

# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

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## 1. Child Support IT Service

Child Support IT Service supports the administration of operations for Child Support Enforcement, (CSE). The Child Support Enforcement Automated Management System (CAMS) is an ongoing integration of systems to automate CSE internal processes. This system supports the ability to onboard new clients, locate parents, establish paternity for children born out of wedlock, and establish child support orders to include both financial and medical support. The majority of these business processes are automated in an SAP Enterprise Resource Planning system. This system consists of several components including the Customer Relationship, Business Warehouse. Future system development will focus on front end financial and accounting systems.

The following IT Systems are constituent elements of this Strategic IT Service.

- 1.a. **CAMS – Child Support Automated Management System** - *This system consists of several components including the Customer Relationship, Business Warehouse. These components are used for activities associated with Child Support compliance determination and resolution, Case Management, enforcement tools, location of non-custodial parents, and enforcement of collections to help children receive the financial support they need. Included are selected Customer Service support functions. They are also used for reporting, data analysis, and access and data entry related to undistributed check data and employer data.*
- 1.b. **CAMS Procurement Library** - *CAMS Procurement Library.*
- 1.c. **CADET** - *Collection And Distribution Evaluation Technology*
- 1.d. **CAPS** - *CSE Administrative Process System*
- 1.e. **CCC Scripting** - *Customer Contact Center Scripting application for CSE*
- 1.f. **Child Support Undistributed Collections** - *Allows the public to search for undistributed checks where the department has been unable to locate the Custodial Parent*
- 1.g. **CSE Legislative Inquires** - *CSE Legislative Inquires*

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**1.h. New Hire** - Data entry of wage information

**1.i. PAILS TRAINING TPAILS: Performance Accountability** - PAILS (Performance Accountability and Invoicing for Legal Services) is a tool used by the State of Florida, Department of Revenue (DOR), Child Support Enforcement (CSE) Program to track the performance of Legal Service providers who, under contract with the State, provide legal services in support of the child support operations of CSE. This system provides a way for LSPs to report activities on cases referred to them and for the State to assess whether the performance of these activities satisfies contractually imposed performance accountability measures (PAMs).

**1.j. PLUS** - Parent Locator undeliverable System

*(If a Strategic IT Service has more IT Systems, simply continue the list and follow the paragraph format with automatic numbering sequence.)*

## 2. Tax Administration IT Service

Tax Administration IT Service supports the administration of 33 taxes and fees, collecting more than \$30 billion per year to support schools, health care, transportation, prisons, environmental protection, and other essential services. The System for Unified TAX (SUNTAX) is the integrated tax system that supports most of these efforts. SUNTAX consists of several components including the Enterprise Core Components, Customer Relationship, Business Warehouse. These components are used for processing all tax returns and payments, managing tax accounts, managing collections, audits, bankruptcy, refunds, reporting and analyzing data. These systems allows the Clerks of Court to remit taxes, verification of Sales Tax and Communication Services Tax certificate numbers, and allows access and processing of Unemployment Tax information. Access to Business Warehouse reports is also allowed for the Agency for Workforce Innovation, IRS, and Lead Development.

In addition, Ad Hoc Image Retrieval supports external agencies imaging requirements. This is an imaging retrieval system where data is collected through the Image Management System (IMS). Many agencies are utilizing this service including Highway Safety and Motor Vehicles, Department of Business and Professional Regulation, Agency for Workforce Innovation and others.

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- 2.a. **SUNTAX** - System for UNified TAX (Integrated Tax) System - This system consists of several components including the Enterprise Core Components, Customer Relationship, and Business Warehouse. These components are used for processing all tax returns and payments, managing tax accounts, managing collections, audits, bankruptcy, refunds, reporting and analyzing data. Allows Clerks of Court to remit taxes, verification of Sales Tax and Communication Services Tax certificate numbers, and allows access and processing of Unemployment Tax information. Access to Business Warehouse reports is also allowed for the Agency for Workforce Innovation, IRS, and Lead Development.
  - 2.b. **Accounting Distribution System** - Distributes various taxes to counties and municipalities
  - 2.c. **DocProc Account Management** - This group will allow the helpdesk access to put users from document processing in our tables.
  - 2.d. **E-refunds** - E-refunds application created for Tax Administration program.
  - 2.e. **Estate Tax** - Estate Tax Receivable Tracking System
  - 2.f. **Estate Tax Calculator – ETC** - Estate Tax Calculator application
  - 2.g. **External Image Retrieval** - This is an outward facing imaging system that is used by other agencies. The data is collected by through IMS but the access method is different. The system is used by Highway Safety and Motor Vehicles, Department of Business and Professional Regulation, Agency for Workforce Innovation and others.
  - 2.h. **Film in Florida Inquiry** - Allows DOR and Office of Governor to search for data filed by film companies
  - 2.i. **GEOTAX** - Geographical Tax Information - The Florida Department of Revenue (DOR) is required to create and maintain a statewide electronic database that designates for each statutory address type the local taxing jurisdiction in which the address is located and the appropriate code for each jurisdiction. The Florida Address/Jurisdiction Database has over 2.5 million street range and PO Box range records for the over 400 incorporated municipalities and 67 counties of Florida.
  - 2.j. **IMS** - The Image Management System serves several different purposes. It manages the intake of documents including tax returns

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*(checks coupons and full size returns) and other documents that need to be imaged or have some type of data captured. Some components are imaging, workflow, workflow management, image retrieval, data capture, data correction, and reporting. The IMS processes work from external agencies as well.*

- 2.k. Compliance** - Supports the Compliance Determination Core Process to verify the accuracy of information reported on tax returns, identify non-compliance with the tax laws, notify tax filers of errors and corrective actions required, and deter non-compliance.
- 2.l. Distribution** - Supports the Tax Administration Distribution process by allowing Local Governments to access Communication Services tax information.
- 2.m. Enrollment** - Supports the Tax Administration e-Services enrollment process to allow taxpayers to securely file and pay tax returns and liabilities electronically.
- 2.n. File and Pay** - Allow taxpayers to file and pay tax returns online. The Receivables Management Core Process minimizes lost revenue to the State by identifying and pursuing past due liabilities.
- 2.o. Receivables** - Supports the Receivables Management Core Process to minimize lost revenue to the State by identifying and pursuing past due liabilities.
- 2.p. Registration** - Supports the Tax Administration Account Creation Business Process to create taxpayer/employer accounts for entities that are required to file tax returns and/or remit taxes, entities that are exempt from paying tax, and other entities required to have a relationship with the Department.
- 2.q. Mapper Data Storage System - ISP Run Documentation System** - This will contain an area where legacy data from Mapper will be stored in a secured area.
- 2.r. Miscellaneous Tax system** - Processing of non imaged remittance documents
- 2.s. Municipal Public Service (MPST)** - Municipal Public Service

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- 2.t. **Revenue Collections Online (RCO)** - Revenue Collections Online (RCO)
- 2.u. **Revenue Sharing Confirmation Online (RCO)** - Revenue Sharing Confirmation Online
- 2.v. **SFO** - Scholarship Funding Organizations
- 2.w. **Tax Administration Revocation** - The application tracks Tax Administration revocation hearings.
- 2.x. **UCT Conversion** - Application is used to facilitate data clean-up between UT TRAIN system and SUNTAX R/3. No data is being changed in the application, but notes are kept to identify the resolution for the Conversion programs.

## 3. Tax Oversight IT Service

Tax Oversight IT Service provides the support to automate the Truth In Millage (TRIM) Process, complete the Roll Approval Process, and helps ensure equitable assessments. These systems link the necessary information and data through the creation of a single user interface with the business partners. The implementation of a Business Intelligence warehouse will deliver the entire profile and transaction history for each local government or taxing authority. This system will support the data needs and analysis for oversight of local property taxes assessments, levying and collections, and aid and assistance to local governments.

The following IT Systems are constituent elements of this Strategic IT Service.

- 3.a. **DORWeb Library - PTA/PTL** - One of the secure directories in the DORWeb Library.
- 3.b. **Elected Official Budget Submission** - Elected Official Budget Submission
- 3.c. **Population Change Analysis** - Population Change Analysis (Code 4 Analyses)
- 3.d. **Property Tax Database (VPI)** - This application tracks parcel information for property appraisers.

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- 3.e. **Property Tax Refunds** - Data is entered by DOR staff from DR462 (request for refund) and DR510 (tax certificate) forms as submitted by tax collectors for corporations and individuals for the purpose of approving and denying refunds.
- 3.f. **PTA Project Tracking System (PTS)** - An online application to track projects and generate reports for the PTA program.
- 3.g. **PTA Recap (Data Book)** - Allows Property appraisers to submit recap sheets (DR-403) for inclusion into the DataBook.
- 3.h. **PTA Trust Fund Tracking System (TFT)** - Trust Fund Tracking System (TFT)
- 3.i. **PTO .NET TRIM** - Property Tax Oversight - Truth In Millage
- 3.j. **PTO Appraisal Tracking System** - Application to track the Appraisal process for PTO
- 3.k. **Railroad** - Allows data from Railroads to be entered and produces reports which aid in the assessment and distribution of values
- 3.l. **Real Property** - The Real Property System statistically measures the values of the property data against various resources (Sales, Appraisal's etc.) and produces statistical reports on how well the valuation of the properties in that County are assessed
- 3.m. **Role approval** - Allows for approval of tax rolls submitted by each county
- 3.n. **Tangible Personal Property** - This system measures the value of Personal Property to validate assessments and provides for online retrieval of data

## 4. Internal Support IT Service

Internal Support IT Service delivers customized systems and databases along with other unique applications providing support for the various executive and internal DOR processes. Examples include workflows and management reporting for employee climate survey and 360 evaluations; new hire process for on boarding new employees and the development of eforms for applications through Adobe Form Server; the Legislative Bill Tracking system provides

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workflow, scheduling, and reporting for executive staff; and the Mars I.G. systems that support the Inspector General Office investigations and documentation process.

The following IT Systems are constituent elements of this Strategic IT Service.

- 4.a. **AppTrack: Application and User Tracking Center** - AppTrack has been created as a central security system for DOR applications. It has two main modules "Applications" and "Users". Applications module is managed by DOR programmers who enter the basic application data and role/level specifications for each application they create. Users module is managed by Network security folks who authorize/deny the users to access a particular application or part of its functions.
- 4.b. **Adobe Form Server** - Approved eforms development area
- 4.c. **BOD : Business Office Database** - Business office database. This tracks the ISP requisitions and the budget.
- 4.d. **CARDS** - Tcard and Pcard errors tracking system, users manually enter invoices, according the data of PCARD, then creating error for auditing memo
- 4.e. **CMS: Case Management Systems** - CMS: Case Management Systems - Technical Assistance and dispute Resolution
- 4.f. **Contract Accountability & Tracking System (CATS)** - Contract Accountability & Tracking System (CATS) used to account for and track all DOR contracts and deliverables.
- 4.g. **Criminal Record Check (CRC)** - This is used by the OIG to maintain a criminal record check for any DOR employee and potential employee
- 4.h. **CTS: Correspondence Tracking System** - CTS: Correspondence Tracking System
- 4.i. **DORNET users** - Application to avoid duplicate user name entries in LDAP directory. Before creating a new LDAP account, users must use this application to ensure a user ID is not already in LDAP system.
- 4.j. **DORWeb Library** - The DORweb Library is here to provide DOR employees with a well documented, easy to transverse index of the plethora of departmental forms and documents. This application serves

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*as a well documented and concise listing of DOR's most used documents & forms.*

- 4.k. *EE&D: Employee Evaluation and Development*** - *EE&D: Employee Evaluation and Development system for Supervisors. Those accessing this application should request access to the HIRE application as well. Roles listed for EE&D are specialized roles.*
- 4.l. *Facilities Tracking System*** – *Facilities Tracking Application for the leasing group*
- 4.m. *Financial Info Cost Allocation System (FICAS)*** - *DOR Financial Information Cost Allocation System (FICAS).*
- 4.n. *Forums*** - *Discussion forums are intended to provide employees an on-line discussion area to facilitate communication on current issues or the various functional or technical areas in DOR.*
- 4.o. *GWAR: GroupWise Archive*** - *GroupWise Archive application system*
- 4.p. *HERO: PDEntry*** - *PDEntry is for a select few to create or modify Position Descriptions of employees.*
- 4.q. *HIRE: DOR Hiring System*** - *Department of Revenue Hiring System*
- 4.r. *FO: Forms Ordering*** - *Forms Ordering*
- 4.s. *Income Tax*** - *State and federal tax calculator for out-of-state DOR employees.*
- 4.t. *Project Management System (PMS)*** - *Project Management System (PMS) is a project management tool used by DOR supervisors and employees.*
- 4.u. *Knowledge Base (Kbase)*** – *DOR Knowledge Base is a department-wide public online information retrieval system. It provides a searchable online data repository for "Frequently Asked Questions". Each DOR program area manages its own knowledge bases and the categories under them. Some knowledge bases may be restricted and require permission to access.*



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- 4.v. **Legislative Bill Tracking System** - Legislative Bill Tracking System internally tracks processing and routing requirements for state bills.
  - 4.w. **MARS IG** - This application is for the IG Office and allows them to retrieve archived emails on an as needed basis.
  - 4.x. **Message Board and Highlights** - DOR message board is used for important announcements by program areas.
  - 4.y. **New Hire Enrollment** - This application replaces the NEO system.
  - 4.z. **OATS** - Operational Accounting Tracking System
  - 4.aa. **Office Inspection Checklist (OIC)** - This application is used for quarterly safety inspections for all of DOR's facilities
  - 4.bb. **Phone Book (PB)** - Department's online Phone Book, consists of three individual directories: phonebook, referral, and executive directories.
  - 4.cc. **Recognition** - This is the online Recognition application.
  - 4.dd. **Revenue Venue Online (RNNT)** - Venue - RNN is Revenue's online newsletter
  - 4.ee. **RunDoc** - Rundoc system - mapper system converted to java application and contains Job Documentation.
  - 4.ff. **SATs: Survey and Test System** - SATs is a survey and test system which allows users to create customized surveys and tests that can be distributed throughout the DOR.
  - 4.gg. **Server Configuration Management (SCM)** - System used to track hardware devices
  - 4.hh. **Sick Leave Pool (SLP)** - Sick Leave Pool (SLP) online application tracks the SLP cases, maintains balances, and provides reports for SLP administrators.
  - 4.ii. **STARS** - System for Tracking And Reports, regarding DOR forms ordering, via Consultant, printing, inventory

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**4.jj.** *Stock Inventory System (SIS) - Florida Department of Revenue stock inventory system.*

**4.kk.** *TRA: Case Tracking System - TRA: Case Tracking System for Executive staff*

***(If agency has more than 10 Strategic IT Services, continue the listing of each additional service using established numbering sequence.)***