

DRS PRIORITIES

The Department of Revenue Services (DRS) strategic vision for the agency is to be (1) compliance *and* service focused, (2) increasingly automated, (3) driven by meaningful and measurable outcomes, and (4) an active partner in assuring the fiscal and economic well-being of the state.

DRS core service priorities:

- Fairly and efficiently administer state tax collection in order to support core state services and programs.
- Increase voluntary tax compliance through taxpayer assistance.
- Provide effective and efficient tax enforcement.
- Protect tax information security.
- Improve state tax policy in order to promote economic growth and fiscal stability.



DRS MANAGEMENT STRATEGIES

Department of Revenue Services (DRS) strategies to manage within limited resources:

- **Use technology and business intelligence to reduce manual processing, expedite service delivery, increase collections and provide real time performance data.**
- **Limit hiring to refills of critical positions that align with agency priorities.**
- **Improve training, cross-training and cross-agency project management in order to improve productivity.**
- **Implement quality performance indicators, apply LEAN practices and continuously monitor results.**
- **Collaborate with other agencies and tax practitioners.**

