



Department of Revenue

FY 2024-25

Joint Technology Committee Hearing
February 1, 2024



MISSION, VISION, VALUES AND WIGS



Mission - To become a Trusted Partner to every Coloradan to help them navigate the complexities of government so they can thrive.

Vision - Empowering, Enhancing, and Enriching life in Colorado.

Values - Service, Teamwork, Accountability, Integrity, and Respect.

WIGS



Increase
Self Service
Options



Increase Tools
for Underserved
Coloradans



Enhance the
Customer
Experience



Increase
Employee
Engagement



FY 2024-25 IT Capital Requests



R-01	GenTax/DRIVES Support	\$547K GF/\$318K CF with 9.0 FTE
ITCC-BA-01	DOR Tax System Improvements	\$1.5M
ITCC-BA-02	MED Seed to Sale Tracking System	\$4.1M (\$1M in FY25; \$3.1M in FY26)



Budget Request 01 GenTax/DRIVES Support

R-01

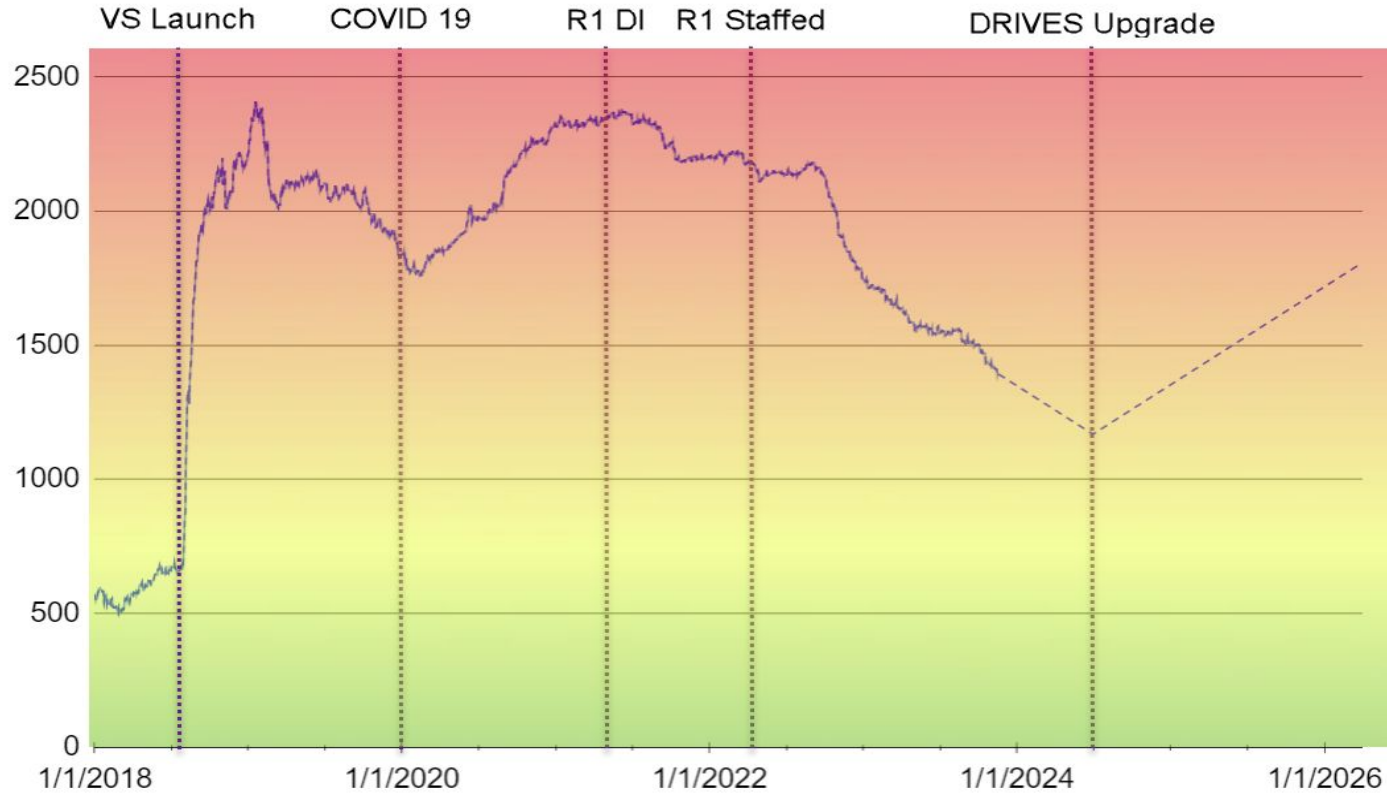
GenTax/DRIVES Support

\$547K GF/\$318K CF with 9.0 FTE

Goal: To address ongoing system demands related to annual maintenance, system optimization, and backlog of requests in addition to the legislative workload.

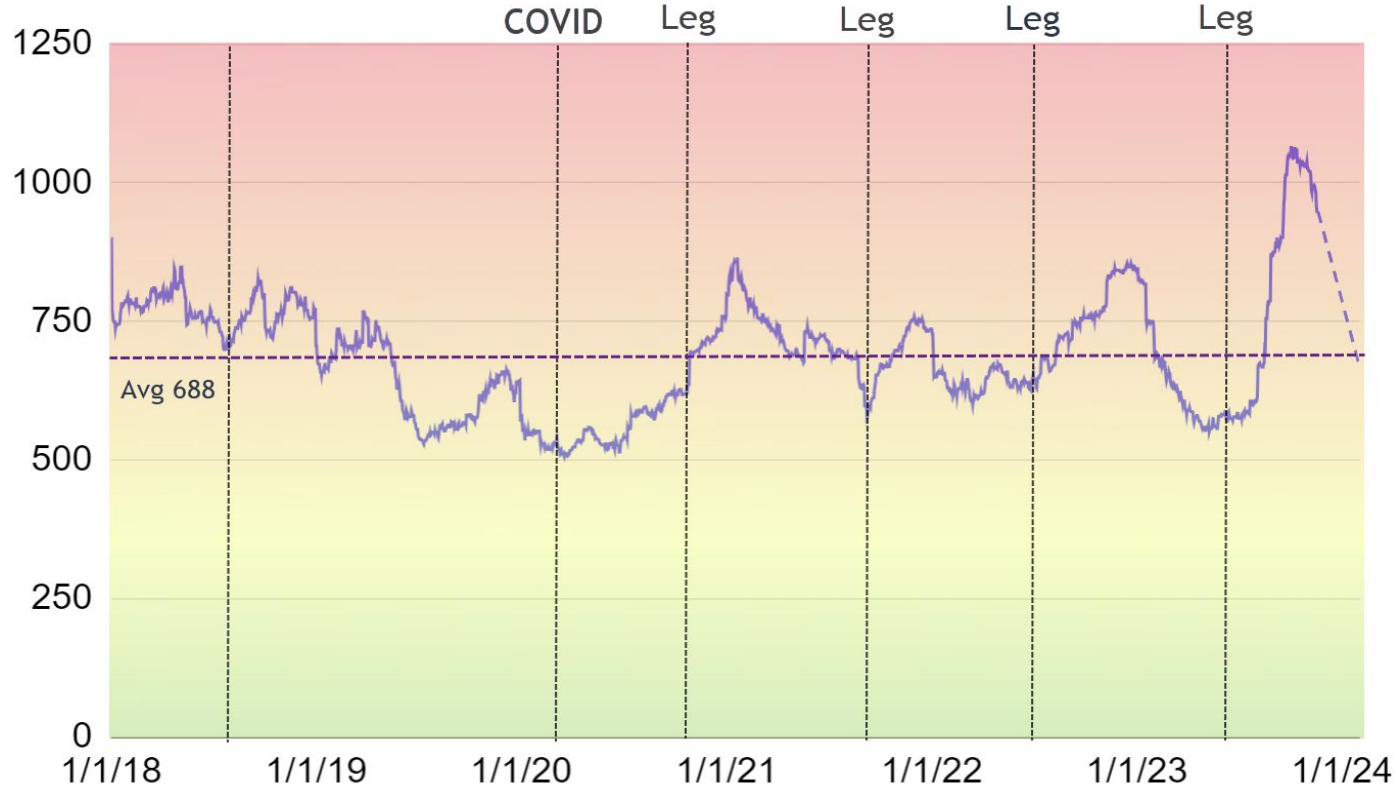


DRIVES SQR (Request) Volume





GenTAX SQR (Request) Volume





GenTAX Legislative vs User Request





R-01 Overview

1

DRIVES Application Support

We continue to struggle to keep up with legislative and system maintenance demands. We have a major DRIVES upgrade that will span two fiscal years of FY 2024-25 and FY 2025-26. This elevated demand continues to place a burden on existing resources.

Fund three Business Analysts III, and one Business Analyst IV to support DMV and the DRIVES application via cash fund spending authority. Enables us to better support minimum software requirements of the vendor and take advantage of new features and functionality.

2

GenTAX Application Support

Another heavy legislative tax season coupled with the planned GenTAX upgrade in FY 2024-25 continues to place a heavy burden on existing resources. The TAX organization is only able to introduce critical updates to the GenTAX platform in an attempt to keep up with the system impacts from passed legislation.

Fund three Business Analysts III, one Business Analyst IV, and one Business Analyst V to support the Tax Division, the GenTAX application and be funded via the General Fund. This allows us to better support maintenance and optimization efforts in addition to just legislation.

3

TAX Translation Services

Fund live translation for first call resolution call center support for Coloradans on issues such as filing taxes, Revenue Online, and technical assistance with filing systems, while specific questions focus on issues related to payments, invoices, and refunds. DOR proposes to contract with a third party to perform live translation services for the taxation call center.

Provide live translation services to just over 2,000 taxpayers, while ensuring that other taxpayers are not negatively affected by the additional time needed to support callers who leverage the live translation option.



Information Technology Capital Construction (ITCC) Budget Amendment 01

ITCC-BA-01

DOR Tax System Improvements

\$1.5M

Goal: The Department of Revenue requests \$1.5 million in funding over three years to implement a comprehensive system for tracking and issuing all certified income tax credits and deductions across state departments in order to provide increased visibility and coordination.



DOR Tax System Improvements Overview

- \$1.5 million over 3 years
- Centralized system to track income tax credits/deductions
- Currently 32+ credits administered across 12+ agencies
- Goals:
 - Visibility
 - Coordination
 - Automation
 - Scalability
 - Future cost savings



Information Technology Capital Construction (ITCC) Budget Amendment 02

ITCC-BA-02	MED Seed to Sale Tracking System	\$4.1M (\$1M in FY25; \$3.1M in FY26)
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Goal: This \$4.1 million budget request is to secure critical funding to implement a new seed-to-sale inventory tracking system for marijuana enforcement. This system is essential to maintain statutory compliance, ensure public safety, and provide necessary oversight of commercial marijuana activities in the state. The funding will be used for system procurement, implementation, data migration, and training to successfully transition to a new tracking platform by November 2026.



MED Seed to Sale Tracking System

Provides MED the ability to identify and account for marijuana from “seed-to-sale” through a web-based interface coupled with radio frequency identification (RFID) technology. Required to be used by all licensees.

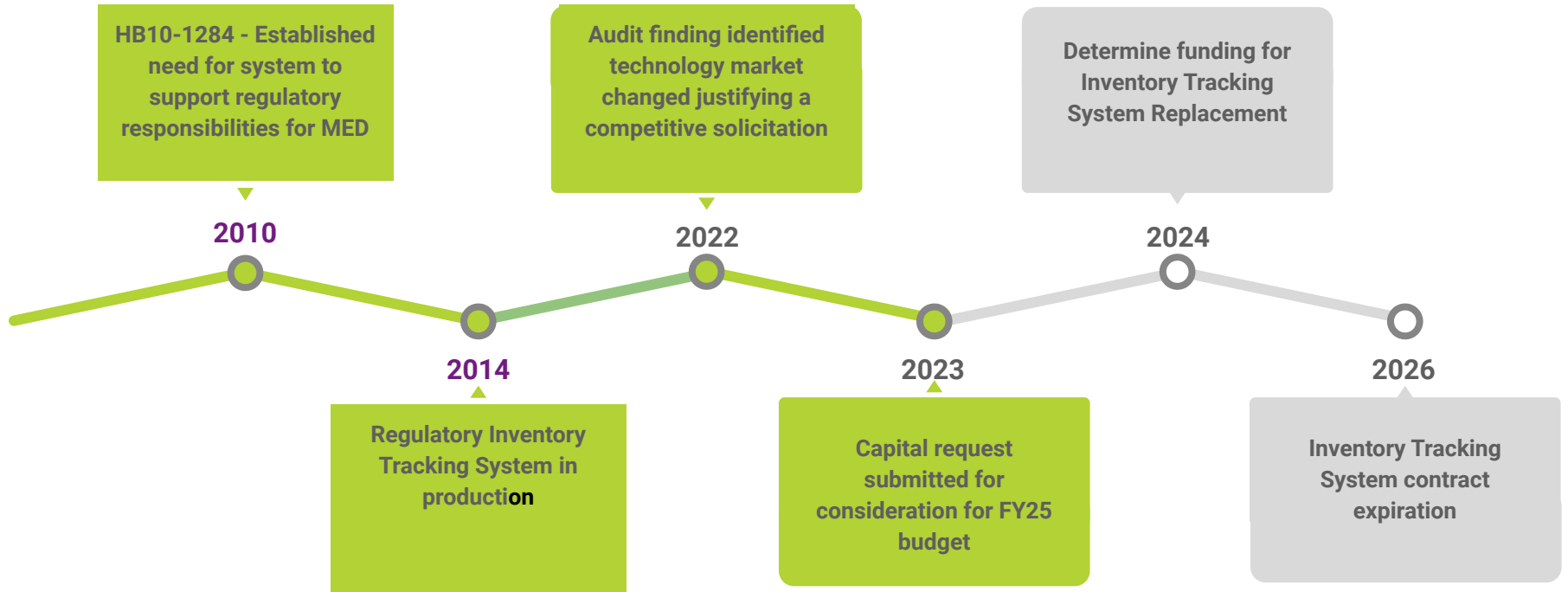
Data is catalogued per licensee by subject matter, which gives state regulators significant data, and allows for sophisticated data analysis.

Analytic tools and reporting functionality for on-the-spot analysis to assist in various regulatory capacities.





MED Seed to Sale Tracking System Today





MED Seed to Sale Tracking System

Summary of Request	Total Funds	Cash Fund
FY 2024-25 (IT CC Project)	\$1,000,000	\$1,000,000
FY 2025-26 (IT CC Project)	\$3,080,000	\$3,080,000
FY 2026-27 (Ongoing Annual System Cost)	\$500,000	\$500,000

This request is a critical component to the successful regulation of the commercial marijuana industry to maintain regulatory compliance with procurement rules and guidelines as well as meet statutory requirements for the regulation of marijuana.



IT Capital Request

FY 2024-25 - DOR IT Capital Priority: #1
Specialized Business Group & Marijuana Enforcement Division
Licensing and Case Management Software

Summary of Request	Total Funds	CCF-IT	Cash Funds
FY 2023-24	\$1,000,000	\$1,000,000	\$0
FY 2024-25	\$9,000,000	\$9,000,000	\$0
FY 2025-26	\$150,000	\$0	\$150,000

This request is the continuation of last year's request that supports DOR's focus on modernizing our licensing and case management software so we can introduce process efficiencies and ensure regulatory compliance while bettering the services we provide to Coloradans

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cdor.colorado.gov

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