

Information Services Division

The Information Services Division (ISD) supports the Department of Taxation's business program areas through the development and support of computer information systems. It provides a secure, flexible, and appropriately scaled architecture for the exchange of information with internal and external customers, while at the same time measuring information technology performance to ensure efficiency and value. The division also identifies emerging technologies and trends to improve employee productivity and reduce operating costs, advises management of information technology best practices, and delivers timely and quality services to customers in a professional and courteous manner.

The statistics listed below provide an overview of ISD's activities during FY 2004:

- Completed 46 projects.
- Completed 1,108 customer service requests.
- Completed 12,354 problem tickets for internal department technology issues.
- Processed 3,080 security requests.
- Processed over 2.6 million individual electronic returns.
- Processed 18,000 credit card transactions for a total of \$8.3 million.
- Processed over \$88 million in Automated Clearing House debit payments.
- Processed over \$12 billion in Automated Clearing House credit payments.
- Processed 1.0 million direct deposit requests.
- Maintained network availability at 99.98 percent.
- Maintained mainframe availability at 99.91 percent.

The value of ISD comes from its ability to apply technology to increase the effective use of information in order to drive positive innovation. In this way, the division supports the department's mission of providing quality service to Ohio taxpayers.

Legislation Division

The Legislation Division is the legislative coordinating unit for the Department of Taxation, monitoring all tax-related legislation as it progresses through the General Assembly. The division serves as the primary resource to members of the General Assembly, providing three main services:

- analyzing and reviewing proposed legislation;
- assisting with constituent inquiries or problems; and
- providing briefings or background information concerning tax issues.

The division staff attends legislative committee hearings, prepares and presents testimony on tax policy issues, and coordinates special events such as bill-signing ceremonies. The division also provides information to the general public, state agencies, and elected officials about tax policy and the department's policies and procedures.

Other responsibilities include routing legislation to the operating divisions for analysis and maintaining the Legislative Repository, an information database that serves as a resource to department staff.

A snapshot of the division's workload during FY 2004 follows: In FY 2004, the division successfully guided a number of bills through the legislative process that made important changes to Ohio's tax system. Among them were the biennial budget bill, House Bill 95; the capital appropriations bill, House Bill 675; the

transportation budget bill, House Bill 87; the Ohio Venture Capital Authority bill, Senate Bill 180; and a budget corrections bill, House Bill 40 (see **Summary of Legislation** chapter).

The Legislation Division helps the Department of Taxation provide quality service by supporting the process of transforming tax policy into law. The division is also an important resource both for Ohio's elected leaders and the general public.

Department of Taxation's Partners

The Ohio Department of Taxation accomplishes many of its goals through collaborative partnerships with other governmental agencies. The **Internal Revenue Service** provides data from federal returns which is used to check the accuracy of Ohio income tax returns. For example, the adjusted gross income reported by taxpayers on their federal returns is routinely compared with the adjusted gross income as reported on the Ohio returns. Discrepancies are researched by the department and taxpayers are contacted, if necessary, to verify their correct income.

Two sections of the office of the **Ohio Attorney General** play key roles in the administration of Ohio taxes. The Taxation Section litigates cases for the tax commissioner at the Ohio Board of Tax Appeals and the Ohio Supreme Court, as well as at other state and federal courts. The Collection Enforcement Section of the Attorney General's office performs collection activities on delinquent tax accounts.

The **Treasurer of State** receives all revenue collected by the department. Income tax and other refund checks, as well as electronic deposits to taxpayers' accounts, are generated by the **Auditor of State** based on data provided by ODT. The **Ohio Department of Development** certifies to the department certain credits available to corporations. Pursuant to provisions of the Ohio Revised Code, ODT withholds income tax refunds from parents who are delinquent in their child support. Those amounts are forwarded to the **Ohio Department of Job and Family Services** which, in turn, disburses the money to the county child support enforcement agencies.

Information Requests and Bills Monitored by the Legislation Division

Number of bills tracked: 121

Requests for Information:

General Assembly	809
General Public	222
Governor's Office	19
State Agencies	20
U.S. Congress	15

Total Requests 1,085