FY2015 IT Plan Highlights
333 TRD – Taxation and Revenue

Executive Summary:

1. The Taxation and Revenue (TRD) Information Technology Division (ITD) is responsible for systems that ensure the ongoing business operations of TRD. These systems provide functionality for collection of taxes over $6 Billion and support of Motor Vehicle over $248 Million.
2. C2 Request - Re-engineering MVD systems (DRIVE MVD). The DRIVE MVD Project is a multi-year effort and delivered results in:
   - Online driver license and New Mexico ID renewal applications;
   - Citation payments;
   - New release of online vehicle registrations and MVD 2 application;
   - Mainframe upgrade;
   - CD31 Testing June 2013; and
   - Implementation of US Pass - electronic verification of US passports.
3. TRD Planned Activities:
   - Increase the number of MVD transaction types offered through web applications;
   - Installation of Kiosk machines;
   - Upgrade of Microsoft SQL Server to 2008;
   - Implementation of SAVE – currently in structured testing phase with AAMVA;
   - Implementation of online National Motor Vehicle Titling Information System (NMVTIS); and
   - MVD data cleanup effort.
4. GenTax Upgrade: As part of the upgrade to Version 9, the Data Warehouse (DW) was integrated into GenTax. The transition of the data and projects will continue into FY2015.
5. DW has generated $377.6 million in assessments and $120.4 million in collections.
6. Electronic Filing and Payment Services: TRD will continue efforts to increase the breadth of electronic constituent services including increased E-filing E-payment of taxes.
7. Help Desk Capability: TRD will implement help desk software (HelpSTAR).
8. Evaluate and Upgrade Infrastructure: As required and budget allows; install, replace, and upgrade applicable components as identified by the continuous improvements program. Performance for TRD Tax and MVD Field Offices has been enhanced with network connections speed upgrades. MVD Field Offices have been upgraded with Point of Sales (POS) computers.
9. Security Audit: The Annual Security Audit for TRD has been completed using an independent third party vendor. Security Reports are under review and implementation plans are underway.
10. Fair Share Initiative: TRD supports the Governor's Fair Share New Mexico Initiative. Initiative included three revenue enhancing projects: DW External Data Loads, Electronic Content Management, and GenTax upgrades.

Agency Vision:

TRD shall promote the State's overall efforts to improve the lives of New Mexicans by providing a fair and efficient system of tax administration that is consistent and responsive to the people and shall protect public safety through a system that efficiently and securely delivers quality customer services.

Major IT Accomplishments of FY2013:
- GenTax Upgrade to Version 9: Completed Phase 1 & 2 of the two year upgrade project.
- TRD/DMS: Provided centralized scanning and process of Citation Payments and paper Citation Receipts. Provided scanning capabilities to 300 plus Field and Central office personnel at POS.
- Commercial Driver's License information system (CDLIS): Completed CD31 Testing.
- MVD Web Services/ Applications: Brought DL/ID and Penalty Assessment online.
- MVD Modernization: Begin system reengineering.

Infrastructure Services – Plans to Expand and Enhance:

Virtual Server

Business Applications Services – Expand, Enhanced and Re-engineered:
- Load and refresh data sources into DW to develop tape match projects and potential audit candidates
- License commercial and non-commercial drivers
- Produce New Mexico Identification Cards and permits
- Hazardous material licensing and fingerprinting
- Title, license and register commercial and non-commercial vehicles
- Issue Handicap Parking Placards

IT Strategic Goals:

Goal 1: Provide outstanding customer service in motor vehicle operations – every customer, every transaction, every time, and assess the results. Strategy:
- Develop more MVD applications for the web
- Work with selected vendor to implement kiosk machines to conduct MVD transactions

Goal 2: Provide the taxpayer constituency with electronic tax applications that are user friendly, reliable and efficient. Strategy:
- Move nine existing E-file applications from the current legacy environment into the GenTax Taxpayer Access Point (TAP) environment
- Develop E-file tax applications for CIT, PTE, SCORP, FID, etc. Implement new E-file tax applications into the GenTax TAP environment

Changes in Federal or State of New Mexico Requirements with IT Impact
- Real ID Act
- NMVITIS
- IRS Publication 1075
- Tax Incremental Developmental District (TIDD) Legislation
- Recertify Foreign Nationals – MVD Extension Offices

Staffing Gaps and Recruitment
- Database Administration – Oracle, DB2, and SQL Server
- DMS Maintenance

IT Staff Training Plans
- Microsoft Windows Server
- Cisco Administration
- EMC Administration