

Payroll services are located in Human Resources, as well as benefit administration. Questions pertaining to health insurance plans and open enrollment can be answered by the staff. The disability program and Ohio Worker's Compensation plan are both maintained in the division. Human Resources is also charged with administration of the Equal Employment Opportunity (EEO) program. This involves the EEO strategic plan development and handling of discrimination complaints, both formal and informal.

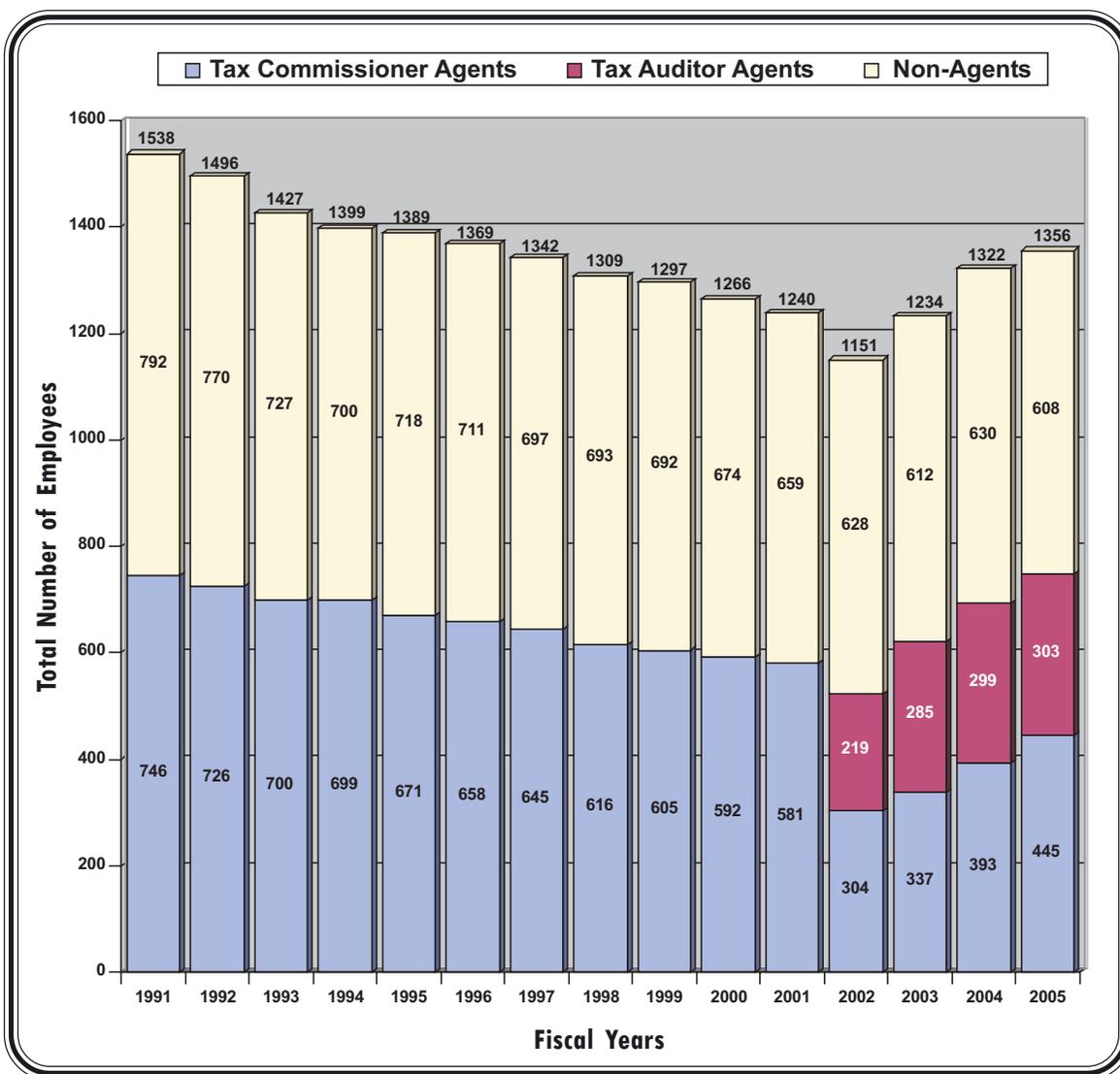
Employment law training, policy and directive review, as well as liaison to the Ohio Attorney General's office and the Ohio Highway Patrol, are other roles performed by Human Resources.

The Human Resources Division helps the Department of Taxation provide quality support by its role as a resource center for the department, one that is committed to customer service for all employees, both management and bargaining unit.

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,

ODT Total Number of Permanent Employees, Fiscal Years 1991 - 2005



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 Fiscal Year 2005:

- Constructed a warehouse of data from internal and external sources to assist in identifying non-filers and under-payers of Ohio taxes for tax discovery and revenue enhancement.
- Launched **The Finder**, a Web-based application that enables taxpayers to locate their exact taxing district by address, zip code or Global Positioning Systems (GPS) coordinates.
- Completed teletyping routing modifications in the taxpayer service centers, which enables the routing of tax-specific calls to specialized agents.
- Developed a new assessment system.
- Developed a new corporation franchise delinquent system.
- Created a system to calculate the interest and penalties of corporation franchise taxpayers that qualify for the safe harbor exemption.
- Implemented an improved sales tax review process that matches account data to contact data and provides for distribution of revenue to counties.
- Developed an external interface on the department's Web site to calculate cigarette minimum prices at the manufacturer, wholesale or retail levels.
- Began the planning and analysis of House Bill 66 (tax reform).
- Implemented an automated audit system for personal property tax audits.
- Implemented an enhanced Remote Access network to improve performance and reduce costs for Taxation employees.
- Implemented a new Offset system to interface with Bureau of Worker's Compensation.
- Completed 1,108 customer service requests.
- 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.

Internal Audit Division

Internal Audit is a division within the Ohio Department of Taxation whose mission is to independently examine and evaluate the ongoing control processes of the department and to provide counsel and recommendations for improvements whenever needed. The division also investigates areas with a high potential for risk and offers suggestions and recommendations to minimize ODT's exposure. In order to investigate internal controls, and to remain objective and independent, the Internal Audit Division reports directly to the Tax Commissioner. The Internal Audit Division is free of all operational and management responsibilities that might impair their ability to make independent reviews of all aspects of the department's operations. Additionally, the division has been authorized to have free and unrestricted access to all department records, functions, property, and personnel in order to investigate and/or maintain sound internal controls.

In addition to other investigatory issues, the Internal Audit Division serves as the contact for several other state agencies. The division coordinates the activities in the Internal Accounting Control Program (IACP) administered by the Office of Budget and Management. The division also serves as the contact and liaison for representatives from the Auditor of State's office and the Collections Enforcement Section of the Attorney General's office.

The Internal Audit Division helps ODT provide quality service to taxpayers by effectively monitoring the department's internal controls and making recommendations for improvement.

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's 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.