## **IDR Tax Modernization Business Capability Model**

Manage Taxpayer Relationships			Process Returns & Payments				Conduct Investigations & Audits				Manage Collections				
Manage Taxpayer Profiles	Manage Accou Payments			ocess Returns	Review & Validate Returns		Identify Potent Audit Leads	ial	Assign Audit Le	ads	Rece	Manage Accounts Receivable & Delinquencies		Conduct Asset Research	
Register Accounts/Permits	Manage Perr	Manage Permits		fy Fraud / Identity Theft	Manage Corrections		Conduct Audits		Determine Audit Results & Actions		Create Tax Bills		Conduct Enforcement Actions		
Manage Tax Returns Inquiries			Process Payments		Manage Overpayments / Refunds / Offsets		Manage Audit Results & Actior		Create Audit Bills		Manage Warrants		Manage Liens		
Manage Taxpayer Correspondences & Notices Corresponder			Make Deposits		Calculate Interest and Penalties		Manage Audit Programs		Manage Criminal Investigations Referrals		Manage Levies		Manage Payment Plans		
Conduct Public Relations / Outreach			Manage Waiver Requests		Manage Tax Credits		Manage Fraud / Identity Theft		Manage Delinquency (Non-Filer)		Manage Non-Tax Debt		Manage Bankruptcy Claims		
Manage Bonds	Manage Bonds Manage Tax Stam		Manage Equalization		Manage Central Assessments / Utility Replacement Tax						Manage Write Offs		Manage 3 <sup>rd</sup> Party Collection Agencies		
				nage Assessor cess (Education)	Manage Local Gov. Distributions										
Manage the Enterprise															
Manage Procurement Ma			<u> </u>		Manage Revenue Accounting		Conduct Reconciliation		nage Records/ Documents/ uests for Records	Manage Appeals/ Protests		Collaborate House / Trair	In- ning	Provide Legal Services	
LI Control & Internal I I Manade Security I I		Generate F Estimat			Report on Taxes and Statistics	An	Conduct Analytics/Reporting		vide Information Services	Operational Reporting on Status & Progress		Manage Litigation Referrals			

