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Use of Tablet PCs for Compliance and
Alcohol/Tobacco Enforcement in Georgia

FTA Technical Conference

August 13, 2008



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History

- The Battle of Crécy, fought on Saturday, August 26, 1346
- French forces numbered approximately 36,000.
- English forces led by Edward III numbered approximately 12,000.
- New technology utilized by the English army (Welch longbow)



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Impact

- English casualties were a few hundred, suggesting that few of the French knights reached the English line. French casualties are said to have been 30,000
- The English troops won the battle
- New technology proved effective



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What has this got to do with Tablet PCs?

- Technology on it's own is of no effect. What if Edward III had only taken 300 archers?
- Technology can only improve productivity if it has an effective strategy for its deployment
- **Technology is a tool...**
a means to an

end



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The Business Problem

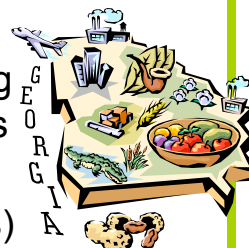
- Agents have to work from systems that require network connection
- Agents have to produce forms / documents to give to taxpayers in the field
- Many work processes required multiple visits to the taxpayer / business to complete agent work cycles



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The Business Problem

- Practice to use Google Maps to plot routes (usually took 2 hours to produce route maps for 6 to 10 stops)
- Compliance / Enforcement demands necessitates fewer agents performing more inspections / operations / cases
- Large geographic area covered (159 counties and 11 regional offices)





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The Business Problem



- Multiple systems have to be accessed to work a case
- Work prioritization is done by pulling a stack of paper or from a paper list



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The Business Problem



- Managers didn't have proper tools to prioritize work
- Different field offices had different practices for doing work





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Georgia's Solution

Incorporate tablet PC technology utilizing state-of-the-art technology to increase enforcement / compliance productivity by enabling the agents to work autonomously in the field (or in the office)



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Georgia's Approach

- Partner with Users and vendor to develop / deploy technical solution
- Developed / deployed customized Solutions for the ATD and Compliance applications in two major functional releases to maximize value for both areas of Revenue



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Georgia's Approach

- Identify subject matter experts and engage them. Work closely with key field agents to understand business processes
- Work within confines of security practices that meet IRS requirements where applicable (computers can be stolen)
- Train users when the application is deployed



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Georgia's Approach

- Have extra training for lead subject matter experts in the business unit to answer question from peers. (Should have at least one in each regional office)



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The Tools

- Hardware
 - Tablet PC (pen technology) 2GB Ram
 - Wireless Printer
 - Bluetooth (wireless printing with wireless printer)
 - Air cards (eToken network capability)
 - External air card antennas
 - Roller bags (so that all the equipment can be kept together)
 - INVERTERS (this is important)



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The Tools

- Software
 - Database Encryption (TrueCrypt™)
 - Vendor supplied application that is installed on the tablet PC (Henceforth referred to as “CTAB”)
 - MSMQ (Microsoft™) feature enabled (for uploading documents / data)
 - Adobe’s Acrobat Reader (for creating/printing documents)
 - Software distribution software (SMS)



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Alcohol/Tobacco Process (before CTAB)

Preparation

1. Agent queries website
2. Agent selects STIs (licensed retailers) to inspect
3. Agent collects Accounting / Registration Data
4. Agent prints off information
5. Agent Googles map data
6. Agent plans stops for inspections

Time required: 4 to 8 hours

Inspection

1. Agent inspects retail outlet
2. Agent has "checklist" of inspection findings
3. Agent takes citation back to office for supervisor approval
4. Agent writes out any confiscation or other documents
5. Agent goes on to next stop or back to office

Time required: 30 minutes minimum per business

Post Inspection

1. Agent manually fills out any remaining forms
2. Agent returns to business to deliver any citations
3. Agent keys data into the system.
4. Agent copies / files forms
5. Agent mails "atta" letters

Time required: 1 to 2 days per operation



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Alcohol/Tobacco Process (using CTAB)

Preparation

1. Agent logs in to CTAB
2. Agent queries for Businesses to be inspected
3. Agent downloads detailed taxpayer information for inspection
4. Agent (optionally) creates underage plan
5. Agent invokes trip planner (uses Microsoft MapPoint)

Time required: 5 minutes minimum per business
1 hour per operation

Inspection

1. Agent performs inspection
2. Agent checks off pre-loaded form in CTAB
3. Agent prints Citation or saves results in CTAB
4. Agent issues citation or leaves

Time required: 5 to 10 minutes if no citation is issued, 15 minutes if Citation is issued

Post Inspection

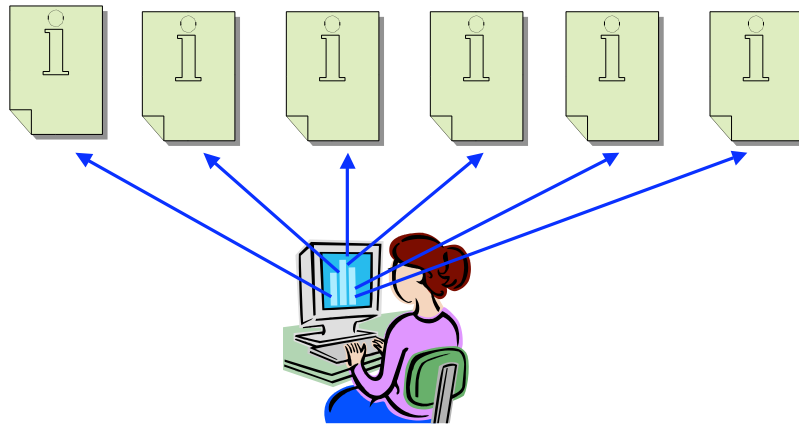
1. Agent logs in to CTAB while in network
2. Agent can finish up any comments or unfinished forms or letters and save
3. Completed data is automatically uploaded

Time required: 5 minutes minimum



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Compliance Process (before CTAB)



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Compliance Process (using CTAB)

Preparation

1. Agent logs in to CTAB
2. Agent has cases auto-downloaded
3. Agent downloads detailed taxpayer information for call on taxpayer
4. Agent invokes trip planner (uses Microsoft MapPoint) for planned stops for the day

Taxpayer Contact

1. Agent reviews statement of Account
2. Prints / presents all pertinent documents to taxpayer

Follow-up

1. Agent logs in to CTAB while in network
2. All actions are auto-uploaded
3. Reminders of Notice-to-Produce are automatically scheduled





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Advantages of using CTAB

- Agent can download data anywhere when in network (whether by docking or eToken)
- Agent has all cases with him on Tablet PC
- Forms are pre-filled
- Minimum effort to prepare for operations
- Virtual office in the field



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Advantages of using CTAB

- No need to return to serve citations or notices (fuel savings)
- Agent doesn't have to come into the office
- Fewer agents can do more field work
- Data capture is simplified (no need to fill out blank forms)



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Advantages of using CTAB

- Forms served in the field are electronically uploaded to the legacy system
- Standardization of processes and procedures for field agents (the system enforces uniformity)



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Challenges encountered using CTAB

- Hearing officer was overwhelmed with additional hearings
- Hardware failures happen (and have)
- Encountered some resistance
- Different needs for Compliance than from Alcohol / Tobacco (even though there are similarities)



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Challenges encountered using CTAB

- Many software “pushes” necessary to deploy the application. (Had to work closely with network engineers)



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Let's see CTAB in Use



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Questions?

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