

Project Closeout Report

Project Name: *Taxpayer Access Point (TAP) & Oil and Gas Integration*

Agency: Office of State Tax Commissioner

Business Unit/Program Area: Operations Division

Project Sponsor: Myles Vosberg

Project Manager: Jay Snustad

Objectives					
Project Objectives	Measurements				
	Met/ Not Met	Description			
Within 90 days from the project's completion, all experienced GenTax users within the Tax Department will have sufficient knowledge to administer the Oil and Gas tax type in GenTax, enabling them to provide prompt, accurate and courteous service to the taxpayer across all tax types.	Met	Experienced GenTax users can now administer the Oil and Gas tax. There would still need to be some knowledge transfer for the business rules required to administer this tax due to the complexity of returns based on individual oil wells.			
Within 90 days from the project's completion, the need to contract for PowerBuilder development services will be eliminated and replaced with the State Tax Department IT staff maintaining and upgrading the GenTax system as needed to accommodate Legislative and business process changes for this tax type.	Met	PowerBuilder support is no longer needed from ITD. All enhancements to the GenTax system will be done by Tax IT staff along with Fast Enterprises contractors			
By January 11, 2010, the Tax Department will provide a secure taxpayer, self-service function to e-file 2009 individual income tax returns, which will reduce potential errors on returns, allow processing of returns without manual intervention, and reduce the turnaround time for refunds going out the door.	Met	Implementation of ND WebFile for IIT was completed and functional on January 11, 2010.			
After January 11, 2010, State Tax Department IT staff will continue to convert current web e-file systems into TAP and configure additional web services for the public's use to meet the Tax Commissioner's goal to increase electronic filing for all tax types by 10 percent. State Tax Department IT staff developing the additional web services in TAP will reduce the cost of the e-file configurations.	Not Met	An upgrade to Gentax has been approved but it will not be available until 4th quarter of 2011. Additional TAP implementations will not occur until after the new Gentax version is in production, hence e-filings did not increase 10% due to TAP implementations. Additional TAP implementations in the future will continue to increase e-filings for all tax types.			
Schedule Objectives					
Met/	Original Baseline Schedule	Final Baseline Schedule	Actual Schedule	Variance to	Variance to

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Not Met	(in Months)	(in Months)	(in Months)	Original Baseline	Final Baseline
Met	14	14	16	2	2
Budget Objectives					
Met/ Not Met	Original Baseline Budget	Final Baseline Budget	Actual Costs	Variance to Original Baseline	Variance to Final Baseline
Met	\$1,500,00	\$1,500,000	\$1,500,000	\$0	\$0
Major Scope Changes					
There were no scope changes.					
Lessons Learned					
<p>TAP: Tap development and implementation went as expected.</p> <p>Oil & Gas Integration: We missed the original Go-Live date by 2 months. This was primarily because we set our project schedule prior to having a full understanding on the complexities of the Oil & Gas tax. We definitely should have had more analysis meetings with Oil & Gas staff prior to finalizing the Project Plan.</p> <p>"Do a little more legwork and set the schedule/deliverables after initial round of requirement gathering meetings."</p>					
Success Stories					
<p>"Significant and on-going involvement of oil/gas staff in defining and designing system resulted in quality product."</p> <p>"The delay of the project roll out provided the time necessary to insure proper implementation would be achieved"</p>					