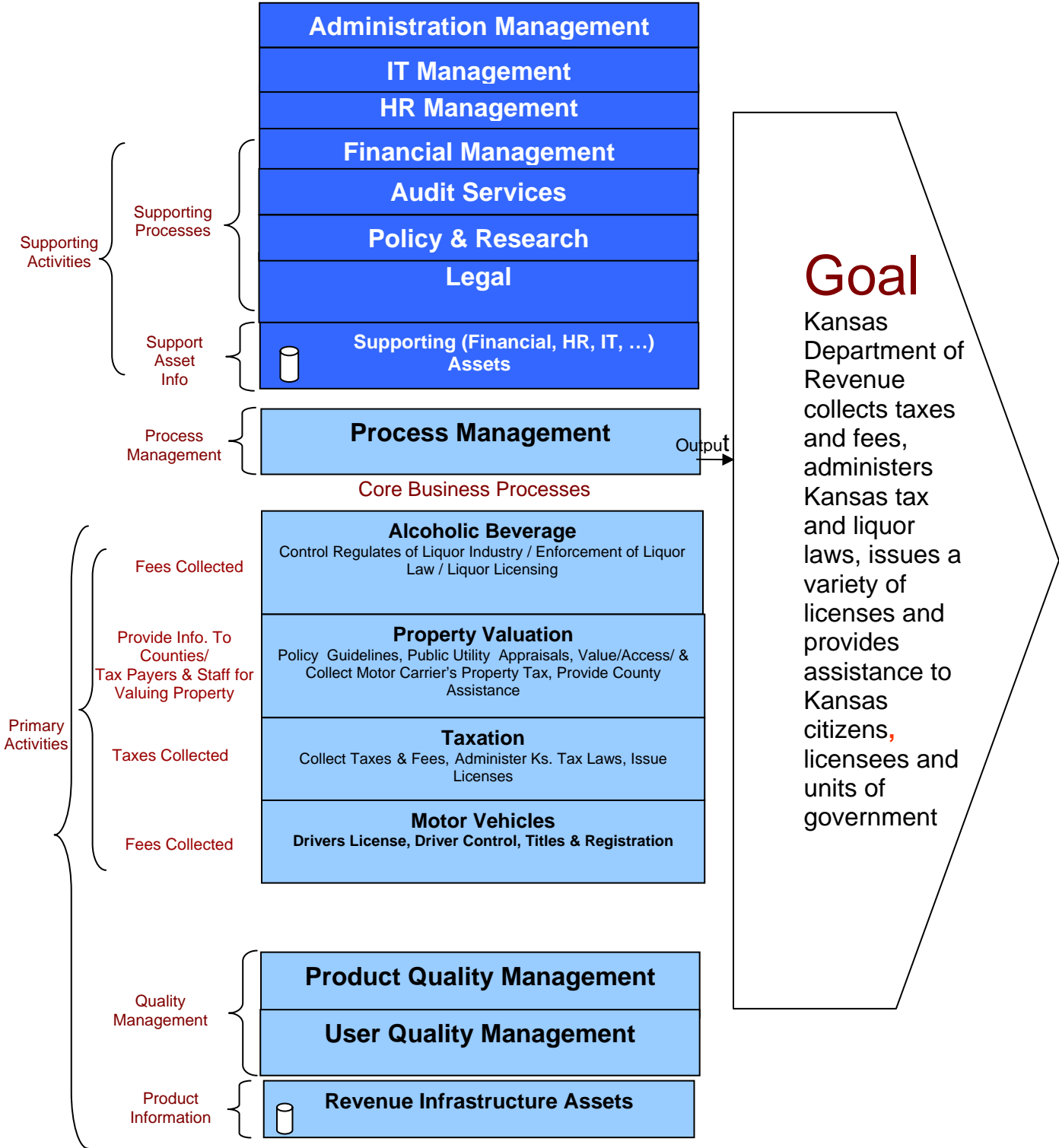
KDOR's Business Partners DMV

Transaction and Data Exchanges



SECTION VI - ENTERPRISE VALUE CHAIN

KDOR Value Chain



SECTION VII - ENTERPRISE APPLICATION MAP

