



LEGISLATIVE BUDGET REQUEST

Department of Revenue

October 14, 2016

**Executive
Director**

Leon M. Biegalski

**Child Support
Ann Coffin
Director**

**General Tax
Administration**
Maria Johnson
Director

**Property Tax
Oversight**
Dr. Maurice Gogarty
Director

**Information
Services**
Damu Kuttikrishnan
Director

Cynthia Kelly, Director
Office of Policy and Budget
Executive Office of the Governor
1701 Capitol
Tallahassee, Florida 32399-0001

JoAnne Leznoff, Staff Director
House Appropriations Committee
221 Capitol
Tallahassee, Florida 32399-1300

Tim Sadberry, Deputy Staff Director
Senate Committee on Appropriations
201 Capitol
Tallahassee, Florida 32399-1300

Dear Directors:

Pursuant to Chapter 216, Florida Statutes, our Legislative Budget Request for the Department of Revenue is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our proposed needs for the 2017-18 Fiscal Year. As executive director of the Department of Revenue, I have approved this plan, which has been reviewed and approved by the Governor and Cabinet.

The Department appreciates the support of the Governor, the Cabinet, and the Legislature as we strive to carry out our mission for the benefit of our state and its citizens. If you have any comments or questions, please call Joe Young, Director of Financial Management, at 850-717-7018, or me at 850-617-8950.

Sincerely,



Leon M. Biegalski

Florida Department
of Revenue
Tallahassee,
Florida
32399-0100
<http://dor.myflorida.com/dor/>

DEPARTMENT OF REVENUE REQUEST
FOR APPROVAL OF PAY ADDITIVES
TEMPORARY SPECIAL DUTIES-GENERAL
FISCAL YEAR 2017-2018

The Department of Revenue (Revenue) requests approval to implement Temporary Special Duties-General pay additives for Fiscal Year 2017-2018. Section 110.2035(7)(b), Florida Statutes, provides that each state agency shall include in its annual legislative budget request a proposed written plan for implementing temporary special duties-general pay additives for Fiscal Year 2017-2018. Pay additives are a valuable management tool which allows agencies to recognize and compensate employees for identified duties without providing a permanent pay increase. Revenue is not requesting any additional rate or appropriations for these additives.

Request Authority for Temporary Special Duties - General (TSD-General) Pay Additive

Temporary Special Duties-General

The Department of Revenue requests approval to implement Temporary Special Duties-General pay additives as necessary for Fiscal Year 2017-2018. The “temporary special duties-general” pay additive is used when an employee has been assigned temporary duties and responsibilities not customarily assigned to their position. These temporary pay increases are used in a variety of circumstances such as:

- An employee performing additional duties of a higher level position when the other position is vacant for any reason other than absent coworker due to Family Medical Leave Act (FMLA) or military leave.
- An employee performing additional duties of a higher level position whose incumbent has been temporarily assigned other duties.
- An employee who meets the criteria for out of title work under the AFSCME collective bargaining agreement.
- An employee continuing to perform additional duties of an absent coworker when the coworker has exhausted FMLA leave but has not yet returned to work.
- An employee performing additional duties of a coworker who is absent in accordance with s.60L-34.0051, F.A.C., Family Supportive Work Program, of the Department of Management Services Personnel Rules, that does not meet the FMLA or military leave criteria.
- An employee performing additional duties of a significant nature and time regarding a special project or special assignment not normally assigned to the employee.

Effective Date of Additive

The additive will be in effect beginning the first day of the added duties or, when the temporary special duty is for an employee covered by the AFSCME contract, the additive must be effective no later than the 23rd day if the employee has been assigned duties of a higher level position for a period of more than 22 workdays within any six consecutive months.

Length of Time Additive Will Be Used

The additive will be in effect for the length of time the position is vacant or until such time as management decides that the additional duties can be removed from the employee receiving the additive.

Additive Amount

Up to 15% of the employee's base rate of pay depending on the extra duties given (or the option to go to the minimum of the higher level pay grade, if determined appropriate).

Classes/Positions Affected

Any Career Service classification could be affected by the provisions of this plan so it is not possible to predict exactly which temporary special duty additives will occur in Fiscal Year 2017-2018.

Collective Bargaining Agreements Impacted

AFSCME Article 21 - Compensation for Temporary Special Duty in a Higher Position

- (A) Each time an employee is designated by the employee's immediate supervisor to act in a vacant established position in a higher broadband level than the employee's current broadband level, and actually performs a major portion of the duties of the higher level position, irrespective of whether the higher level position is funded, for a period of time more than 22 workdays within any six consecutive months, the employee shall be eligible to receive a temporary special duty additive in accordance with the Personnel Rules, beginning with the 23rd day.
- (B) Employees being paid at a higher rate while temporarily filling a position in a higher broadband level will be returned to their regular rate of pay when the period of temporary employment in the higher broadband level is ended.

LEGISLATIVE BUDGET REQUEST

**2017-2018
DEPARTMENT LEVEL EXHIBITS
AND SCHEDULES**

STATE OF FLORIDA DEPARTMENT OF REVENUE



Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	7-Eleven, Inc. v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	Challenge to a Refund Denial holding the sale of foreign intellectual property resulted in business income rather than non-business income.		
Amount of the Claim:	\$4,792,198.71		
Specific Statutes or Laws (including GAA) Challenged:	Section 220.03(1)(r), F.S.		
Status of the Case:	Currently held in-house for ongoing settlement discussions.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

Schedule VII: Agency Litigation Inventory

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Agency:	Department of Revenue		
Contact Person:	Pamela Slater	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Aaron Investment Company vs. Department of Revenue		
Court with Jurisdiction:			
Case Number:			
Summary of the Complaint:	Taxpayer is an intangible holding company that licenses the use of its trademarks and tradenames to its affiliates, which are used in Florida. Taxpayer asserts that it does not have nexus with the state of Florida, that the royalty income it receives should be excluded from the sales factor and the use of separate accounting to determine the amount of income Taxpayer should have paid is incorrect.		
Amount of the Claim:	\$1,485,544.00		
Specific Statutes or Laws (including GAA) Challenged:	N/A		
Status of the Case:	Settlement discussions are pending.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

Schedule VII: Agency Litigation Inventory

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Agency:	Department of Revenue		
Contact Person:	Pamela Slater	Phone Number:	(850) 414-3714
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Associates and Opportunity vs. Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	14-4998		
Summary of the Complaint:	Taxpayer is a convenience store. The Department made an audit assessment against the Petitioner after determining that Petitioner failed to report and remit the full amount of sales tax due on taxable items during the audit period.		
Amount of the Claim:	\$674,942.75		
Specific Statutes or Laws (including GAA) Challenged:	N/A		
Status of the Case:	The case was referred to DOAH but jurisdiction was relinquished back to the Department for settlement negotiations. Petitioner accepted the Department’s offer of \$17,500 to settle the case and made a lump sum payment. This case is closed.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

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Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	AT&T Communications of the Southern States, LLC v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	Challenge to an assessment of Communications Services Tax for two audit periods for disallowed credits taken on returns.		
Amount of the Claim:	Approximately \$12,000,000.00.		
Specific Statutes or Laws (including GAA) Challenged:	Section 202.23, F.S.		
Status of the Case:	Currently held in-house for ongoing settlement discussions.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

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Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Bouygues Civil Works Florida, Inc. v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	Challenge to an assessment of Sales and Use Tax, plus interest, for disallowed enterprise zone jobs credits claimed on the taxpayer’s sales and use tax returns during the audit period.		
Amount of the Claim:	\$603,103.29		
Specific Statutes or Laws (including GAA) Challenged:	Section 212.096, F.S.		
Status of the Case:	Currently held in-house. The Department is considering Taxpayer’s offer in settlement.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

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Agency:	Department of Revenue		
Contact Person:	Carolyn DeVita	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Carlee Wendell v. Florida Department of Revenue; Florida Department of Business and Professional Regulation; Florida Department of Health; CVS Pharmacy, Inc.; Holiday CVS, LLC; Publix Super Markets, Inc.; Target Corporation; Walgreen Company; and Wal-Mart Stores, Inc.		
Court with Jurisdiction:	Leon County Circuit Court		
Case Number:	2016-CA-001526		
Summary of the Complaint:	Plaintiff argues that sales tax on feminine hygiene products is unconstitutional and that these products should be exempt from sales tax. The plaintiff is also seeking class certification and a refund for the class for all sales tax paid on these products for the past three years, in their estimate, an amount of \$15,000,000.00.		
Amount of the Claim:	\$15,000,000.00		
Specific Statutes or Laws (including GAA) Challenged:	Section 212.08, Florida Statutes Rule 12A-1.020, Florida Administrative Code		
Status of the Case:	The State Defendants filed a motion to dismiss on August 23, 2016. Plaintiff has until October 5, 2016 to file a response to the motion to dismiss. At that point, the Judge will either rule or set it for hearing.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	Barrett, Fasig & Brooks Creed & Gowdy, P.A. Tycko & Zavareei, LLP		

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Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	CEMEX Construction Materials Florida, LLC v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	Challenge to a Refund Denial for Sales and Use Tax paid regarding fuel purchases.		
Amount of the Claim:	\$935,270.26		
Specific Statutes or Laws (including GAA) Challenged:	Section 212.0501, F.S.		
Status of the Case:	Currently held in-house for settlement discussions.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

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Agency:	Department of Revenue		
Contact Person:	Pamela Slater	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	The Depository Trust Company vs. Department of Revenue		
Court with Jurisdiction:			
Case Number:			
Summary of the Complaint:	Taxpayer applied for and was granted the Capital Investment Tax Credit. The Department made an audit assessment against the Taxpayer after determining that Taxpayer failed to include income attributable to its Florida based project in the numerator of its sales factor.		
Amount of the Claim:	\$686,281.00		
Specific Statutes or Laws (including GAA) Challenged:	N/A		
Status of the Case:	Settlement discussions are pending.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

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Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	eBay, Inc.. v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	Challenge to an assessment of Corporate Income Tax regarding the sourcing of fees and commissions earned from Florida sellers.		
Amount of the Claim:	\$2,987,452.08.		
Specific Statutes or Laws (including GAA) Challenged:	Section 202.15, F.S., and Rule 12C-1.0155, F.A.C.		
Status of the Case:	Currently held in-house for ongoing settlement discussions.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

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Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Flightline Group, Inc. v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	Challenge to an assessment of Sales and Use Tax, penalty, and interest regarding the delivery of aircraft to various dealers and purchasers.		
Amount of the Claim:	\$918,412.57		
Specific Statutes or Laws (including GAA) Challenged:	Section 212.05, F.S., and Rule 12A-1.007, F.A.C.		
Status of the Case:	Currently held in-house. The Taxpayer has asked for time to prepare additional documentation regarding the transactions upon which tax was assessed.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

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Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Federal Home Loan Mortgage Corporation v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	Challenge to a Refund Denial for services contractually procured through property managers for foreclosed properties owned by the Taxpayer because: (i) the Taxpayer is an instrumentality of the federal government and therefore exempt from tax; or (ii) that the services obtained through the property managers were non-taxable resales of services.		
Amount of the Claim:	\$1,045,000.00		
Specific Statutes or Laws (including GAA) Challenged:	Public Law 91-351; Rule 12A-1.0161(4), F.A.C.		
Status of the Case:	Currently held in-house. The Department is considering Taxpayer’s offer in settlement.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

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Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	HCA, Inc. and Subsidiaries v. Florida Department of Revenue		
Court with Jurisdiction:	2 nd Circuit		
Case Number:	2012 CA 003891		
Summary of the Complaint:	Challenge to Corporate Income Tax assessments on the following issues: (1) Failure to comply with Department rules in issuing an assessment; (2) failure to issue a refund for a specified tax year; (3) inaccurate calculation of income from foreign sources; (4) reliance on a federal form constitutes an unadopted rule; (5) erroneous classification of non-business income; (6) agency rule on non-business income is invalid; (7) Florida definition of non-business income is unconstitutional; (8) limitation upon deduction for wages and salaries was improper; (9) apportionment of taxpayer’s income was improper; (10) net refund due should have been offset against liabilities; and (11) required reporting of federal activity under s. 220.23 was erroneous.		
Amount of the Claim:	Over \$17,249,861.00		
Specific Statutes or Laws (including GAA) Challenged:	Sections 213.255, 220.02(5), 220.03(1)(r), 220.13(1)(b), 220.15, 220.23, 220.723, and 220.807, F.S. Rules 12-6.002, 12-21.005, 12C-1.003(4), 12C-1.015, 12C-1.0153(10), 12C-1.0155, 12C-1.016(1)(a), and 12C-1.016(1)(b)2.-4., F.A.C.		
Status of the Case:	Settled in conjunction with 2015 CA 0703 and the later filed 2015 CA 1847. Tax years 2001 through 2012 were closed, with a credit of \$3,455,129 to be carried forward to the 2013 tax year.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	

If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A
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Office of Policy and Budget – June 2016

Schedule VII: Agency Litigation Inventory

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Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	HCA, Inc. and Subsidiaries v. Florida Department of Revenue		
Court with Jurisdiction:	2 nd Circuit		
Case Number:	2015 CA 000703		
Summary of the Complaint:	Challenge to Corporate Income Tax assessments on the following issues: (1) failure to issue a refund for a specified tax year; (2) inaccurate calculation of income from foreign sources; (3) reliance on a federal form constitutes an unadopted rule; (4) erroneous classification of non-business income; (5) agency rule on non-business income is invalid; (6) Florida definition of non-business income is unconstitutional; (7) limitation upon deduction for wages and salaries was improper; (8) apportionment of taxpayer's income was improper; (9) net refund due should have been offset against liabilities; and (10) required reporting of federal activity under s. 220.23 was erroneous.		
Amount of the Claim:	\$6,819,792		
Specific Statutes or Laws (including GAA) Challenged:	Sections 213.255, 220.02(5), 220.03(1)(r), 220.13(1)(b), 220.15, 220.23, 220.723, and 220.807, F.S. Rules 12-6.002, 12-21.005, 12C-1.003(4), 12C-1.015, 12C-1.0153(10), 12C-1.0155, 12C-1.016(1)(a), and 12C-1.016(1)(b)2.-4., F.A.C.		
Status of the Case:	Settled in conjunction with 2015 CA 3891 and the later filed 2015 CA 1847. Tax years 2001 through 2012 were closed, with a credit of \$3,455,129 to be carried forward to the 2013 tax year.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	

If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A
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Office of Policy and Budget – June 2016

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Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Mastercard International, Inc. v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	Challenge to an assessment of Corporate Income Tax regarding the sourcing of transaction processing and other related services to Florida.		
Amount of the Claim:	Approximately \$6,449,196.00.		
Specific Statutes or Laws (including GAA) Challenged:	Section 202.15, F.S., and Rule 12C-1.0155, F.A.C.		
Status of the Case:	Currently held in-house for ongoing settlement discussions.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

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Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Nissan Infiniti LT v. Florida Department of Revenue		
Court with Jurisdiction:	Second Circuit		
Case Number:	2015 CA 1124		
Summary of the Complaint:	Challenge to a refund denial regarding tax collected and remitted upon: (i) bad debts resulting from vehicle lease agreements; and (ii) vehicle lease termination charges.		
Amount of the Claim:	\$2,770,140.33		
Specific Statutes or Laws (including GAA) Challenged:	Section 212.05, F.S., and Rule 12A-1.071, F.A.C.		
Status of the Case:	Currently in the Discovery period. Bad debts challenge dropped by Amended Complaint.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

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Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Nissan Infiniti LT v. Florida Department of Revenue		
Court with Jurisdiction:	Second Circuit		
Case Number:	2015 CA 1125		
Summary of the Complaint:	Challenge to an assessment of Sales and Use Tax plus interest regarding: (i) vehicle lease termination charges; and (ii) excess wear and tear charges following a vehicle lease termination.		
Amount of the Claim:	\$7,336,285.09		
Specific Statutes or Laws (including GAA) Challenged:	Section 212.05, F.S., and Rule 12A-1.071, F.A.C.		
Status of the Case:	Currently in the Discovery period.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

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Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Republic Services of Florida, LP v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	Challenge to Refund Denials for Sales and Use Tax paid regarding fuel purchases.		
Amount of the Claim:	\$1,673,591.62		
Specific Statutes or Laws (including GAA) Challenged:	Section 212.0501, F.S.		
Status of the Case:	Currently held in-house for settlement discussions.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Sanofi Pasteur, Inc.. v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	Challenge to an assessment of Corporate Income Tax regarding: (i) whether business activities exceeded those protected by Public Law 86-272 thereby subjecting the taxpayer to Florida tax; and (ii) whether Net Operating Loss carryovers were allowed in the audit.		
Amount of the Claim:	\$2,398,633.00		
Specific Statutes or Laws (including GAA) Challenged:	Sections 220.11 and 220.13, F.S., and Rule 12C-1.011, F.A.C.		
Status of the Case:	Currently held in-house for settlement discussions.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Governor's website.

Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Sanofi Pasteur, Inc.. v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	Challenge to an assessment of Corporate Income Tax regarding whether business activities exceeded those protected by Public Law 86-272 thereby subjecting the taxpayer to Florida tax.		
Amount of the Claim:	\$1,282,760.94		
Specific Statutes or Laws (including GAA) Challenged:	Sections 220.11 and 220.13, F.S., and Rule 12C-1.011, F.A.C.		
Status of the Case:	Currently held in-house for settlement discussions.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Governor's website.

Agency:	Department of Revenue		
Contact Person:	Isabel Nogues	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Holiday CVS, LLC v. State of Florida, Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	15-4909		
Summary of the Complaint:	<p>The taxpayer owns and operates pharmacy stores. The Department issued the taxpayer an assessment on exempt sales, consumable expenses, fixed assets, and commercial rental. The taxpayer's Petition provides that, during the audit period, the taxpayer paid or accrued tax on various transactions in error. The Petition also contends that the assessment was not made timely, because a 2nd consent agreement to extend the time to issue and assessment or file a claim for refund was signed after the expiration of a 1st consent agreement and, even if the 2nd consent agreement was timely, the assessment did not become a final assessment until after the expiration of the last consent agreement. The Petition further provides that "at the time that the assessment became final, the period January 1, 2006 through December 31, 2007 was beyond the three-year statute of limitations and the final [c]onsent [a]greement expired prior to the close of the sixty-day window articulated in the Notice of Proposed Assessment." The Petition indicates that the taxpayer is still in the process of gathering additional information and reserves its right to amend and supplement the Petition. The taxpayer paid the assessment and is requesting a refund.</p>		
Amount of the Claim:	\$1.8 million		
Specific Statutes or Laws (including GAA) Challenged:	<p>Sections 72.011(2), 95.091(3), 212.031, 212.05, 213.21, 213.23, F.S. Rule 12-6.003, F.A.C.</p>		
Status of the Case:	The parties reached a settlement in the case.		
Who is representing (of		Agency Counsel	

record) the state in this lawsuit? Check all that apply.	X	Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A	

Office of Policy and Budget – June 2016

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Governor's website.

Agency:	Department of Revenue		
Contact Person:	Isabel Nogues	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	New Cingular Wireless PCS, LLC; Citrus Cellular Limited Partnership; Orlando SMSA Limited Partnership; AT&T Mobility Wireless Operations Holdings Inc.; and Florida RSA No. 2B (Indian River) LP, v. State of Florida Department of Revenue		
Court with Jurisdiction:	15th Circuit		
Case Number:	502015CA003700		
Summary of the Complaint:	Plaintiffs provide communications services and other services to its customers. Plaintiffs filed refund claims for communications services tax that it claims were remitted on charges for Internet access service. The Department denied each of these refund claims, because Plaintiffs were not able to prove that the charges were solely for Internet access service.		
Amount of the Claim:	\$151 million		
Specific Statutes or Laws (including GAA) Challenged:	Section 202.11(1), (1)(h) and (13), F.S.; and 47 U.S.C. s. 151 note (Internet Tax Freedom Act)		
Status of the Case:	The parties reached a settlement in the case.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Revenue		
Contact Person:	Angela Huston	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Verizon Americas, Inc. v. State of Florida, Department of Revenue		
Court with Jurisdiction:	2 nd circuit		
Case Number:	16-351		
Summary of the Complaint:	<p>Challenge to Corporate Income Tax assessment. Taxpayer argues that it lacked sufficient nexus with the State of Florida to be liable for corporate income taxes for the Audit Period and alternatively that if it did have sufficient nexus with the State of Florida the disputed receipts are properly characterized as nonbusiness income allocated to Taxpayer’s commercial domicile outside of Florida.</p> <p>Taxpayer is also seeking to include 2 refund denials during the audit period in the amounts of \$10.5 million and \$21.5 million. The complaint has yet to be formally amended.</p>		
Amount of the Claim:	\$4.5 million		
Specific Statutes or Laws (including GAA) Challenged:	<p>Section 220.11, F.S.</p> <p>Rule 12C-1.022, F.A.C.</p>		
Status of the Case:	Pending settlement.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	

If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A
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Office of Policy and Budget – June 2016

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Revenue		
Contact Person:	Angela Huston	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Watson Laboratories, Inc. v. State of Florida, Department of Revenue		
Court with Jurisdiction:	N/A		
Case Number:	N/A		
Summary of the Complaint:	Taxpayer is challenging sales tax assessment. Amounts were based on prior audit due to lack of documentation. Taxpayer asserts they have additional documentation to prove no amounts due on assessment.		
Amount of the Claim:	\$2 million		
Specific Statutes or Laws (including GAA) Challenged:	Sections 212.06, 212.08 F.S. Rule 12A-1.051, F.A.C.		
Status of the Case:	Settlement discussions are pending.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

Office of Policy and Budget – June 2016

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Revenue		
Contact Person:	Angela Huston	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Wawa Inc. & Wawa Florida LLC v. State of Florida, Department of Revenue		
Court with Jurisdiction:	N/A		
Case Number:	N/A		
Summary of the Complaint:	Challenge to 3 separate refund denials. Department previously determined purchases were for real property improvements not tangible personal property. Taxpayers then sought refund with an assignment of rights based on this determination. Common issue is whether the Taxpayers provided sufficient documentation to substantiate claim.		
Amount of the Claim:	\$1 million		
Specific Statutes or Laws (including GAA) Challenged:	Sections 212.06, 212.08 F.S. Rule 12A-1.051, F.A.C.		
Status of the Case:	Currently held in house for ongoing settlement discussions.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Revenue		
Contact Person:	Isabel Nogues	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Continental Glass Systems, Inc. v. State of Florida, Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	14-1855		
Summary of the Complaint:	The taxpayer sells and installs windows. The Department issued the taxpayer an assessment on taxable consumable purchases; untaxed fixed assets; manufacturing costs; and unreported commercial rent (warehouse). The Petition provides that the taxpayer is challenging the entire assessment, but the Petition only addresses the assessment on manufacturing costs. The taxpayer contends that the contracts at issue should be classified as retail sales plus installation contracts rather than as real property improvement contracts. Most of the assessment was made on manufacturing costs.		
Amount of the Claim:	\$1.4 million		
Specific Statutes or Laws (including GAA) Challenged:	Section 212.031, 212.05 and 212.06(1)(b), F.S. Rules 12A-1.043, 12A-1.051 and 12A-1.070, F.A.C.		
Status of the Case:	DOAH has closed its files and relinquished jurisdiction to the Department. The Attorney General’s Office has had some conversations with the taxpayer’s representative about the case.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Revenue		
Contact Person:	Isabel Nogues	Phone Number:	(850)-617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Consolidated cases of Ogborn, Marcus & Patricia, on behalf of themselves and others similarly situated v. Jim Zingale, acting in his official capacity as the Director of the Florida Department of Revenue (Ogborn); DirecTV, Inc., and EchoStar Satellite, LLC, v. State of Florida, Department of Revenue (DirecTV). (The Florida Cable Telecommunications Association (FCTA) is an intervenor in the case.)		
Court with Jurisdiction:	Florida Supreme Court		
Case Number:	SC15-1249 (1 st DCA Case Nos. 1D13-5444 and 1D14-292; 2 nd Circuit Case No. 05-CA-1354)		
Summary of the Complaint:	The Plaintiffs are requesting refunds of communications services tax. Issue: Constitutionality of communication services tax imposed on direct-to-home satellite service under Commerce Clause and Equal Protection Clause. Pre-emption under federal law. DirecTV and EchoStar Satellite challenge the statute as service providers, while the Ogborns raise their challenge on behalf of a class of subscribers. (Class has not been certified.) The Ogborns request damages and attorney fees.		
Amount of the Claim:	Refund potential of \$47 million annual recurring. (Plaintiffs have not substantiated the refund amounts claimed.)		
Specific Statutes or Laws (including GAA) Challenged:	Chapter 202, F.S.		
Status of the Case:	On October 9, 2013, the Circuit Court entered a summary final judgment in favor of the Department and the FCTA. The Circuit Court also entered an unopposed supplemental final judgment awarding taxable costs to the Department on December 23, 2013. DirecTV and the Ogborns appealed both of these rulings. The 1 st DCA dismissed the Ogborn’s appeal on March 12, 2014. Oral arguments took place on September 16, 2014. The 1 st DCA issued its Opinion on June 11, 2015, reversing the Circuit Court’s order granting summary judgment and order awarding costs. The 1 st DCA held that satellite and cable entities are similarly situated and that the communications services tax facially discriminates against interstate commerce. The 1 st DCA remanded the case to the trial court to determine the refund amount but stayed the issuance of the Mandate pending the appeal of the case. In July 2015, the Department and the FCTA appealed the 1 st DCA’s Opinion to the Florida Supreme Court. Oral Arguments took place on April 6, 2016. The Florida Supreme Court has not yet issued a decision.		

Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel
	X	Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	Ogborn's appeal to the 1 st DCA was dismissed. Counsel for the Ogborns: The Barnett Law Firm; Joel L. Terwilliger, Esq.	

Office of Policy and Budget – June 2016

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Revenue		
Contact Person:	Isabel Nogues	Phone Number:	(850)-617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Epic Insurance Co. v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	The Petitioner claims that the Department improperly included in the sales factor apportionment ratio for the audit period the royalty income earned from its property interest in a related entity. The Petitioner contends that there is no statutory authority for including the royalty income in the sales factor.		
Amount of the Claim:	\$1,566,754.00		
Specific Statutes or Laws (including GAA) Challenged:	Sections 220.15(5) and 220.152(4), F.S. Rule 12C-1.0155, F.A.C.		
Status of the Case:	The Petitioner has asked that the Petition be held at DOR at this time, in lieu of referring to DOAH, to explore settlement. The Department has had several meetings regarding the case with the Petitioner’s representative.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).			

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Revenue		
Contact Person:	Isabel Nogues	Phone Number:	(850)-617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Mia Romanik Art Advisory, Inc. v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	<p>The Petitioner disagrees with the Department’s disallowance of some of its sales as exempt sales. The Petitioner argues that it operates as a consulting business, locating art for its clients, facilitating the sale of the art via an art gallery or directly with an artist and taking a commission for the work performed. The Petitioner claims that all sales and shipping of the art are handled between the gallery/artist and the client and not through the Petitioner. However, in some cases (mostly for oversea buyers), the Petitioner contends that it would hold the funds for the transaction and then turn those funds over to the gallery. The Petitioner disagrees with the Department singling out those transactions as not being exempt from tax. The Petitioner also contends that the transactions assessed as fixed assets were posted in error in its general ledger and that these transactions were really for the purchase of tangible personal property.</p>		
Amount of the Claim:	\$1,131,624.37 (tax, penalty and interest)		
Specific Statutes or Laws (including GAA) Challenged:	Sections 212.05, and 212.06(5)(a)1., F.S. Rule 12A-1.066, F.A.C.		
Status of the Case:	The Department is reviewing the Petition and audit papers to determine if this matter can be settled or should be litigated.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	

If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	
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Office of Policy and Budget – June 2016

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Governor's website.

Agency:	Department of Revenue		
Contact Person:	Isabel Nogues	Phone Number:	(850)-617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	PWG Florida, Inc. v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	16-0934		
Summary of the Complaint:	<p>The Petitioner is contesting the Department's Notice of Intent to Levy that was issued to the Petitioner for the nonpayment of taxes, penalty and interest in the amount of \$745,129.92. Through the litigation of the levy notice, the Petitioner is contesting a Notice of Proposed Assessment (NOPA) that states the assessment to which the levy notice relates, arguing that the NOPA was never received by the Petitioner until after all of its protest rights expired and, therefore, contending that the NOPA is invalid. The Petitioner further contends that the Department's calculation of the assessment is erroneous.</p>		
Amount of the Claim:	\$745,129.92 (tax, penalty and interest)		
Specific Statutes or Laws (including GAA) Challenged:	Sections 72.011(2) and 213.67, F.S. Rule 12-6.003, 12-21.203 and 12-21.204, F.A.C.		
Status of the Case:	DOAH closed its files in the case and relinquished jurisdiction to the Department. Informal discovery is ongoing.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	

If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	
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Office of Policy and Budget – June 2016

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Revenue		
Contact Person:	Isabel Nogues	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	RTG Furniture Corp. v. Florida Department of Revenue; Roomstogo.com, Inc. v. Florida Department of Revenue; Ormond Atlantic Corporation v. Florida Department of Revenue; RTG Interstate Corporation v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	<p>These cases involve separate Petitions. The taxpayers are challenging refund denials of sales tax previously paid on retail sales. These sales were financed by third-party banks and pertain to transactions with balances that were due the banks and later written off by the banks for federal income tax purposes. These taxpayers had received a discounted amount from the banks as payment for these retail sales. Then, the taxpayers deducted the difference between the sales price and the discounted amount received from the bank on these transactions as a discount (business expense) on their federal income tax return. The Department denied the refund claims on the grounds that amounts deducted by these taxpayers on their federal income tax returns do not constitute bad debts for federal income tax purposes, as required by s. 212.17, F.S.</p>		
Amount of the Claim:	\$37 million, cumulatively (the Taxpayers have not substantiated the refund amounts claimed.)		
Specific Statutes or Laws (including GAA) Challenged:	Section 212.17, F.S.		
Status of the Case:	A new round of Petitions was filed by the Taxpayers last year, contesting refund denials totaling \$7,450,646.92, for the period 1/12-11/13. (These amounts are included in the Amount of the Claim, stated above.) The parties were able to reach a settlement in this case without referring to DOAH.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	

If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A
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Office of Policy and Budget – June 2016

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Revenue		
Contact Person:	Isabel Nogues	Phone Number:	(850)-617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Sinapsis Trading USA LLC v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	16-4293		
Summary of the Complaint:	<p>The Plaintiff contends that the assessment is invalid because the Department issued an unsigned and, therefore, an incomplete Form DR-840, Notice of Intent to Audit Books and Records. The Plaintiff further contends that the plastic wrap and luggage wrapping services that it provides to its customers are nontaxable services, either because what the Plaintiff sells is a service not subject to tax (with the incidental use of plastic wrap by Plaintiff) or because the sales are out-of-state sales or they are nontaxable protection security services. The Plaintiff also believes that the assessed interest should be reduced.</p>		
Amount of the Claim:	\$1,810.632.87 (tax, penalty and interest)		
Specific Statutes or Laws (including GAA) Challenged:	Sections 212.02(15) and (16), 212.05, 212.05(1)(j)3., 212.08(7)(v)1., and 212.13(5), F.S.		
Status of the Case:	DOAH recently closed its files and relinquished jurisdiction to the Department.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	

If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	
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Office of Policy and Budget – June 2016

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Revenue		
Contact Person:	Isabel Nogues	Phone Number:	(850)-617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Universal Property and Casualty Insurance Co. v. Florida Department of Revenue		
Court with Jurisdiction:	2 nd Judicial Circuit		
Case Number:	2015-CA-00447		
Summary of the Complaint:	The Plaintiff contends that managing general agent service fees and finance charges paid by policy holders should not be included in the gross amount of premiums upon which premium tax is calculated under section 624.509, F.S., and upon which State Fire Marshall regulatory assessment and surcharge is calculated under section 624.515, F.S. The Plaintiff believes that these fees are not part of premiums or consideration paid to the Plaintiff in exchange for insurance coverage.		
Amount of the Claim:	\$1,473,820.78 (tax, penalty and interest)		
Specific Statutes or Laws (including GAA) Challenged:	Sections 624.509 and 624.515, F.S.		
Status of the Case:	The Department filed its Answer and Affirmative Defense on January 29, 2016.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).			

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Revenue		
Contact Person:	Isabel Nogues	Phone Number:	(850)-617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	US LEC of Florida LLC v. Florida Department of Revenue		
Court with Jurisdiction:	Division of Administrative Hearings		
Case Number:	N/A		
Summary of the Complaint:	The Petitioner is requesting a review and modification of the assessment because it believes that the assessment was based on an incomplete review of the company’s books and records. The Petitioner believes that it now has information to provide to the Department for review.		
Amount of the Claim:	\$6,247,570.25 (tax, penalty and interest)		
Specific Statutes or Laws (including GAA) Challenged:	Sections 202.12, 202.155, 202.22, 202.26, 202.28(1), 202.34 and 202.35, F.S. Rules 12A-19.020, 12A-19.070 and 12A-19.071, F.A.C.		
Status of the Case:	The Petitioner provided additional records for the Department to review in late June 2016. Those records are currently being reviewed by the Department. The matter is being held at DOR, in lieu of referring to DOAH, to determine if this can be settled or should be litigated.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input checked="" type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).			

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Revenue		
Contact Person:	Tom Butscher	Phone Number:	(850) 617-8347
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Marshall Stranburg, in his official capacity as Executive Director of the Florida Department of Revenue v. Seminole Tribe of Florida		
Court with Jurisdiction:	United States District Court for the Southern District of Florida (for entry of a Final Judgment based upon the decision of the United States Court of Appeals for the Eleventh Circuit)		
Case Number:	14-14524-D		
Summary of the Complaint:	(1) Whether a state may tax the possessory interests of non-Indian lessees/licensees of Indian land under 25 U.S.C. § 425. (2) Whether regulations recently promulgated by the Bureau of Indian Affairs, 25 C.F.R. Part 162, merit the deference provided by the district court. (3) Whether Section 203.01, F.S., imposing a tax on gross receipts from utility services that are delivered to a retail consumer, imposes a direct tax on Indian consumers on Indian land, or rather imposes the tax on utilities.		
Amount of the Claim:	Approximately \$250,000.00		
Specific Statutes or Laws (including GAA) Challenged:	Sections 203.01 and 212.031, F.S.		
Status of the Case:	Awaiting the Final Judgment to be issued by the District Court.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	

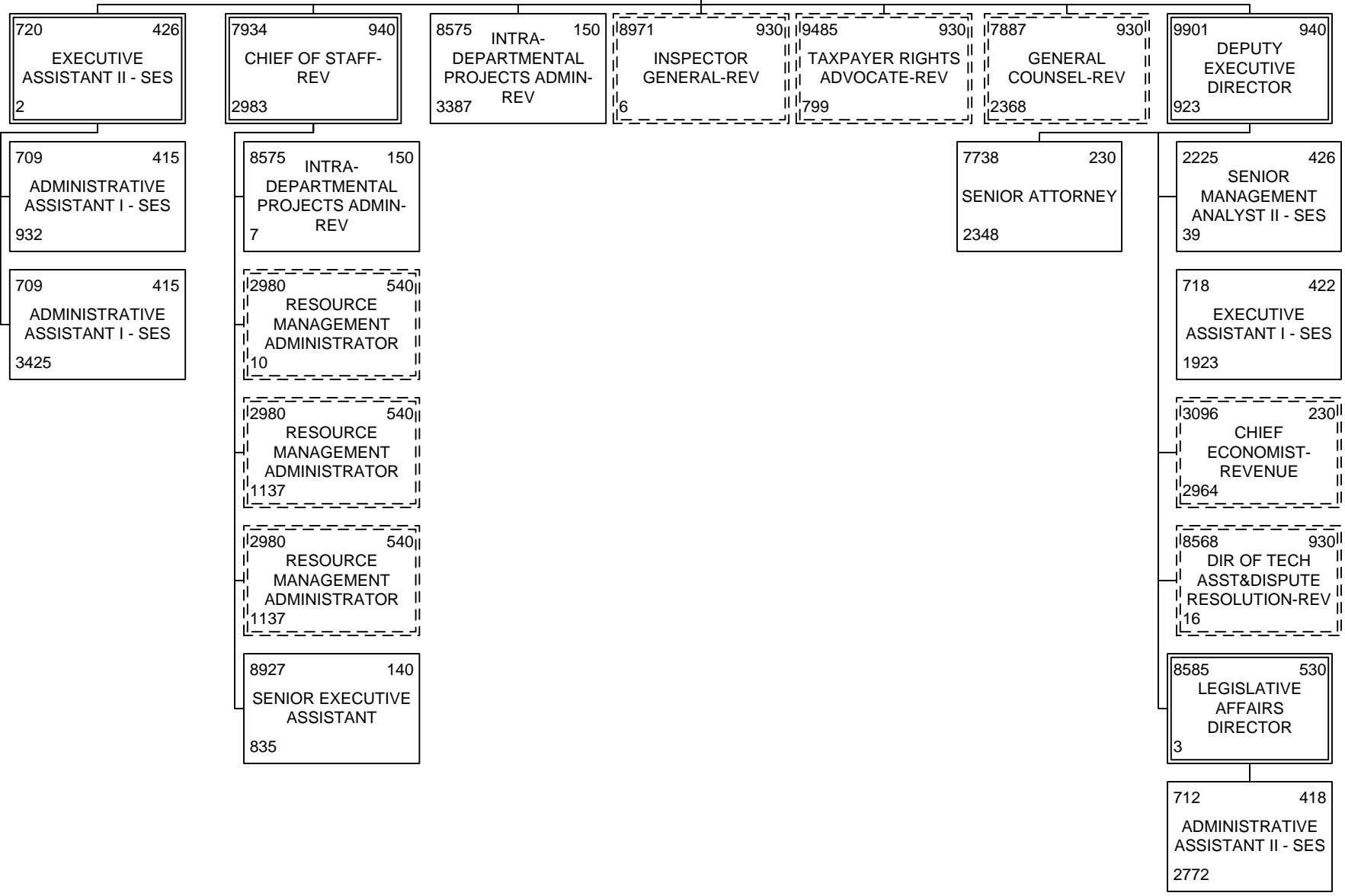
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A
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Office of Policy and Budget – June 2016

Department of Revenue
 Executive Direction and Support Services Program
 Office of the Executive Director
 Current as of July 1, 2016

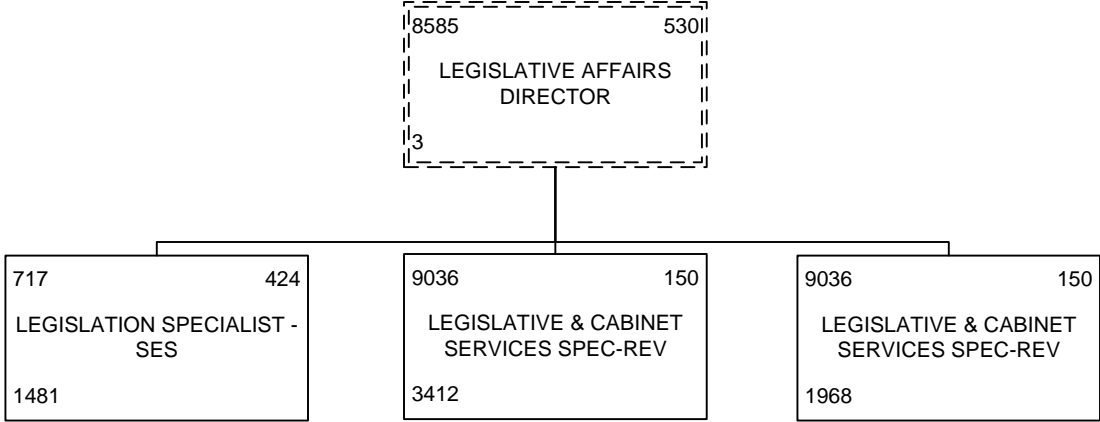
Class Code	Pay Grade
Class Title	
Position Number	

9900	950
EXECUTIVE DIRECTOR-REV	
1	



Department of Revenue
 Executive Direction and Support Services Program
 Legislative and Cabinet Services
 Current as of July 1, 2016

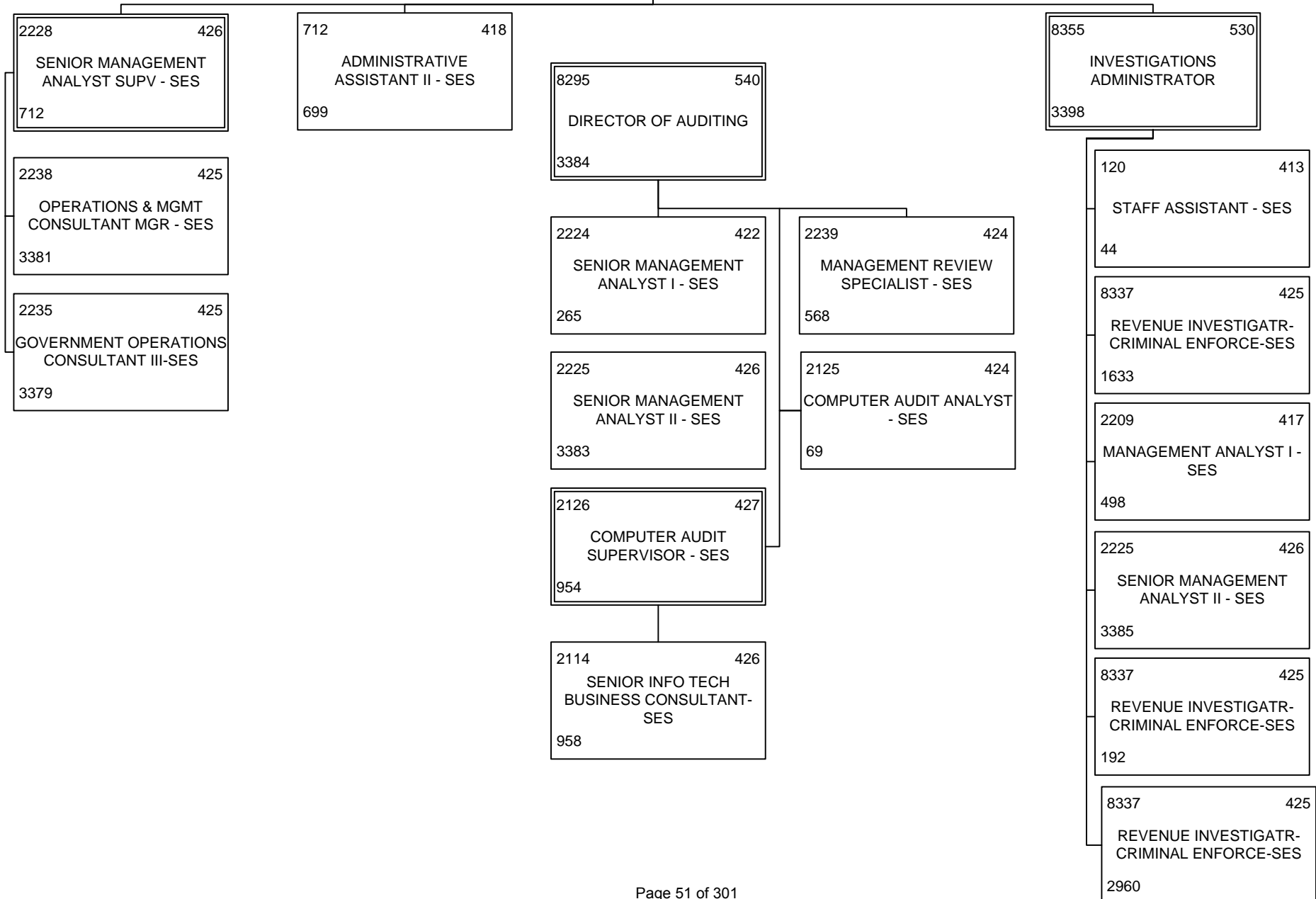
Class Code	Pay Grade
Class Title	
Position Number	



Department of Revenue
 Executive Direction and Support Services Program
 Office of Inspector General
 Current as of July 1, 2016

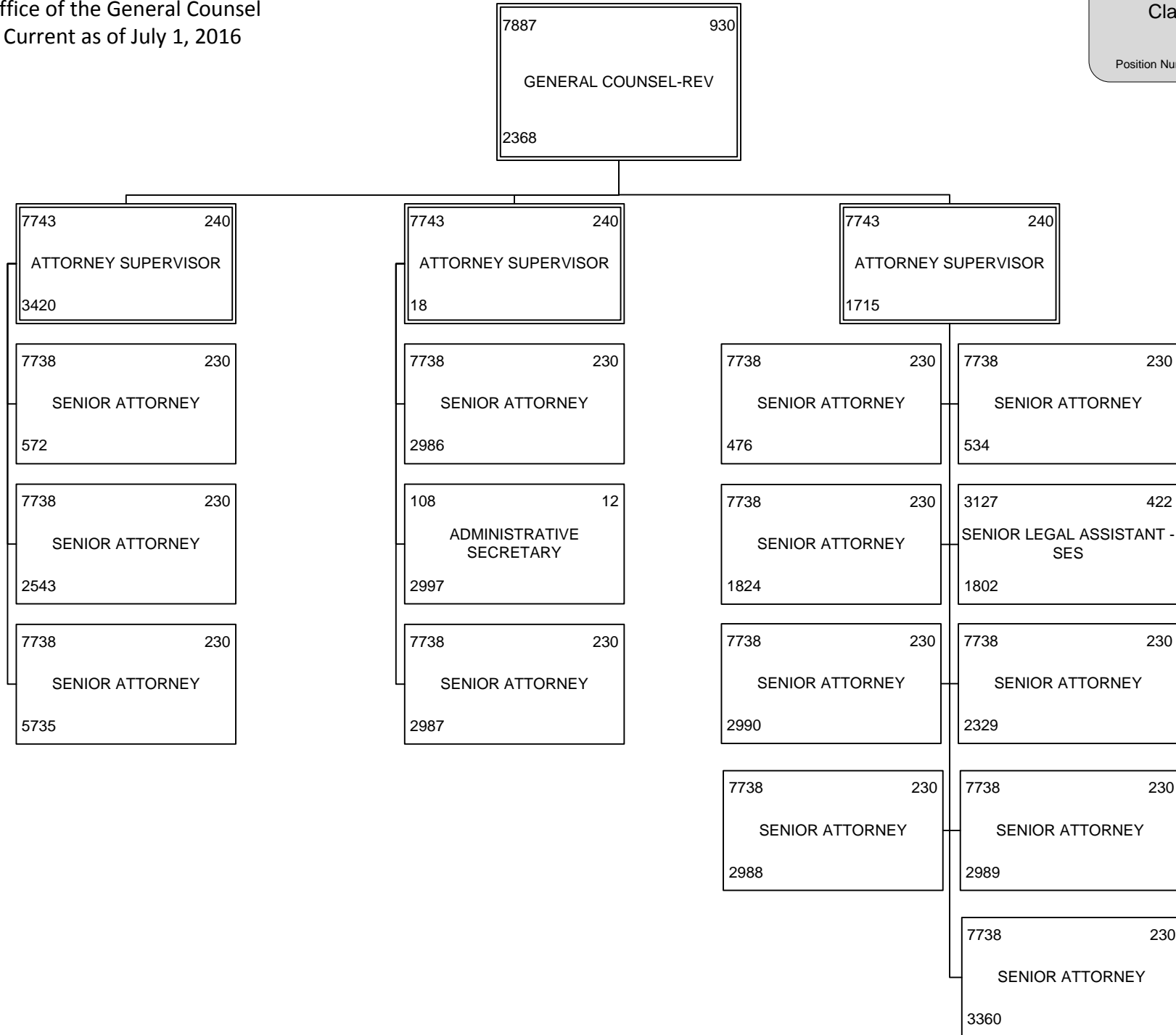
8971	930
INSPECTOR GENERAL-REV	
6	

Class Code	Pay Grade
Class Title	
Position Number	

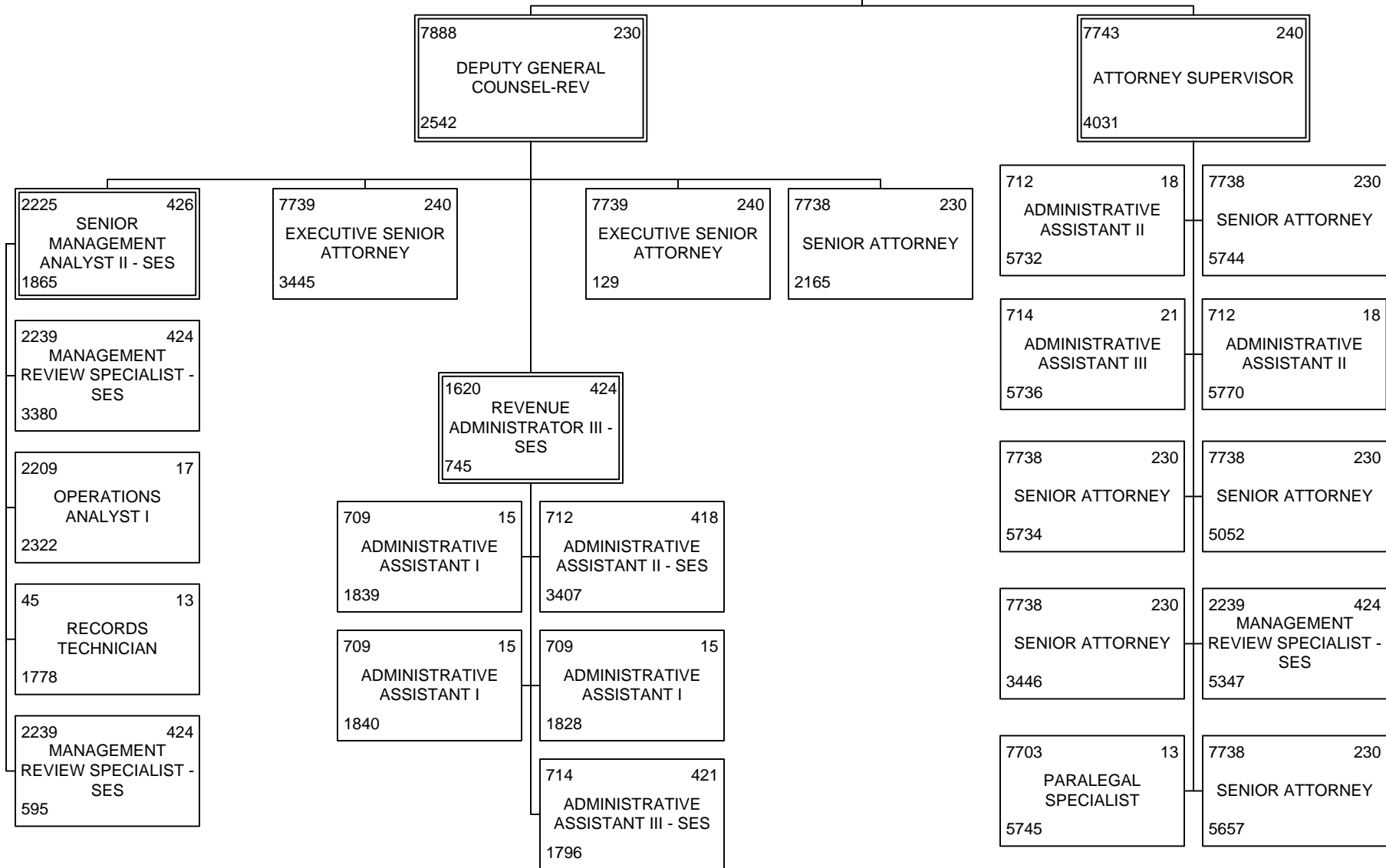
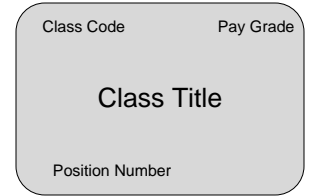
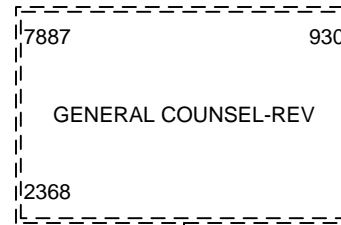


Department of Revenue
 Executive Direction and Support Services Program
 Office of the General Counsel
 Current as of July 1, 2016

Class Code	Pay Grade
Class Title	
Position Number	

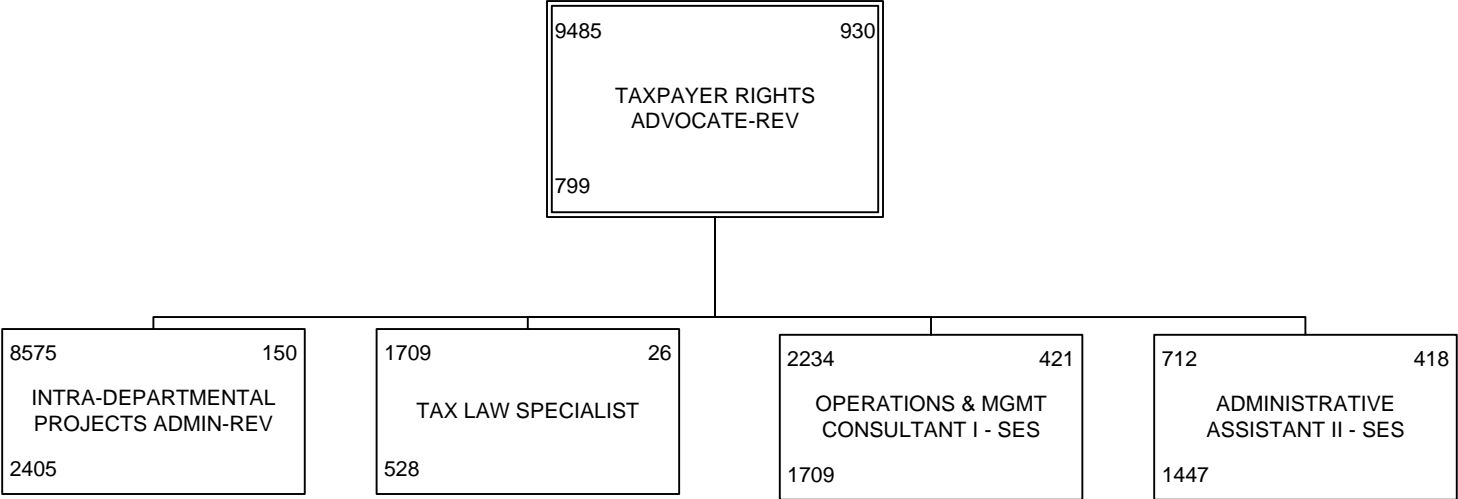


Department of Revenue
 Executive Direction and Support Services Program
 Office of the General Counsel (continued)
 Current as of July 1, 2016



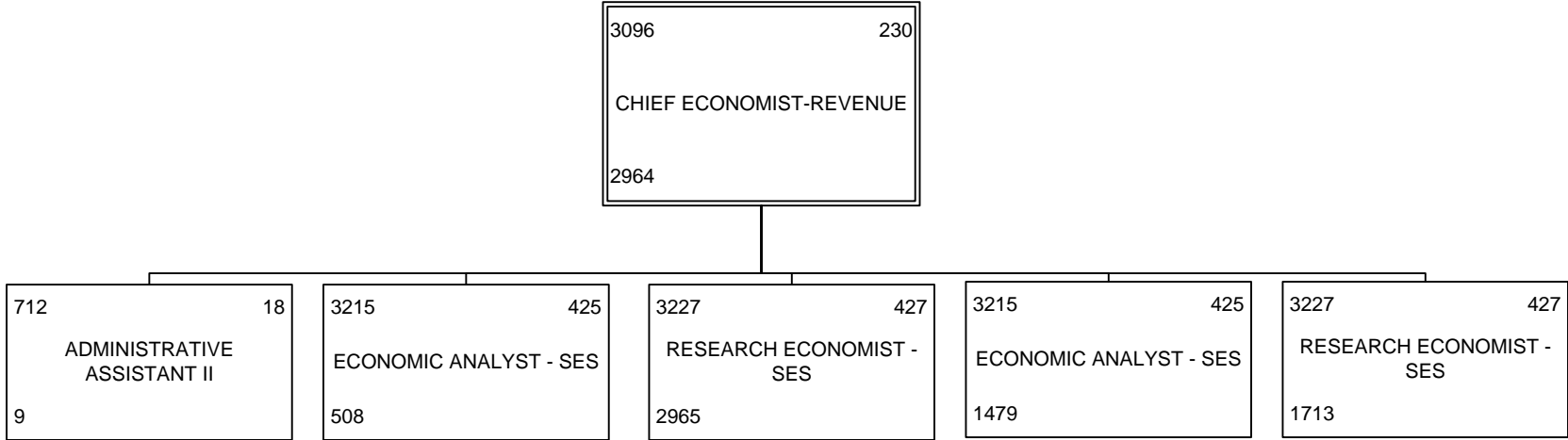
Department of Revenue
 Executive Direction and Support Services Program
 Taxpayer Right's
 Current as of July 1, 2016

Class Code	Pay Grade
Class Title	
Position Number	



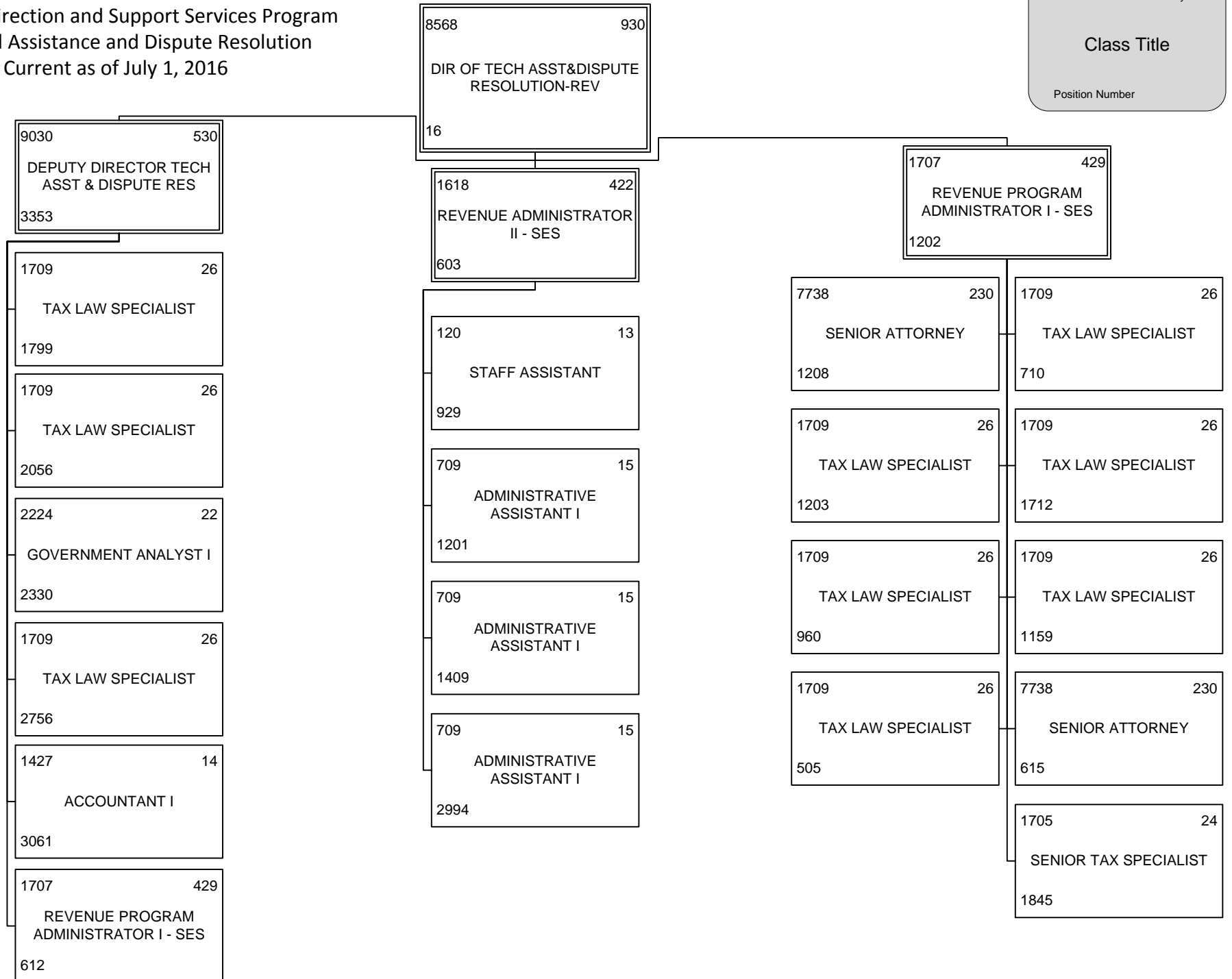
Department of Revenue
Executive Direction and Support Services Program
Tax Research
Current as of July 1, 2016

Class Code	Pay Grade
Class Title	
Position Number	



Department of Revenue
 Executive Direction and Support Services Program
 Technical Assistance and Dispute Resolution
 Current as of July 1, 2016

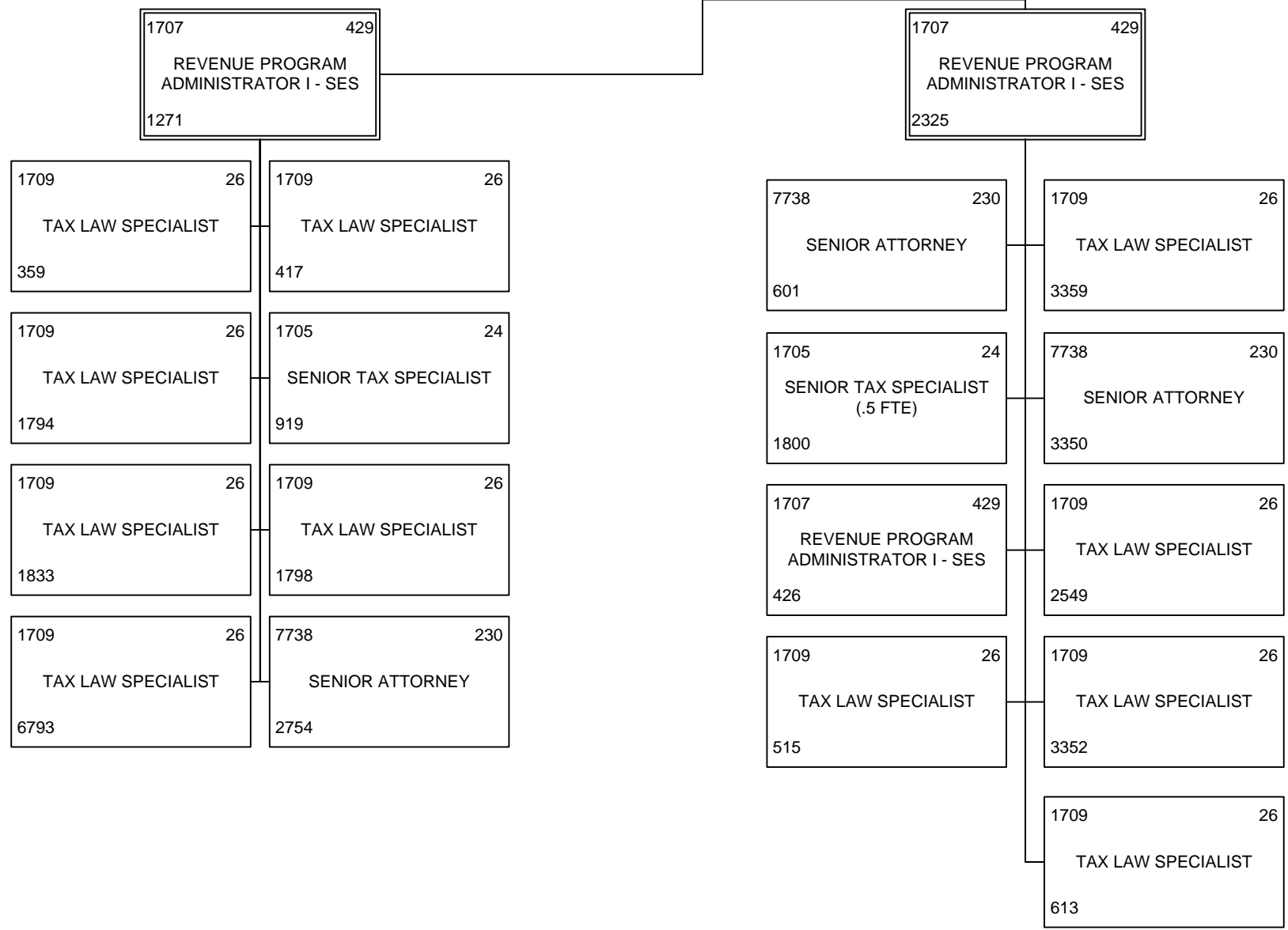
Class Code	Pay Grade
Class Title	
Position Number	



Department of Revenue
 Executive Direction and Support Services Program
 Technical Assistance and Dispute Resolution (continued)
 Current as of July 1, 2016

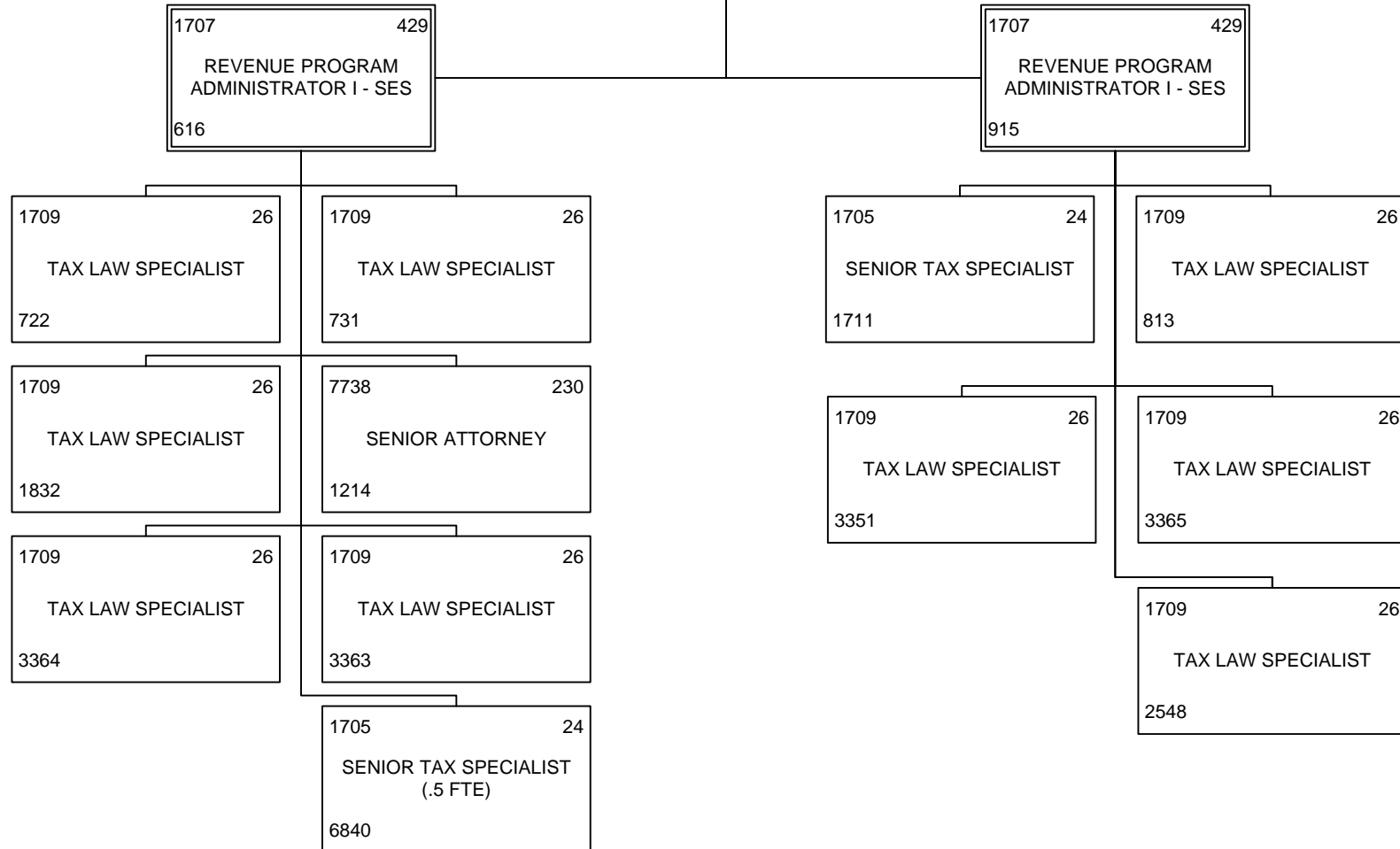
Class Code	Pay Grade
Class Title	
Position Number	

8568	930
DIR OF TECH ASST&DISPUTE RESOLUTION-REV	
16	



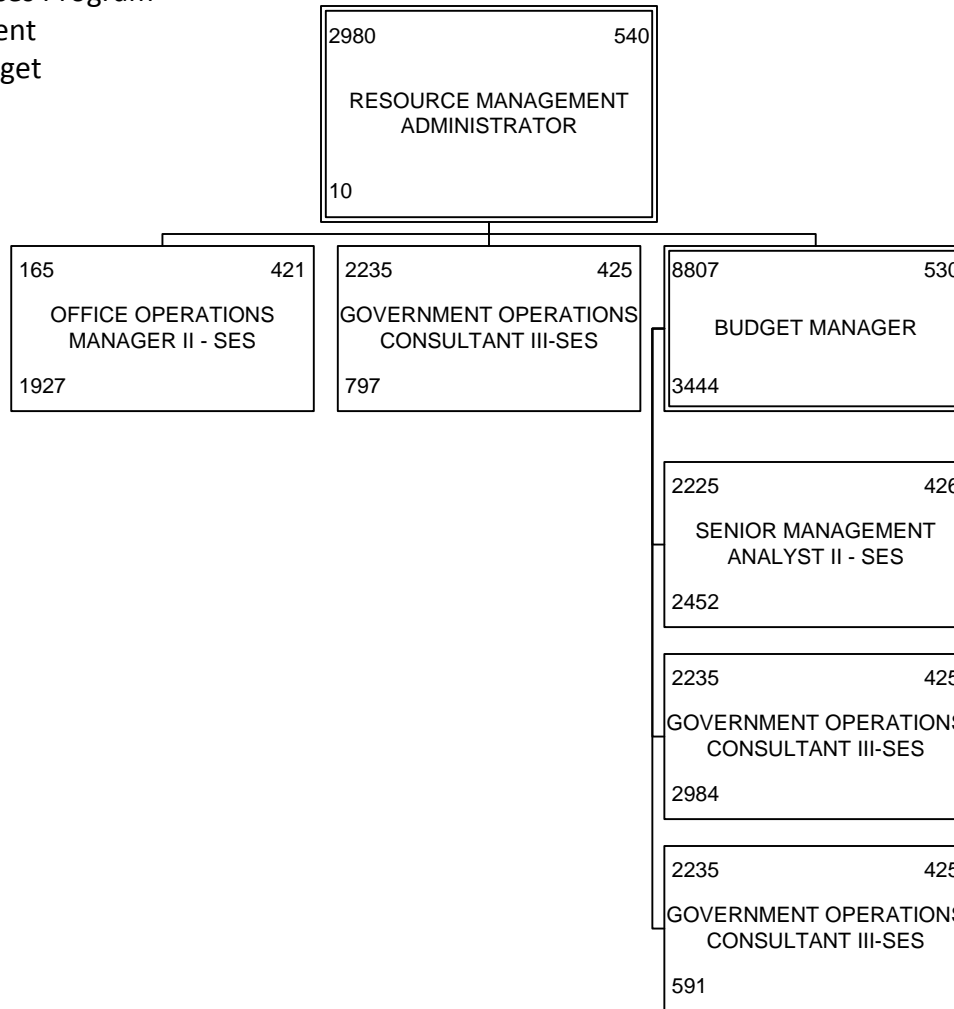
Department of Revenue
 Executive Direction and Support Services Program
 Technical Assistance and Dispute Resolution (continued)
 Current as of July 1, 2016

Class Code	Pay Grade
Class Title	
Position Number	



Department of Revenue
 Executive Direction and Support Services Program
 Office of Financial Management
 Financial Management & Budget
 Current as of July 1, 2016

Class Code	Pay Grade
Class Title	
Position Number	

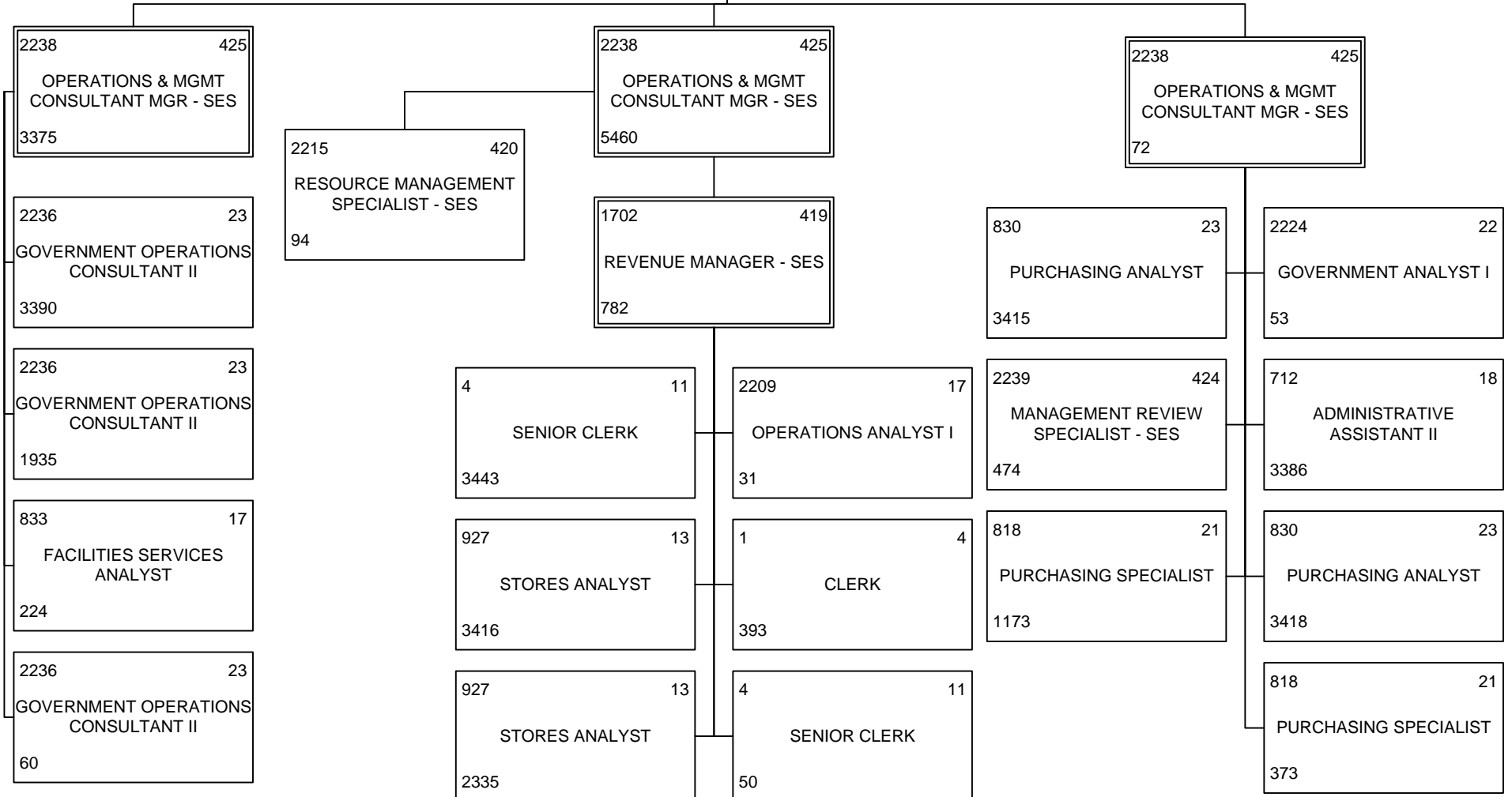


Department of Revenue
 Executive Direction and Support Services Program
 Office of Financial Management
 Purchasing & Facilities
 Current as of July 1, 2016

2980 540
 RESOURCE MANAGEMENT
 ADMINISTRATOR
 10

Class Code Pay Grade
 Class Title
 Position Number

3502 530
 PURCHASING & FACILITIES
 PROCESS MGR
 1015



Facilities

Security & Support Svcs

Purchasing

Department of Revenue
 Executive Direction and Support Services Program
 Office of Financial Management
 Finance & Accounting
 Current as of July 1, 2016

2980	540
RESOURCE MANAGEMENT ADMINISTRATOR	
10	

Class Code	Pay Grade
Class Title	
Position Number	

1707	429
REVENUE PROGRAM ADMINISTRATOR I - SES	
513	

3508	530
FINANCIAL MANAGEMENT PROCESS MANAGER	
887	

90	10
WORD PROCESSING SYSTEMS OPERATOR	
1509	

1470	426
PROFESSIONAL ACCOUNTANT SUPV - SES	
941	

1468	422
SENIOR PROFESSIONAL ACCOUNTANT - SES	
30	

1466	426
FINANCE & ACCOUNTING DIRECTOR III - SES	
56	

2238	425
OPERATIONS & MGMT CONSULTANT MGR - SES	
19	

1436	18
ACCOUNTANT III	
687	

1467	420
PROFESSIONAL ACCOUNTANT - SES	
526	

1469	424
PROFESSIONAL ACCOUNTANT SPECIALIST - SES	
3435	

4	11
SENIOR CLERK	
2382	

2236	23
GOVERNMENT OPERATIONS CONSULTANT II	
3401	

1467	20
PROFESSIONAL ACCOUNTANT	
3433	

1469	24
PROFESSIONAL ACCOUNTANT SPECIALIST	
1943	

1436	418
ACCOUNTANT III - SES	
1156	

130	15
RECORDS SPECIALIST	
3424	

736	20
BUSINESS CONSULTANT I	
52	

1436	18
ACCOUNTANT III	
3005	

1467	420
PROFESSIONAL ACCOUNTANT - SES	
3431	

2209	17
OPERATIONS ANALYST I	
3451	

2234	21
GOVERNMENT OPERATIONS CONSULTANT I	
3408	

1467	20
PROFESSIONAL ACCOUNTANT	
1414	

1436	18
ACCOUNTANT III	
6432	

1467	20
PROFESSIONAL ACCOUNTANT	
3436	

1436	18
ACCOUNTANT III	
3437	

1436	18
ACCOUNTANT III	
3361	

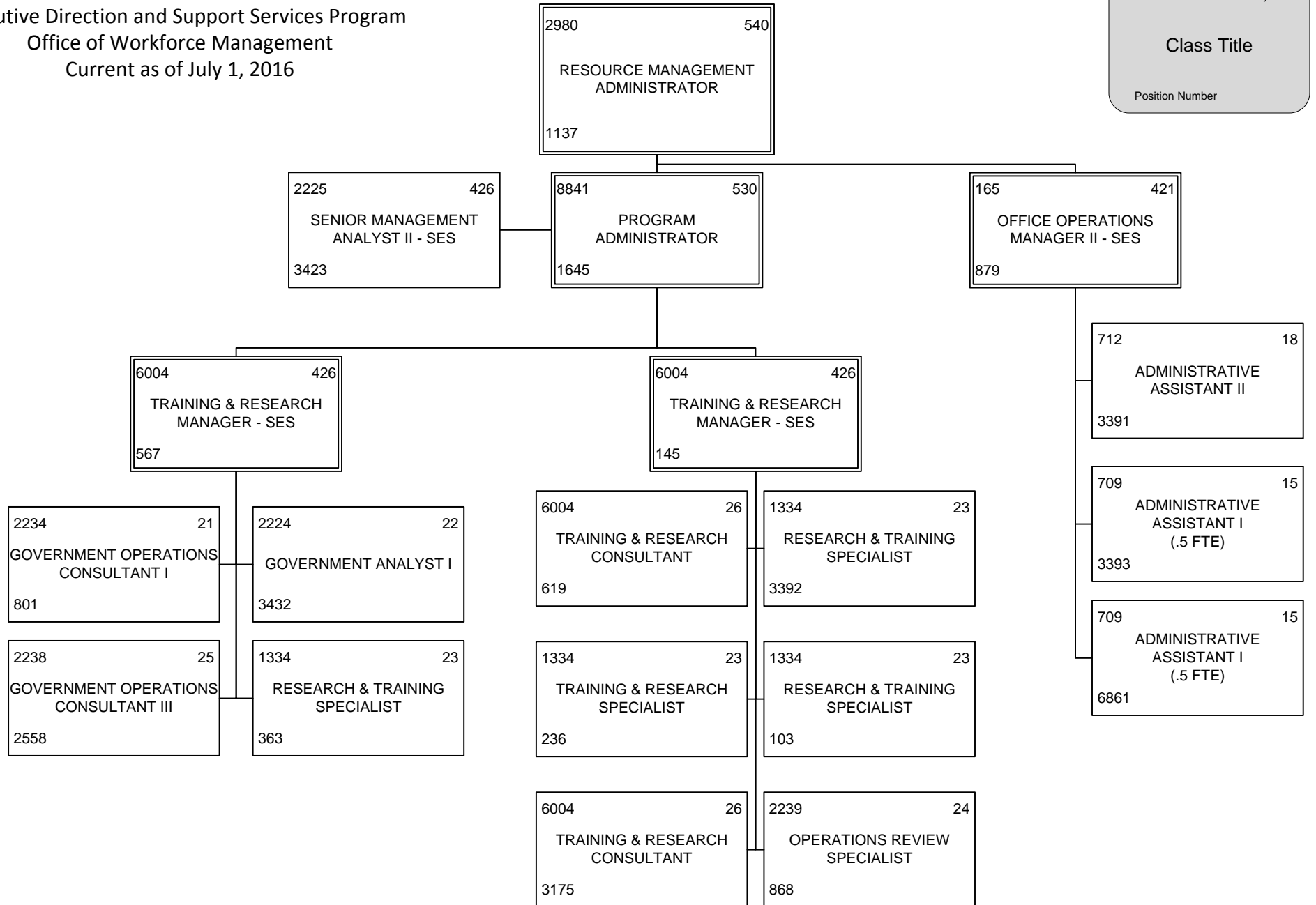
1467	20
PROFESSIONAL ACCOUNTANT	
674	

Operational Accounting

Asset and Records Management

Department of Revenue
 Executive Direction and Support Services Program
 Office of Workforce Management
 Current as of July 1, 2016

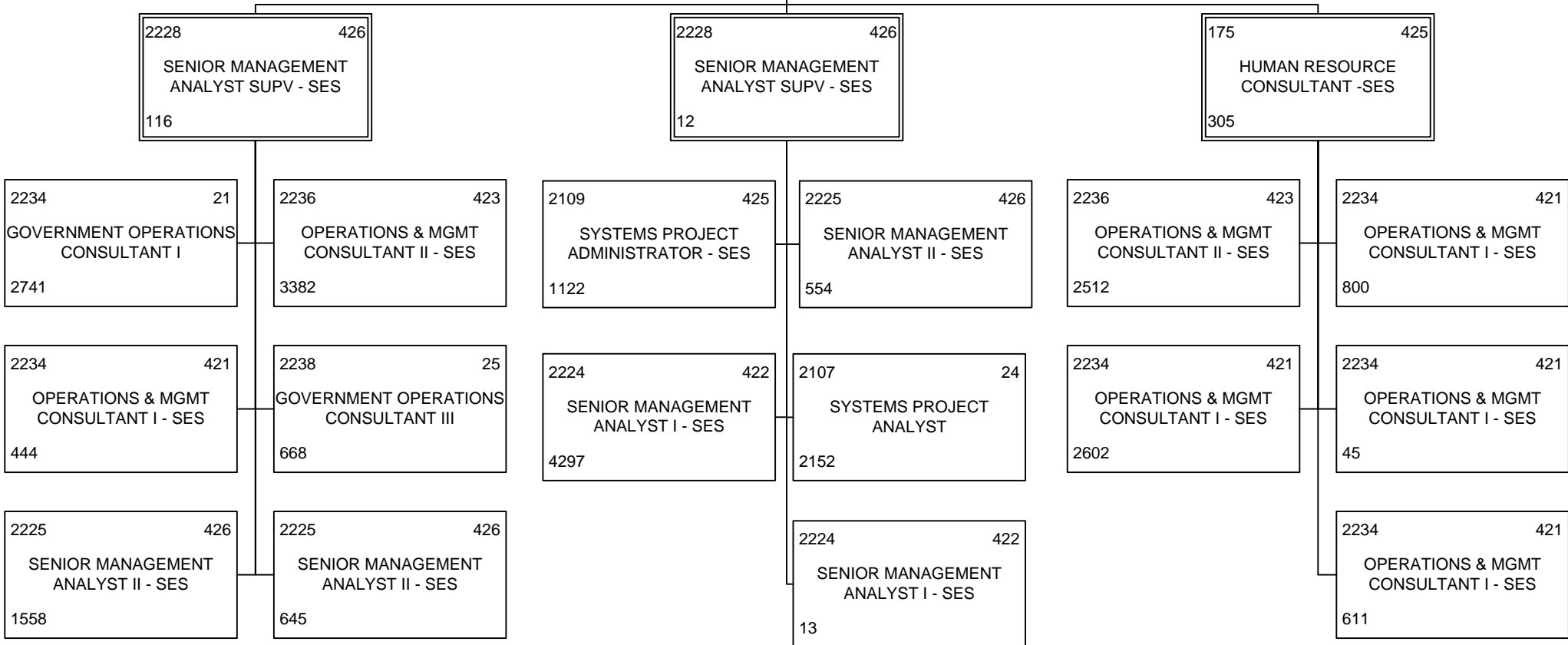
Class Code	Pay Grade
Class Title	
Position Number	



Department of Revenue
 Executive Direction and Support Services Program
 Office of Workforce Management (continued)
 Current as of July 1, 2016

2980	540
RESOURCE MANAGEMENT ADMINISTRATOR	
1137	

Class Code	Pay Grade
Class Title	
Position Number	



Department of Revenue
 Executive Direction and Support Services Program
 Office of Workforce Management (continued)
 Current as of July 1, 2016

2980 540
 RESOURCE MANAGEMENT
 ADMINISTRATOR
 1137

Class Code Pay Grade
 Class Title
 Position Number

8570 530
 HUMAN RESOURCE
 PROCESS MANAGER
 21

174 426
 HUMAN RESOURCE
 CONSULTANT -SES
 3399

2225 426
 SENIOR MANAGEMENT
 ANALYST II - SES
 5878

174 426
 HUMAN RESOURCE
 CONSULTANT -SES
 3397

174 426
 HUMAN RESOURCE
 CONSULTANT -SES
 1413

2224 422
 SENIOR MANAGEMENT
 ANALYST I - SES
 2966

130 415
 RECORDS SPECIALIST - SES
 3089

2234 421
 OPERATIONS & MGMT
 CONSULTANT I - SES
 635

2234 421
 OPERATIONS & MGMT
 CONSULTANT I - SES
 252

2234 421
 OPERATIONS & MGMT
 CONSULTANT I - SES
 1965

2224 422
 SENIOR MANAGEMENT
 ANALYST I - SES
 1008

130 415
 RECORDS SPECIALIST - SES
 2598

2234 421
 OPERATIONS & MGMT
 CONSULTANT I - SES
 975

2224 422
 SENIOR MANAGEMENT
 ANALYST I - SES
 2085

2234 421
 OPERATIONS & MGMT
 CONSULTANT I - SES
 303

2234 421
 OPERATIONS &
 MANAGEMENT
 CONSULTANT - SES
 4134

2224 422
 SENIOR MANAGEMENT
 ANALYST I - SES
 35

2234 421
 OPERATIONS & MGMT
 CONSULTANT I - SES
 3396

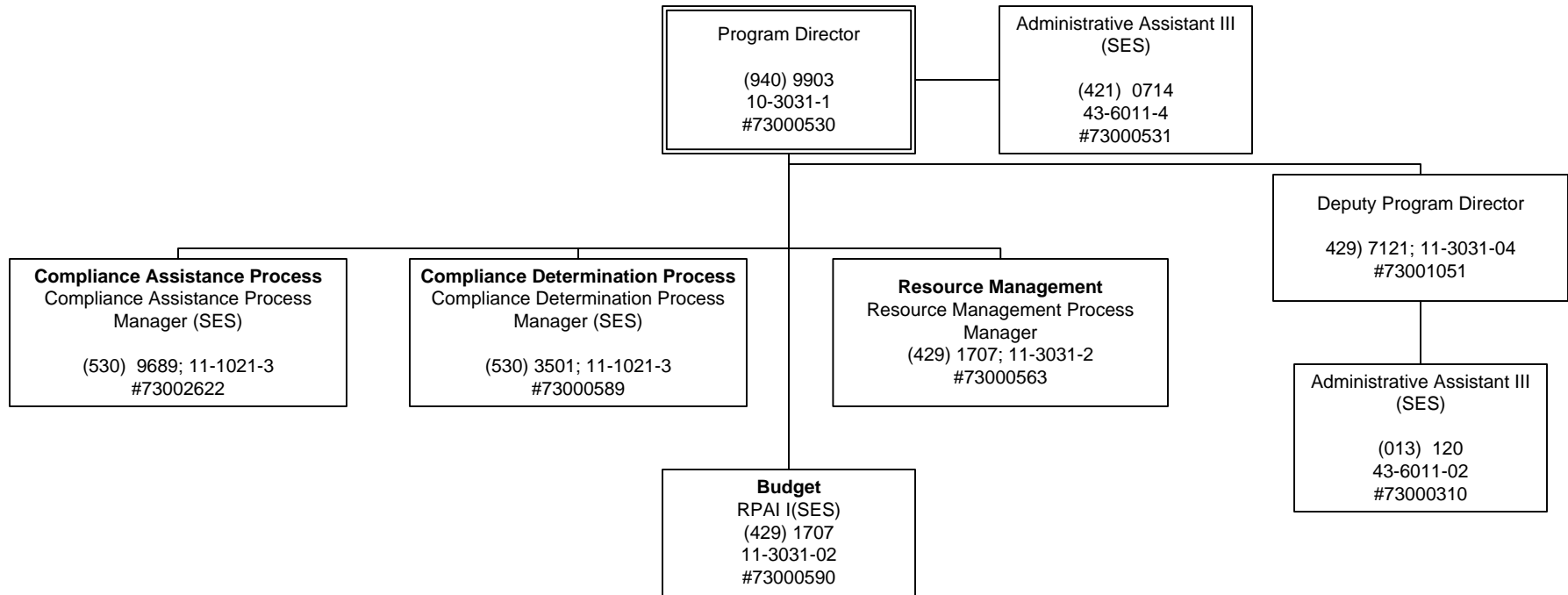
2212 419
 MANAGEMENT ANALYST II -
 SES
 362

2234 421
 OPERATIONS & MGMT
 CONSULTANT I - SES
 286

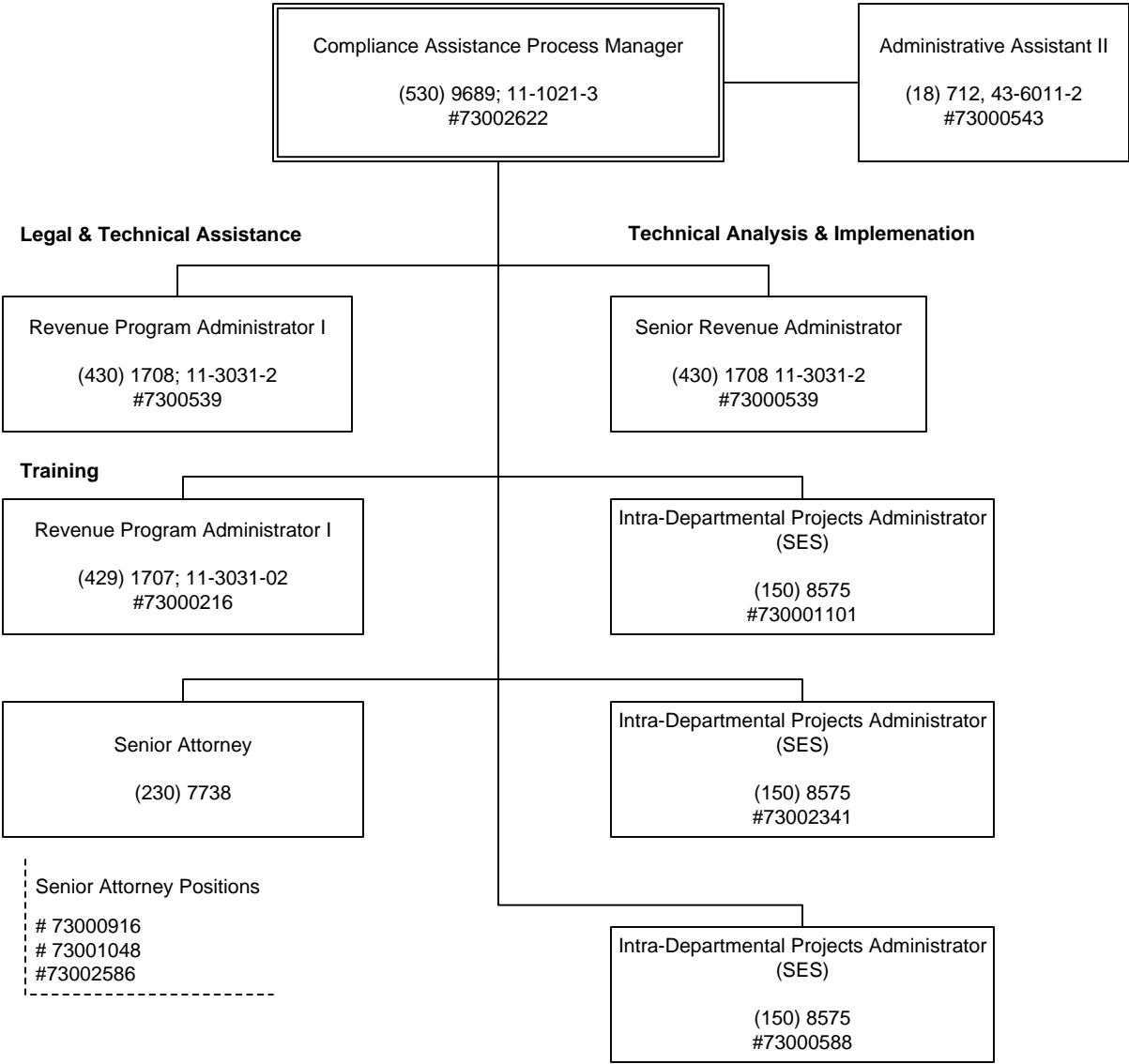
2234 421
 OPERATIONS & MGMT
 CONSULTANT I - SES
 546

2234 421
 OPERATIONS & MGMT
 CONSULTANT I - SES
 218

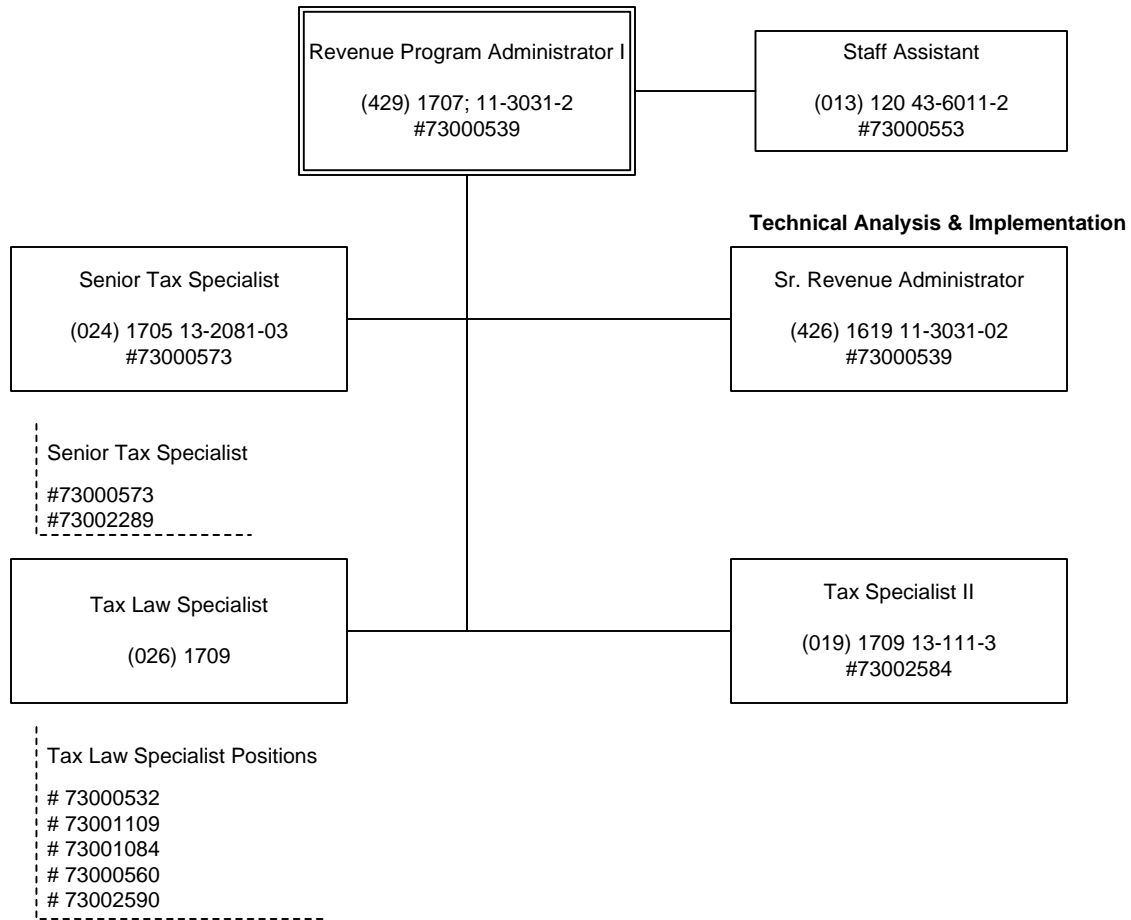
Department of Revenue
 Property Tax Oversight
 Director's Office
 Current as of July 1, 2016



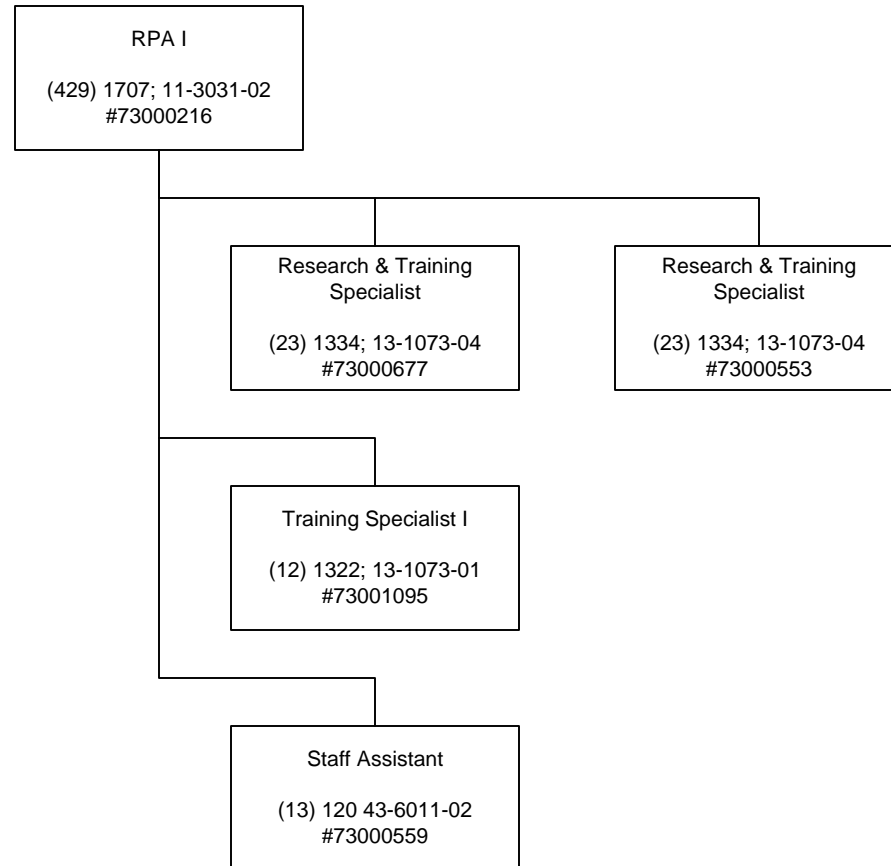
Department of Revenue
 Property Tax Oversight
 Compliance Assistance Process (CAP)
 Current as of July 1, 2016



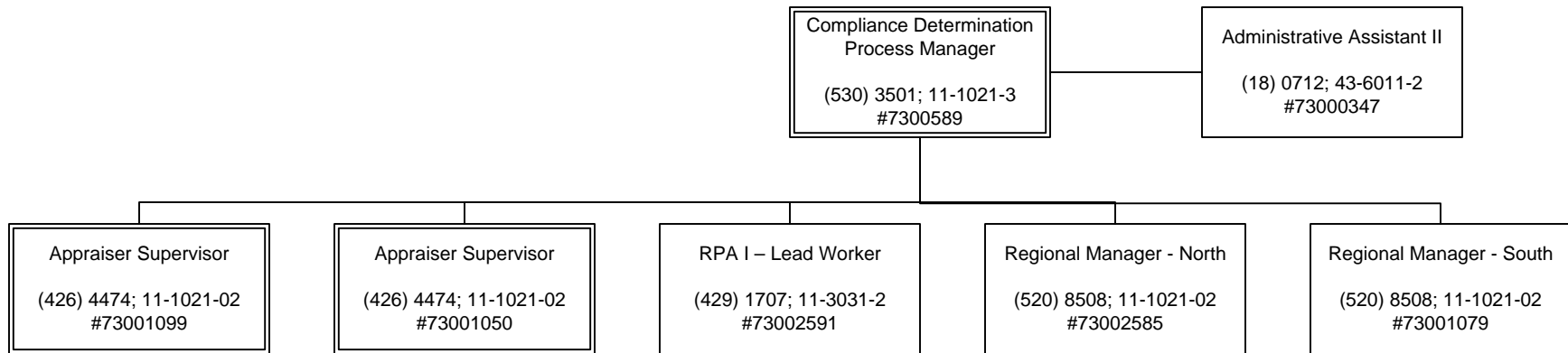
Department of Revenue
 Property Tax Oversight
 CAP – Technical Assistance
 Current as of July 1, 2016



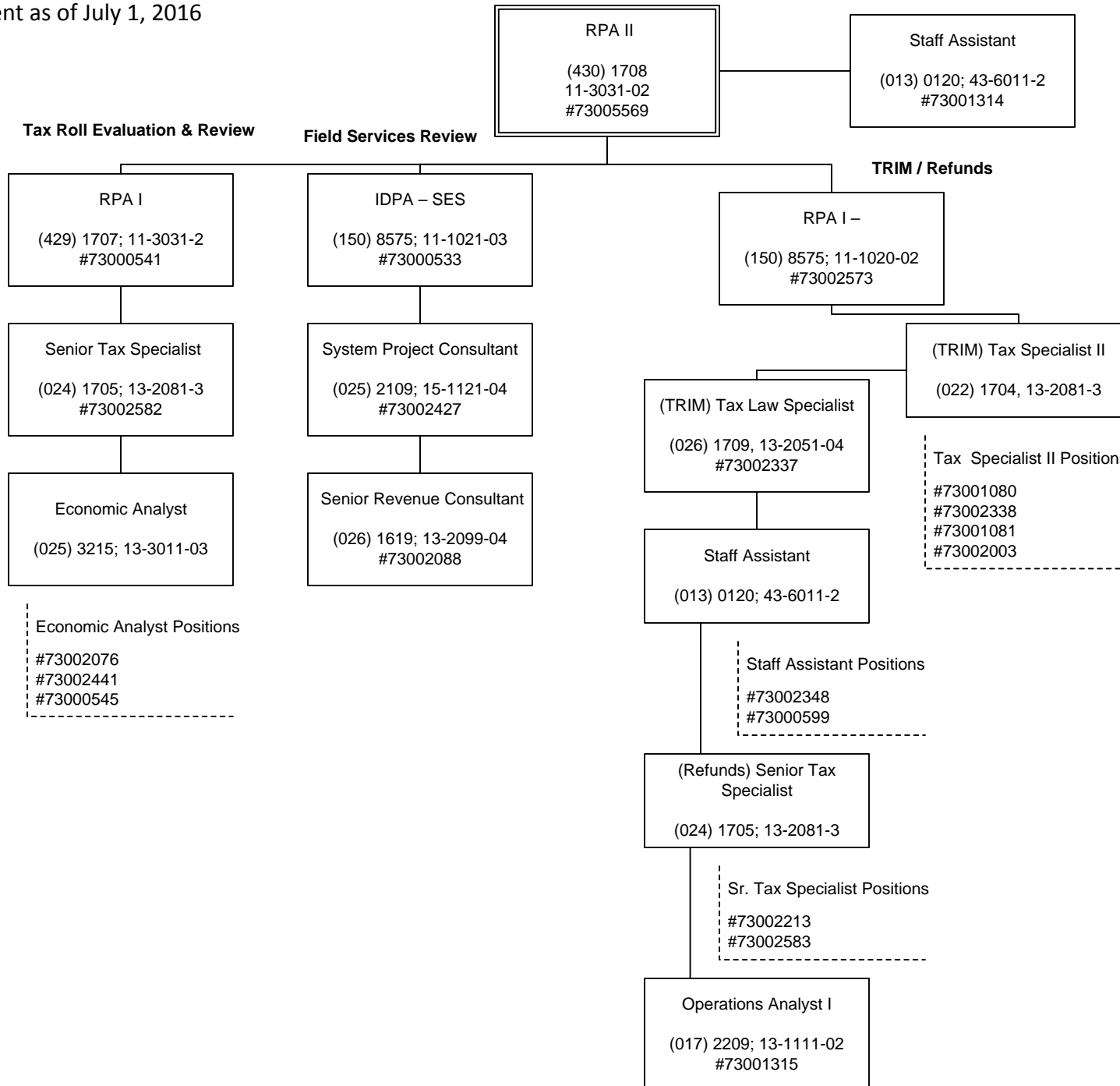
Department of Revenue
Property Tax Oversight
CAP – Training
Current as of July 1, 2016



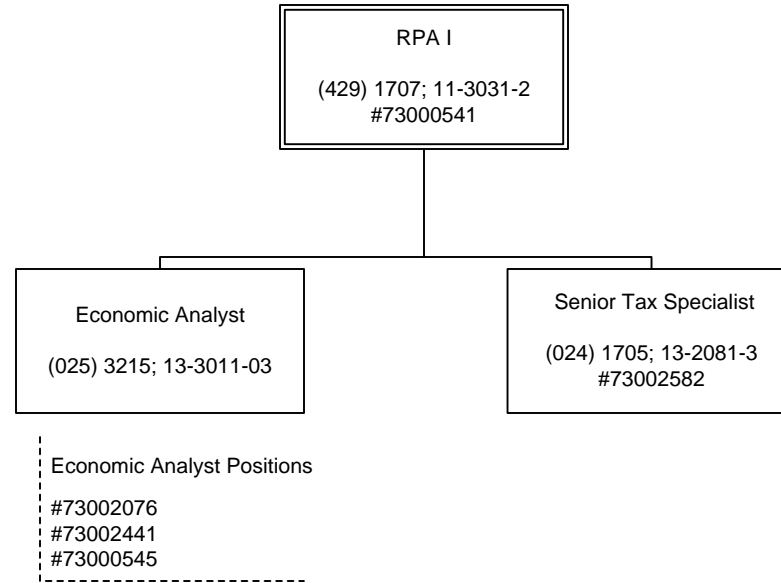
Department of Revenue
Property Tax Oversight
Compliance Determination (CD)
Current as of July 1, 2016



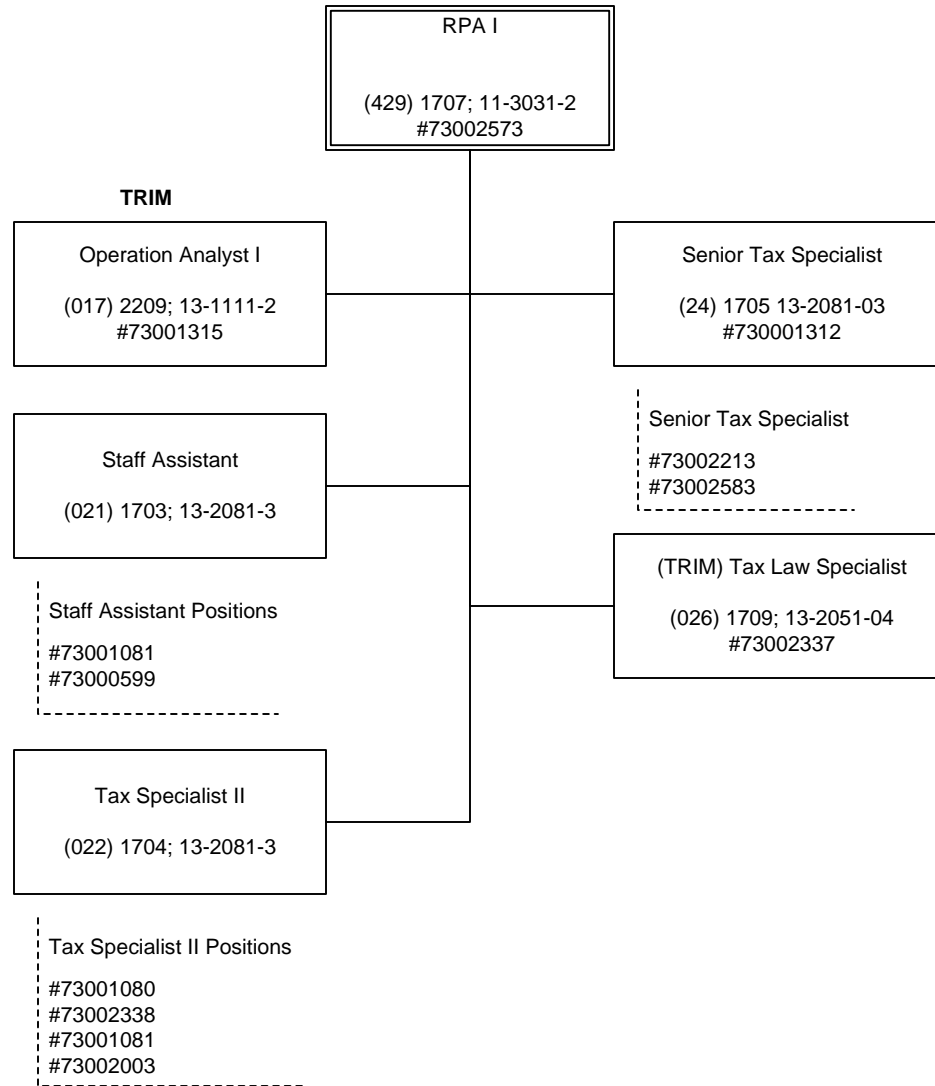
Department of Revenue
 Property Tax Oversight
 CD – Quality Assurance
 Current as of July 1, 2016



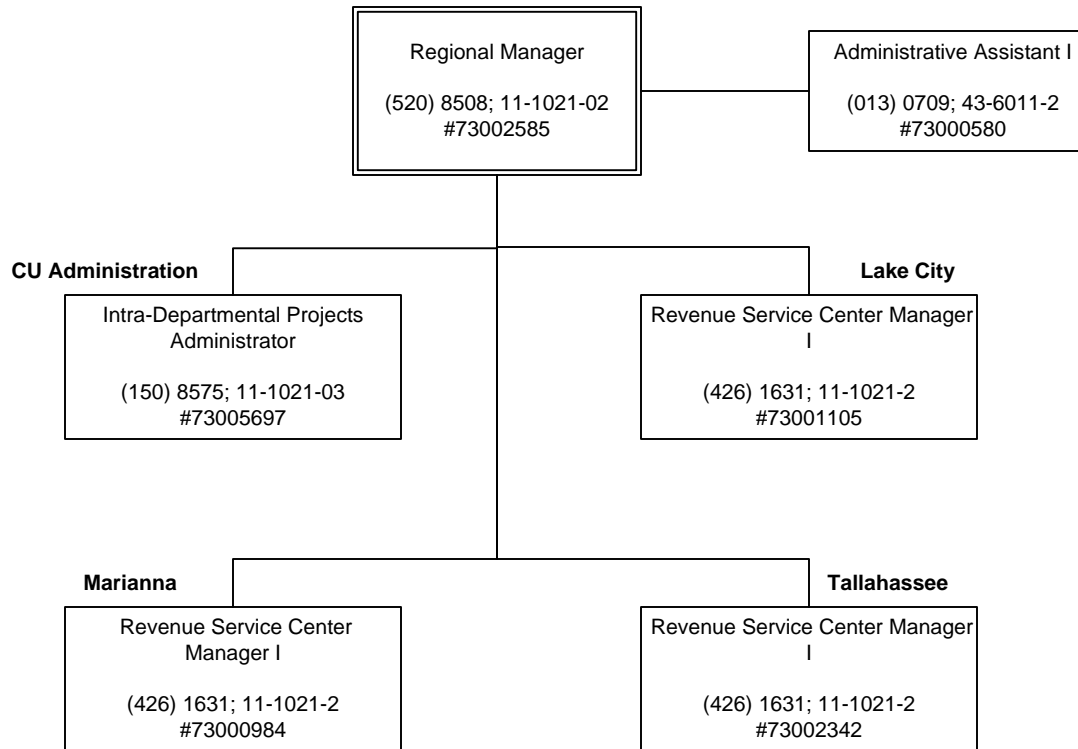
Department of Revenue
Property Tax Oversight
CD – Tax Roll Evaluation & Review
Current as of July 1, 2016



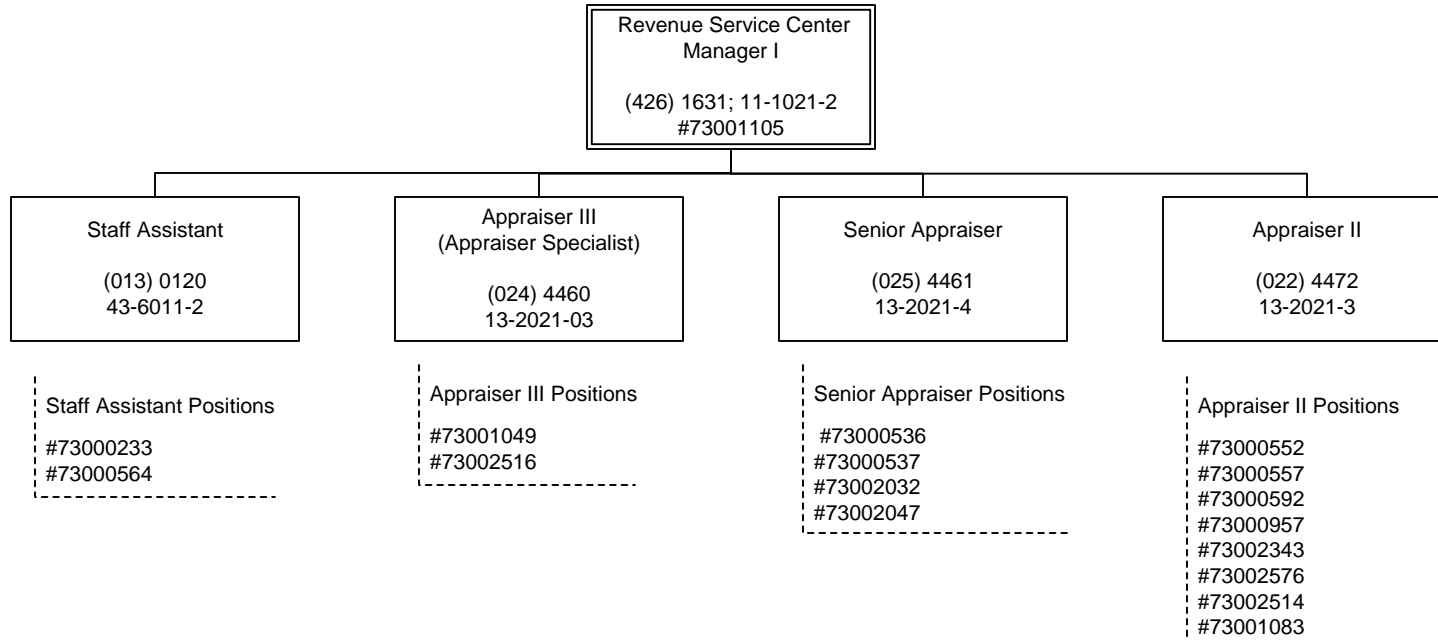
Department of Revenue
 Property Tax Oversight
 CD – TRIM / Refunds
 Current as of July 1, 2016



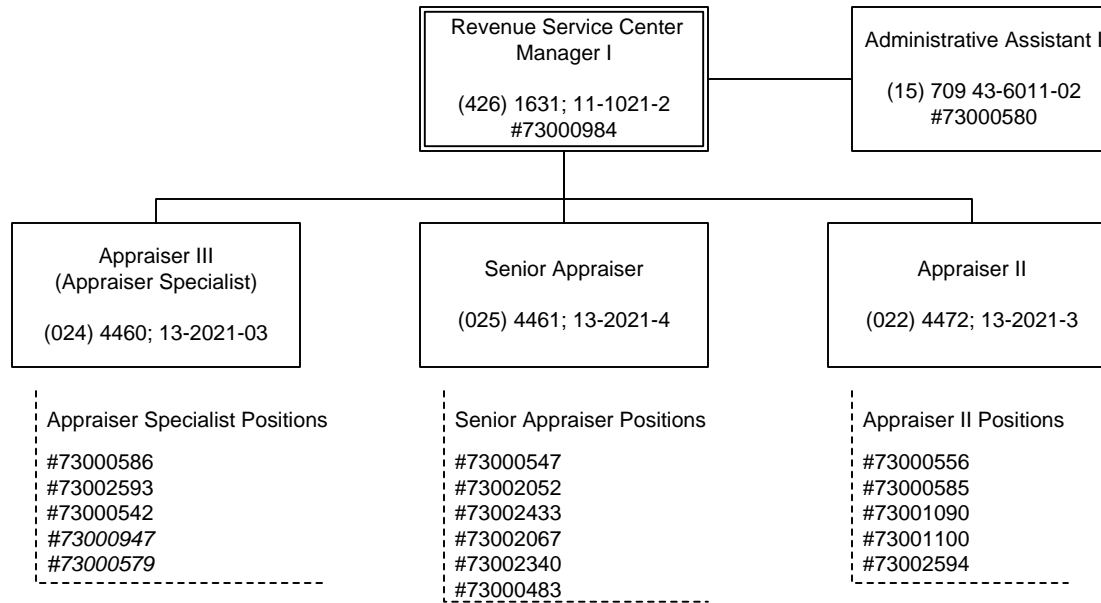
Department of Revenue
Property Tax Oversight
CD – In-depth Review North
Current as of July 1, 2016



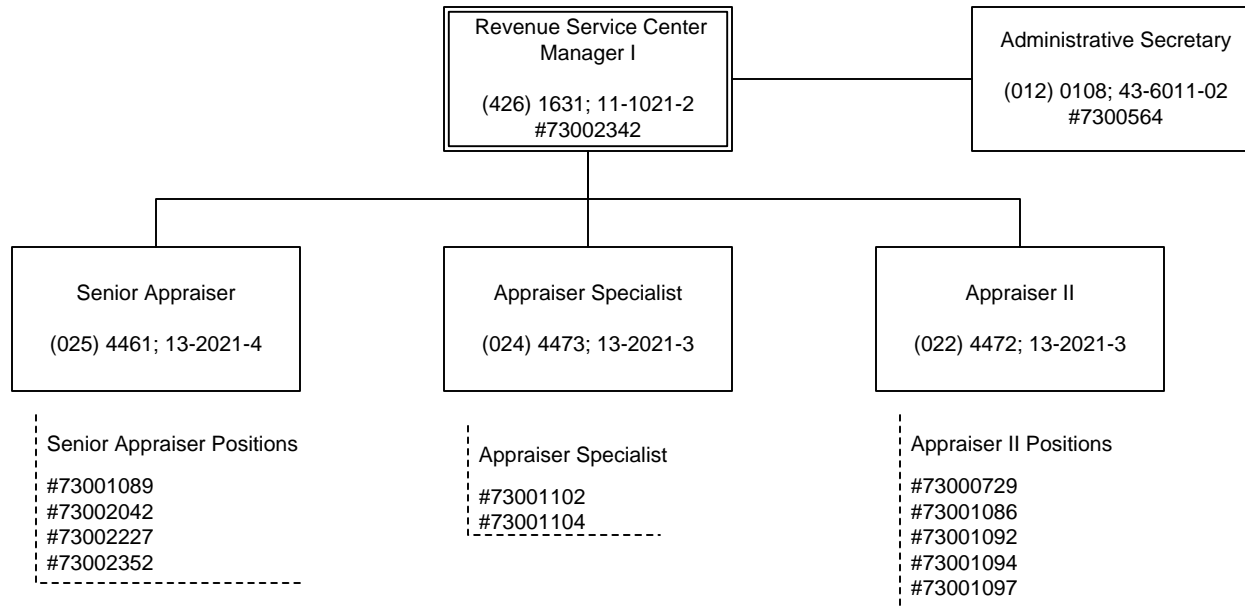
Department of Revenue
Property Tax Oversight
CD – Lake City
Current as of July 1, 2016



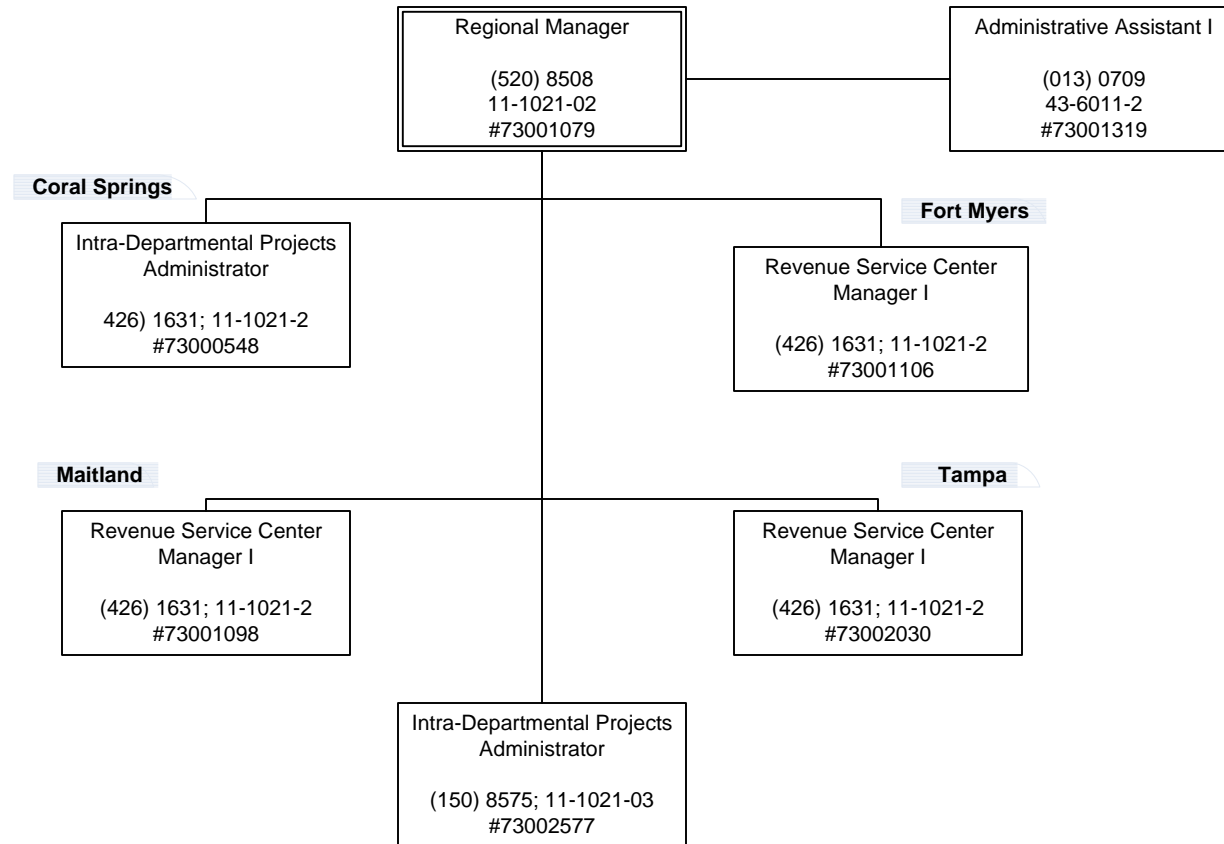
Department of Revenue
 Property Tax Oversight
 CD – Marianna
 Current as of July 1, 2016



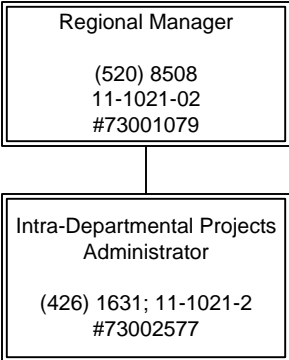
Department of Revenue
Property Tax Oversight
CD – Tallahassee
Current as of July 1, 2016



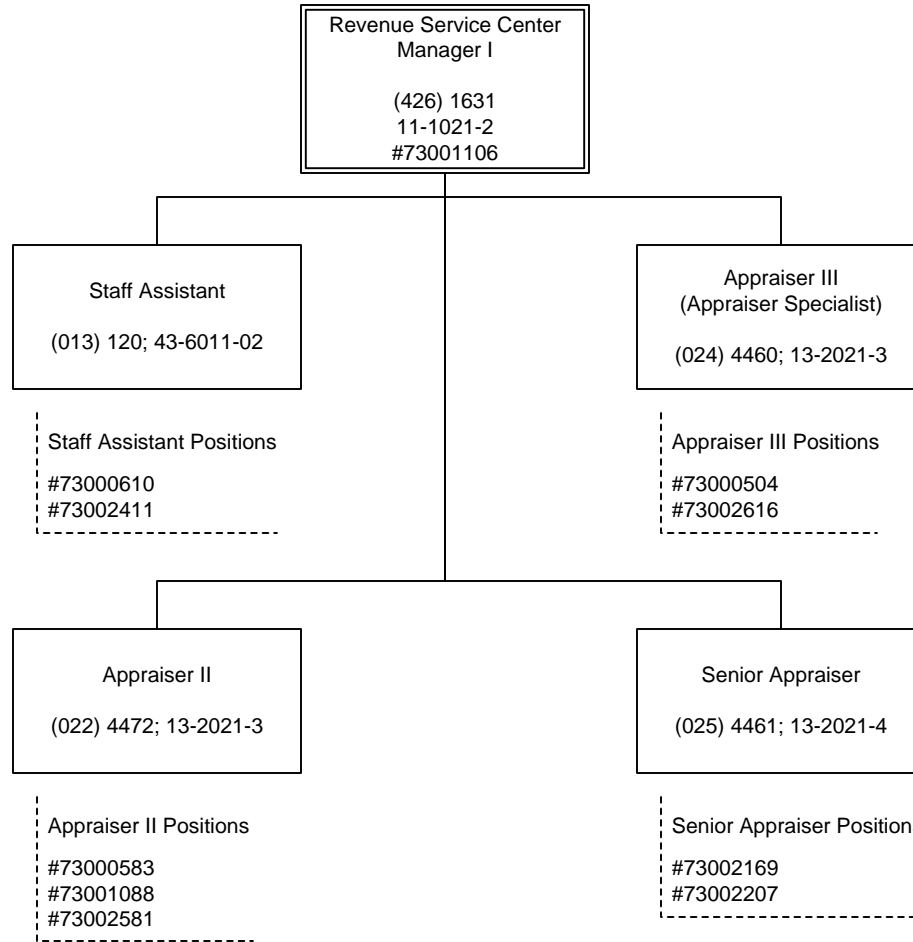
Department of Revenue
Property Tax Oversight
CD – In-Depth Review South
Current as of July 1, 2016

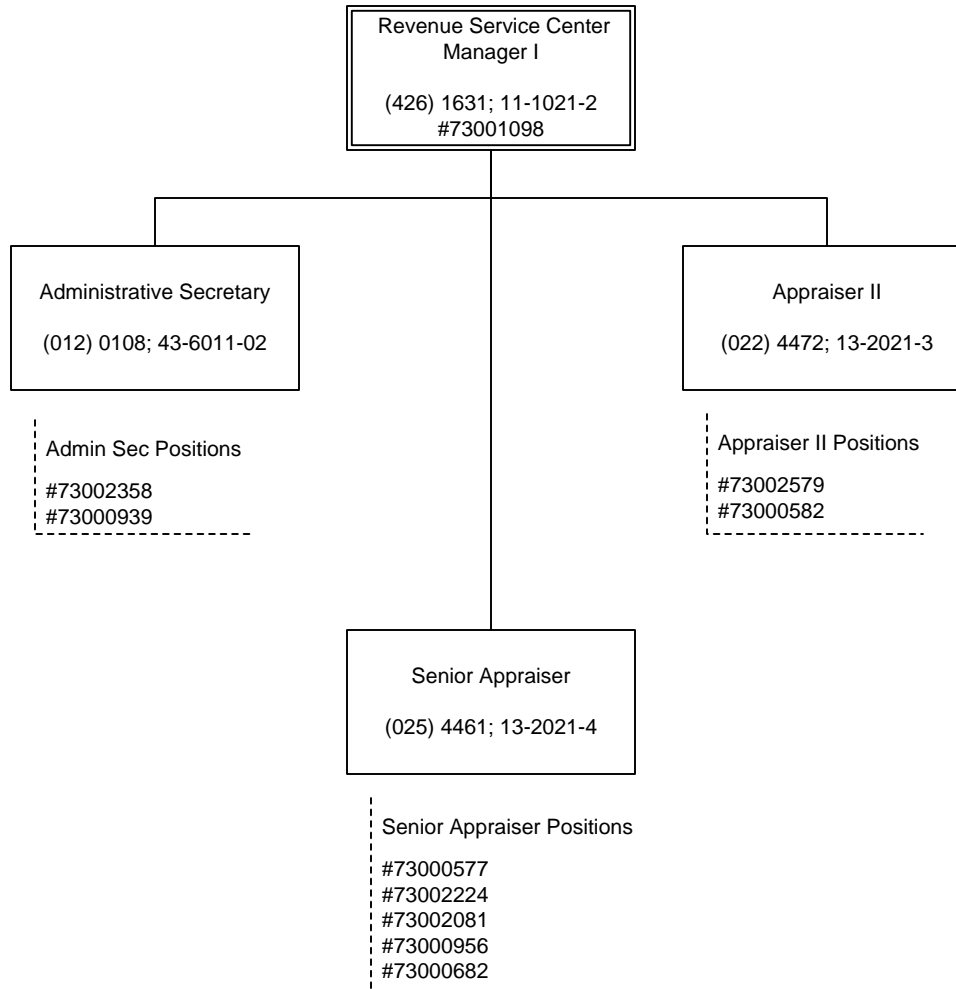


Department of Revenue
Property Tax Oversight
CD – Coral Springs
Current as of July 1, 2016

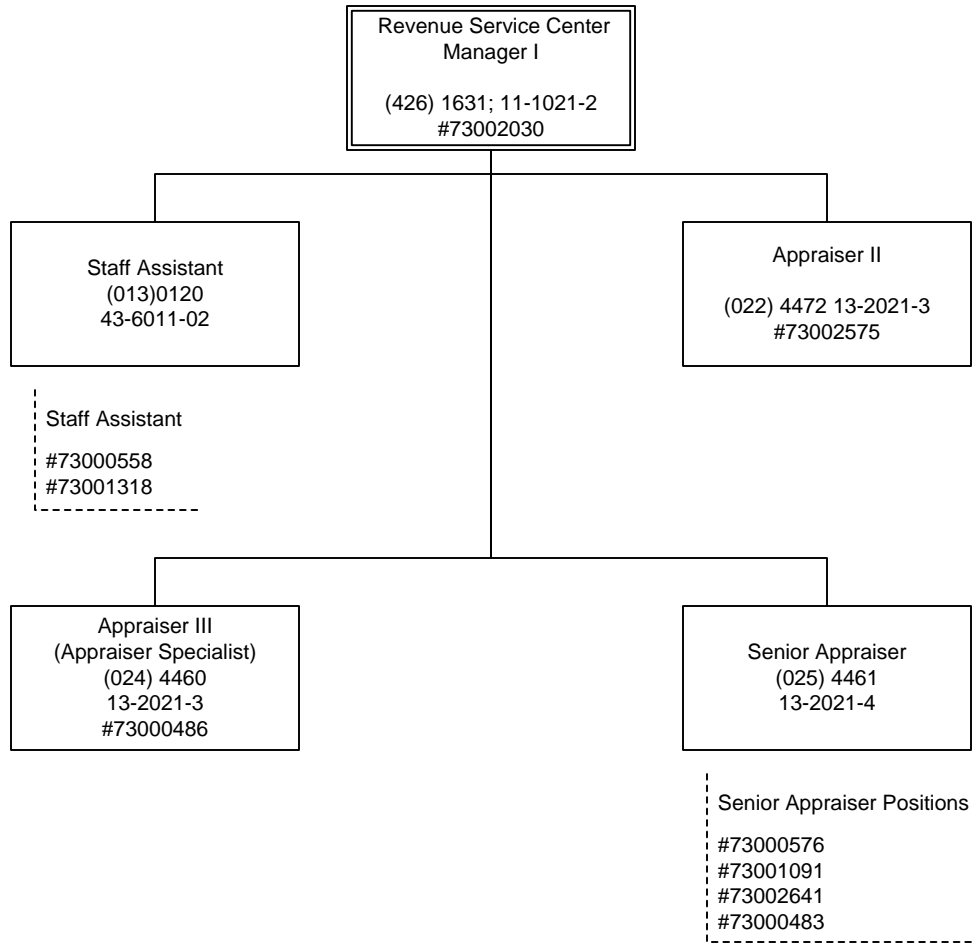


Department of Revenue
Property Tax Oversight
CD – Fort Myers
Current as of July 1, 2016

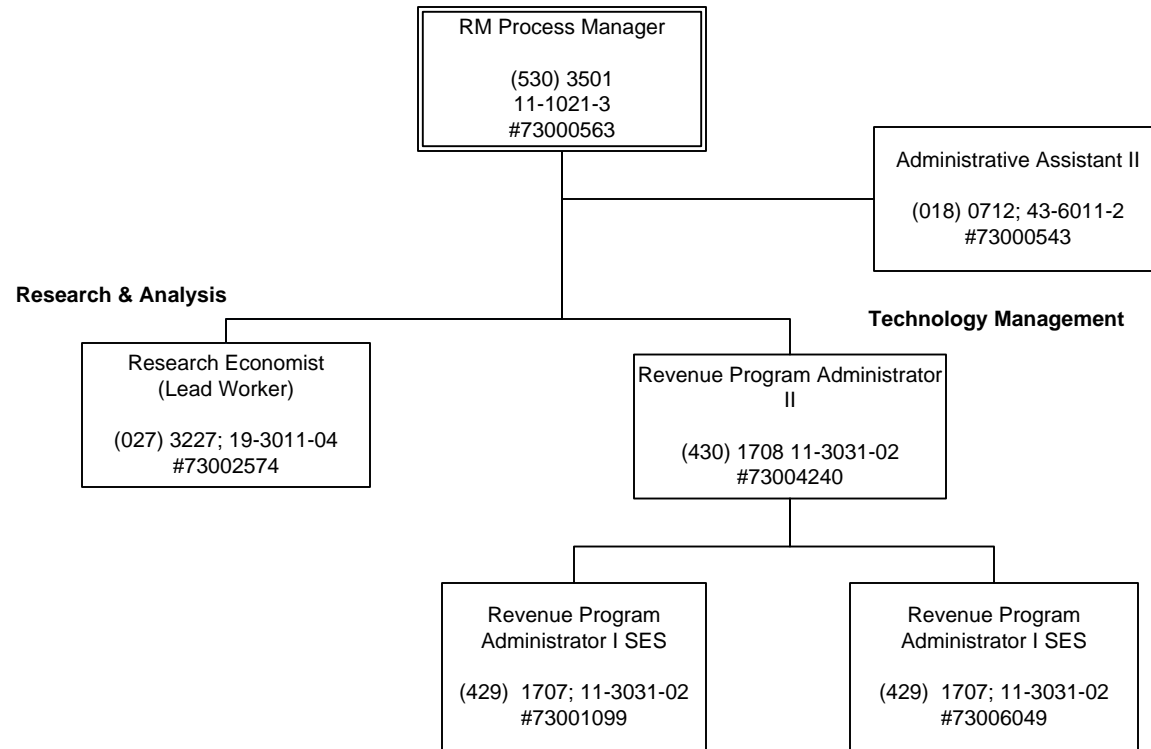




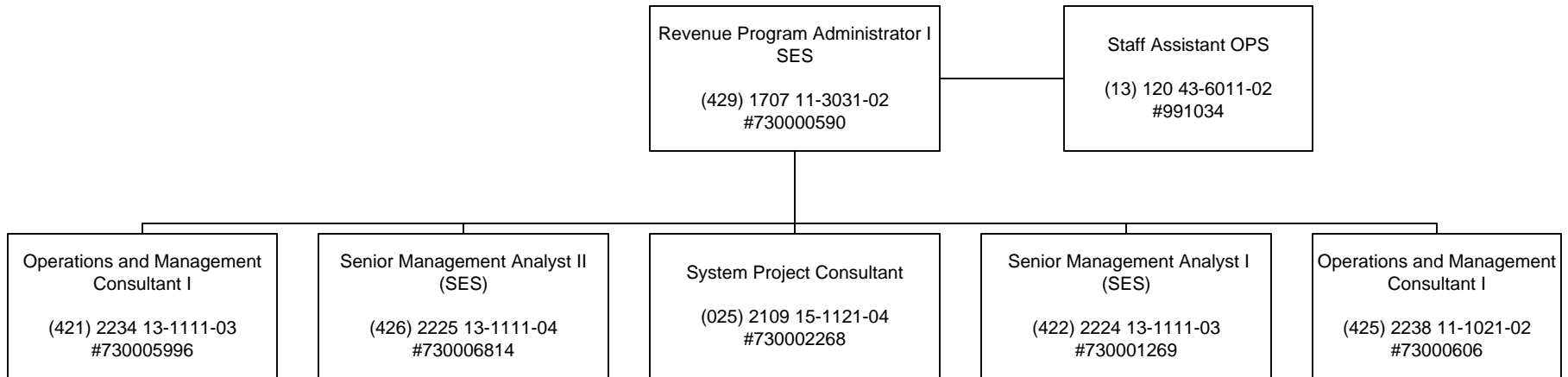
Department of Revenue
Property Tax Oversight
CD – Tampa
Current as of July 1, 2016



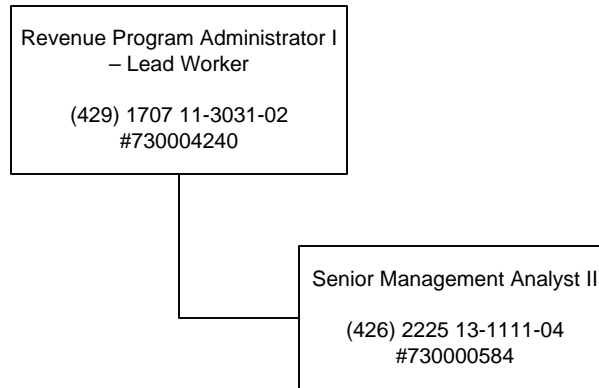
Department of Revenue
Property Tax Oversight
Resource Management (RM)
Current as of July 1, 2016



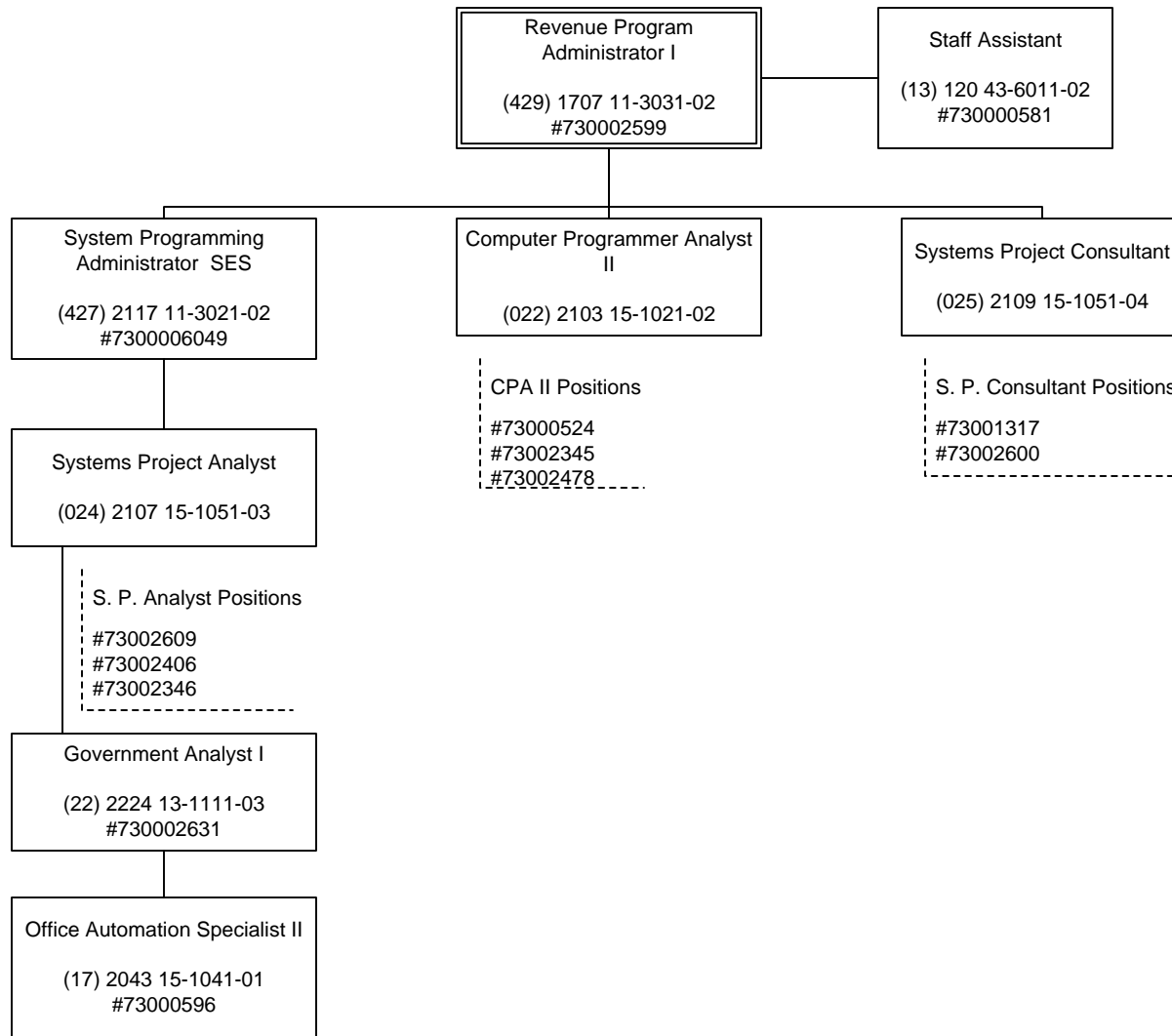
Department of Revenue
Property Tax Oversight
Budget
Current as of July 1, 2016



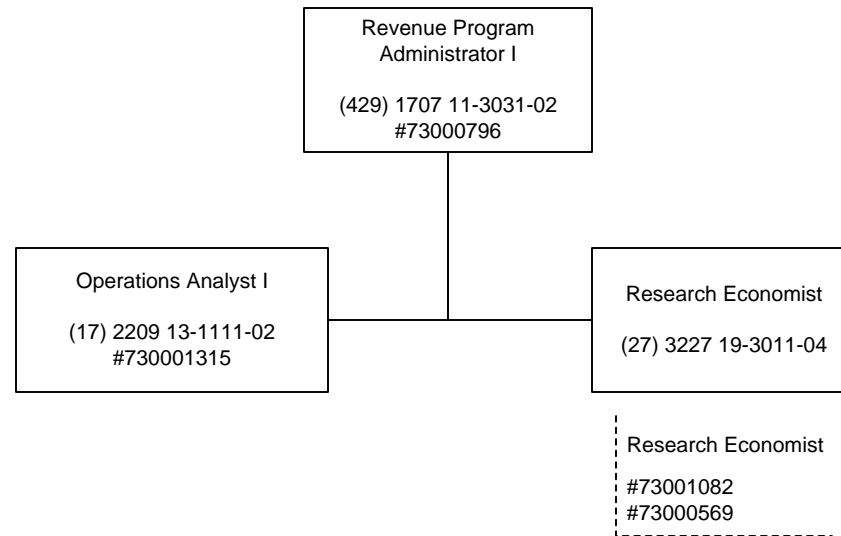
Department of Revenue
Property Tax Oversight
Central Assessments (CA)
Current as of July 1, 2016



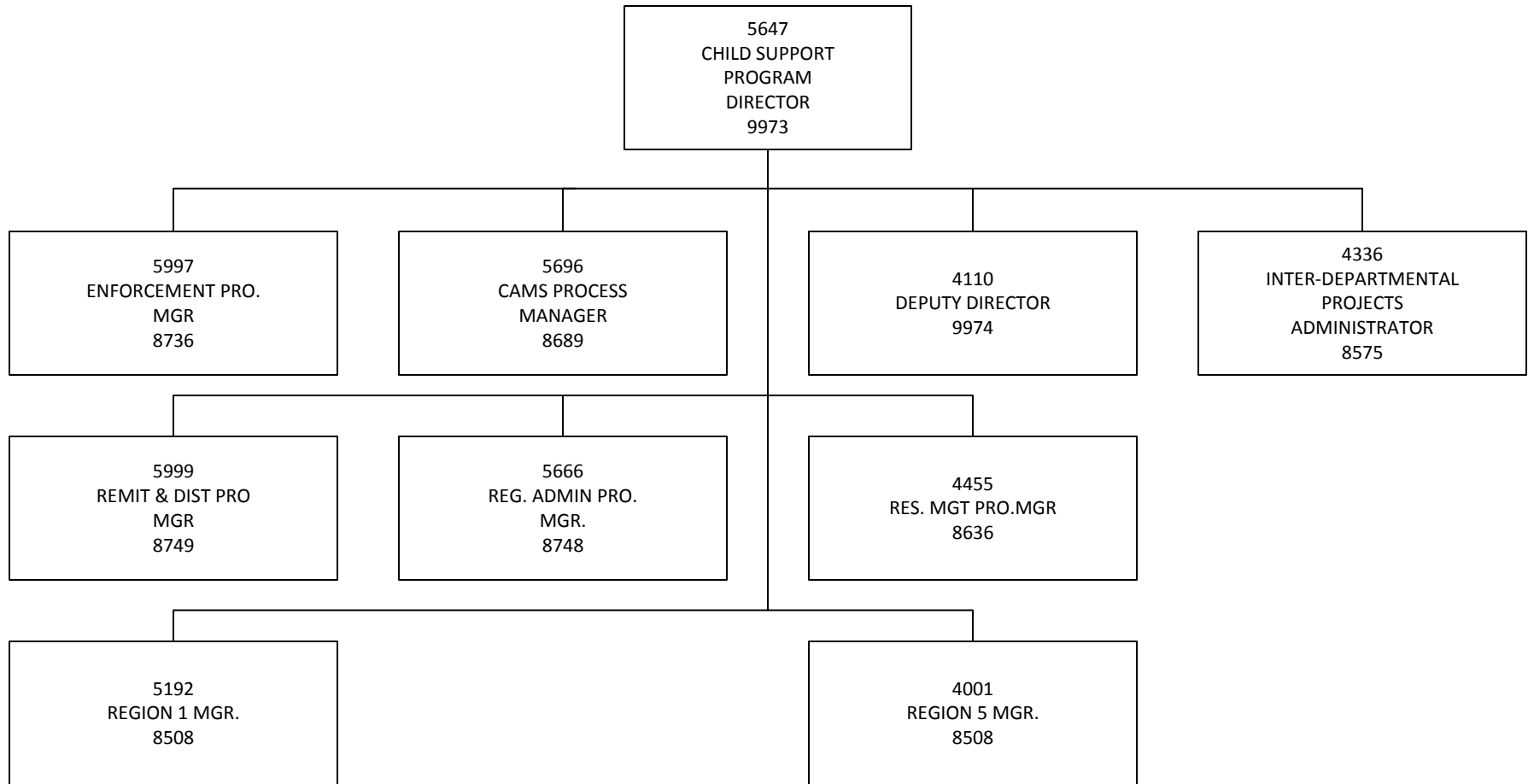
Department of Revenue
 Property Tax Oversight
 CA – Technology Management
 Current as of July 1, 2016



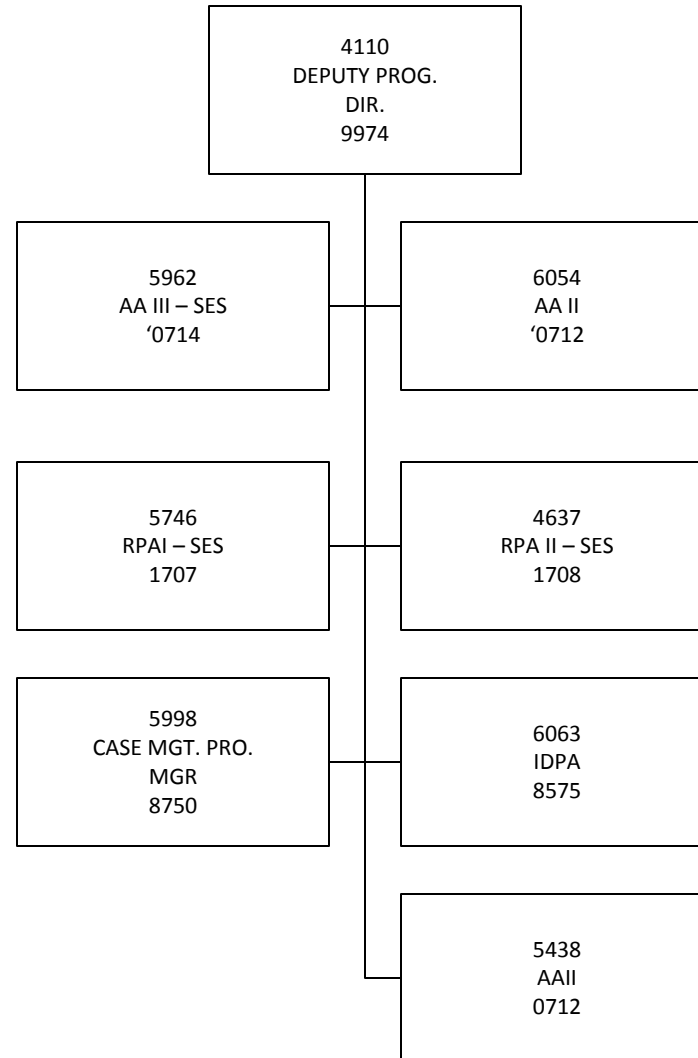
Department of Revenue
Property Tax Oversight
CA – Research & Analysis
Current as of July 1, 2016



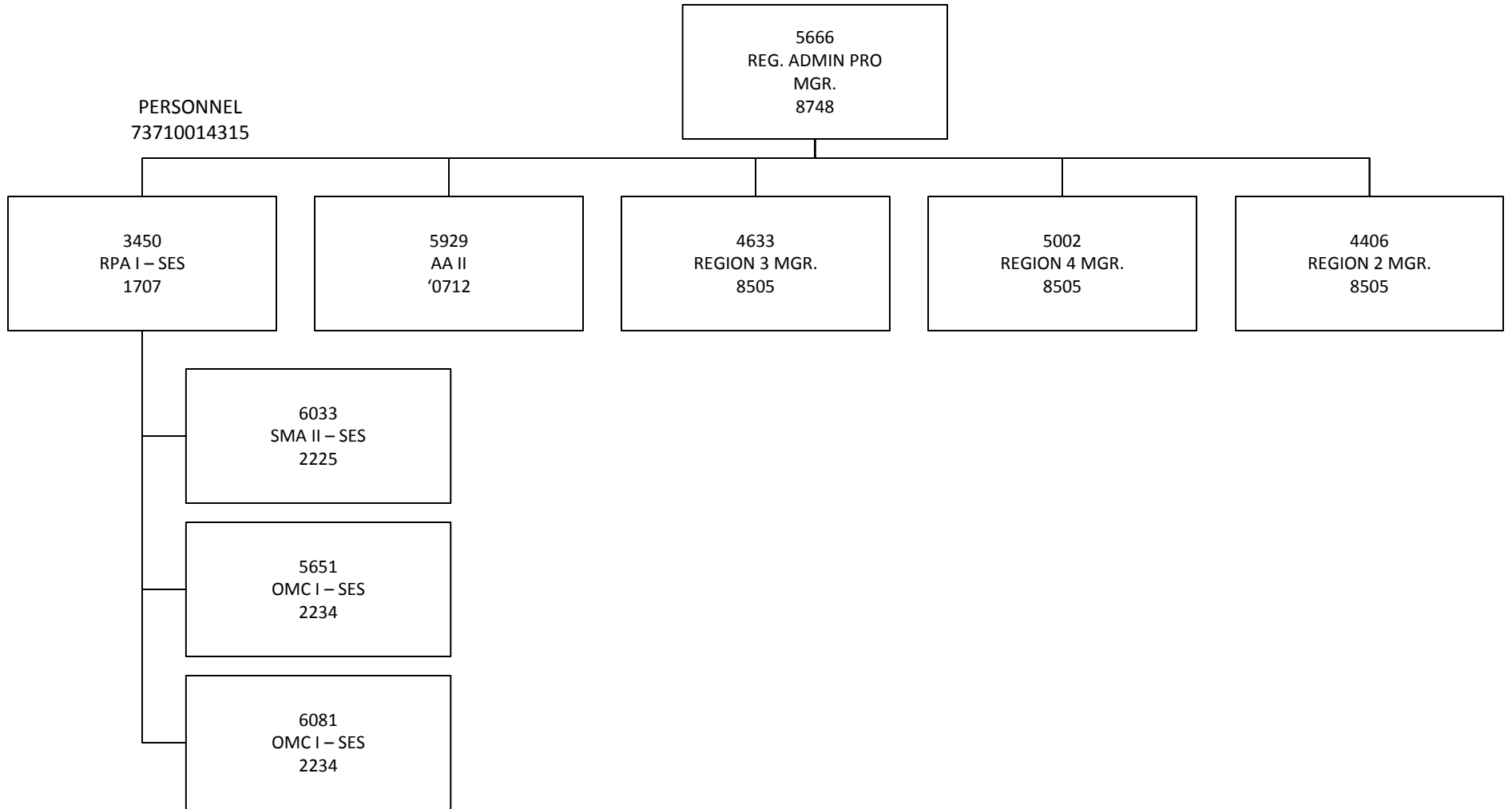
Department of Revenue
Child Support Program
Director's Office
Current as of July 1, 2016

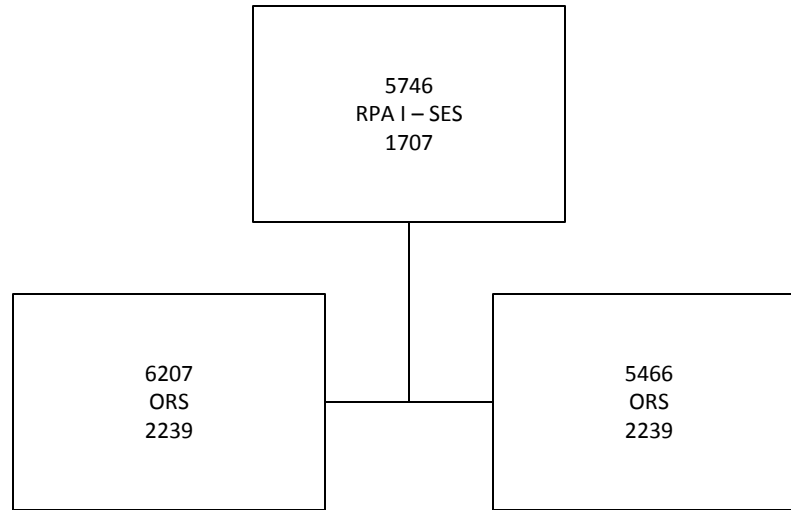


Department of Revenue
Child Support Program
Deputy Director's Office
Current as of July 1, 2016

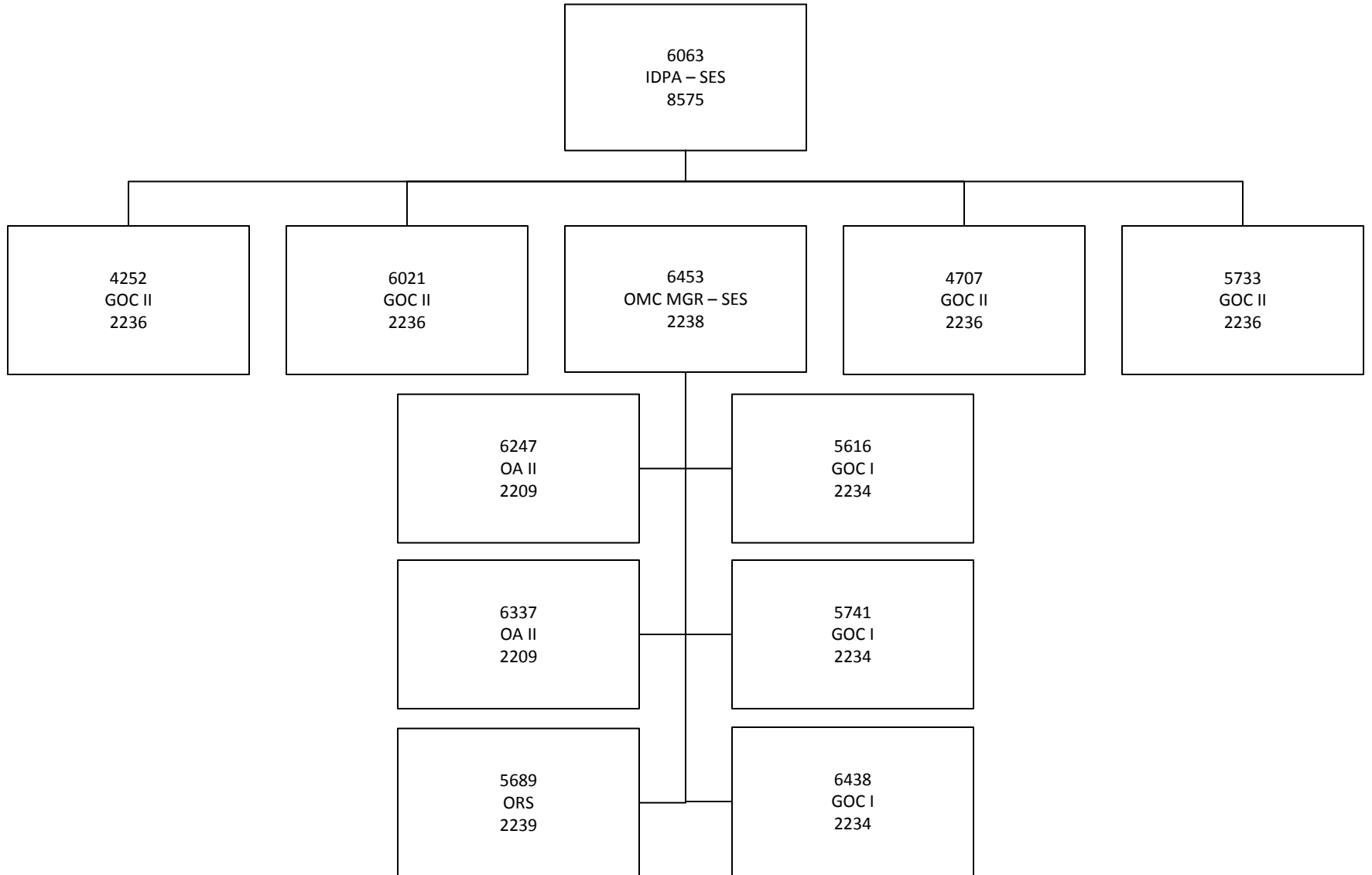


Department of Revenue
Child Support Program
Region Administration
Current as of July 1, 2016

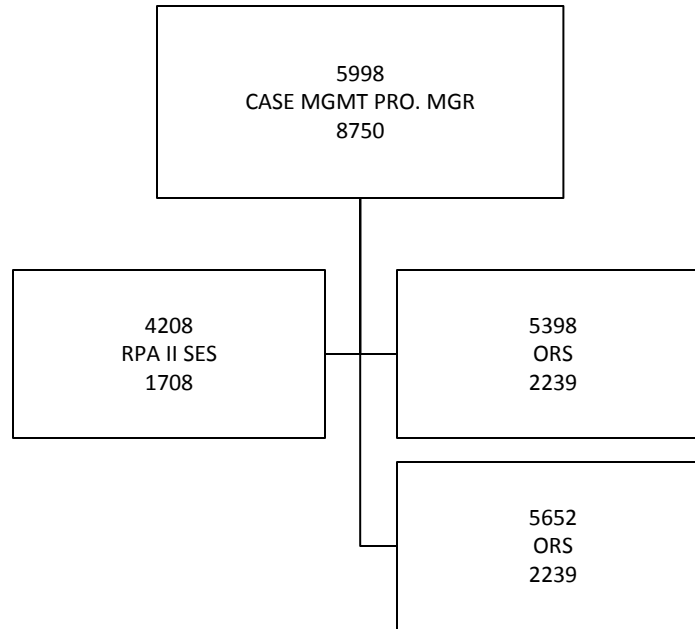




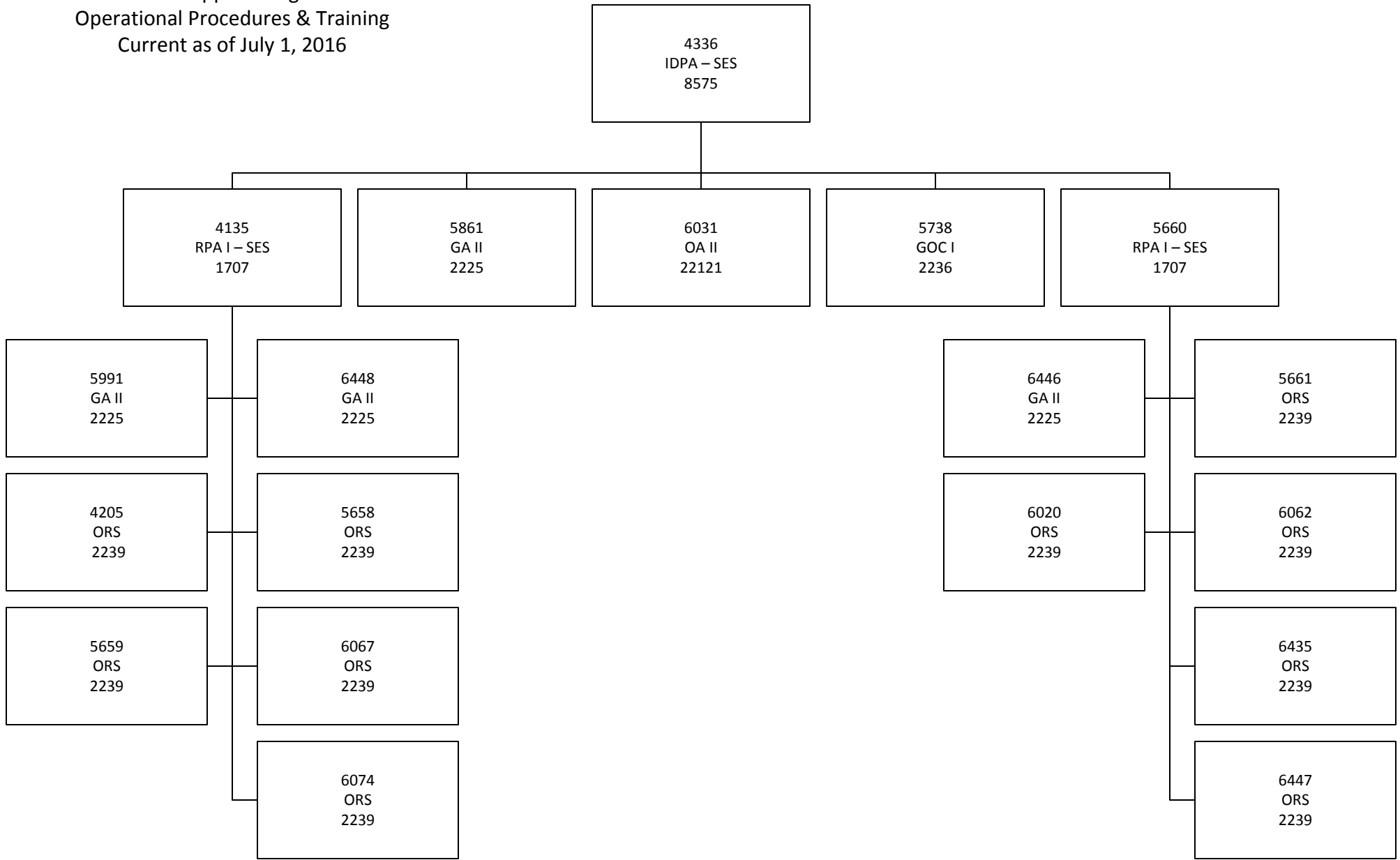
Department of Revenue
Child Support Program
Contract Management
Current as of July 1, 2016



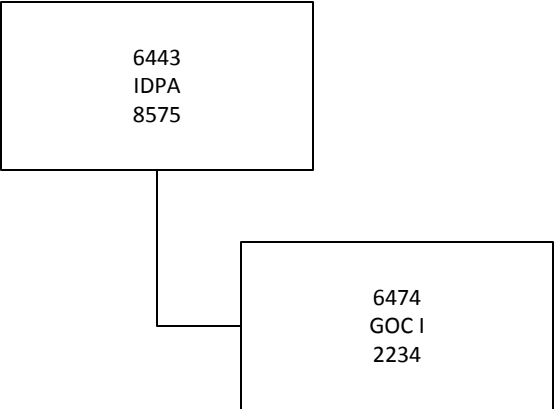
Department of Revenue
Child Support Program
Child Support Aid
Current as of July 1, 2016



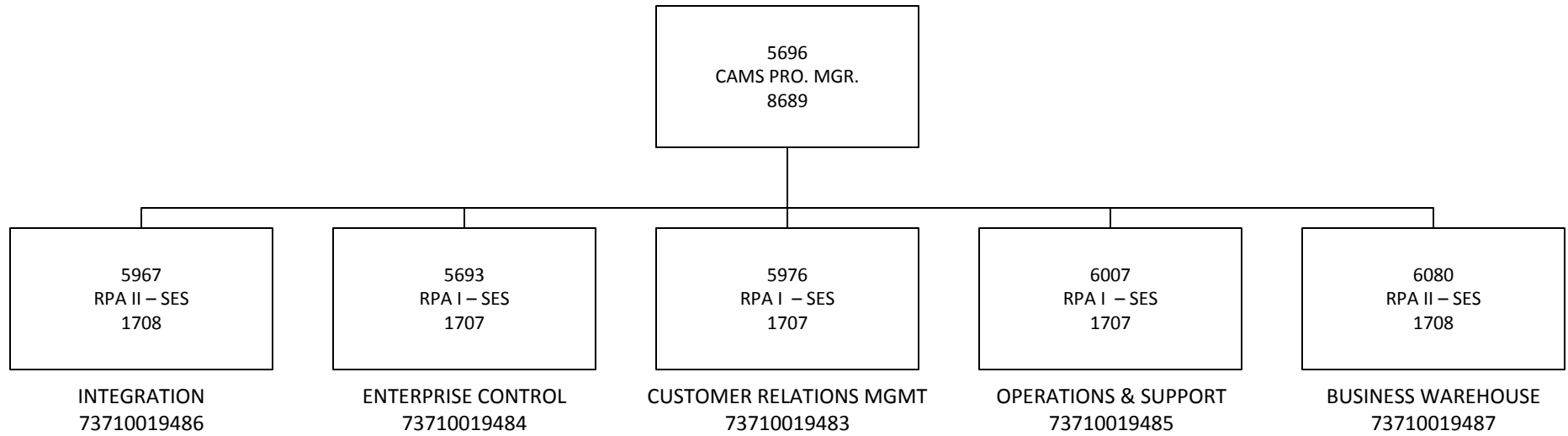
Department of Revenue
Child Support Program
Operational Procedures & Training
Current as of July 1, 2016



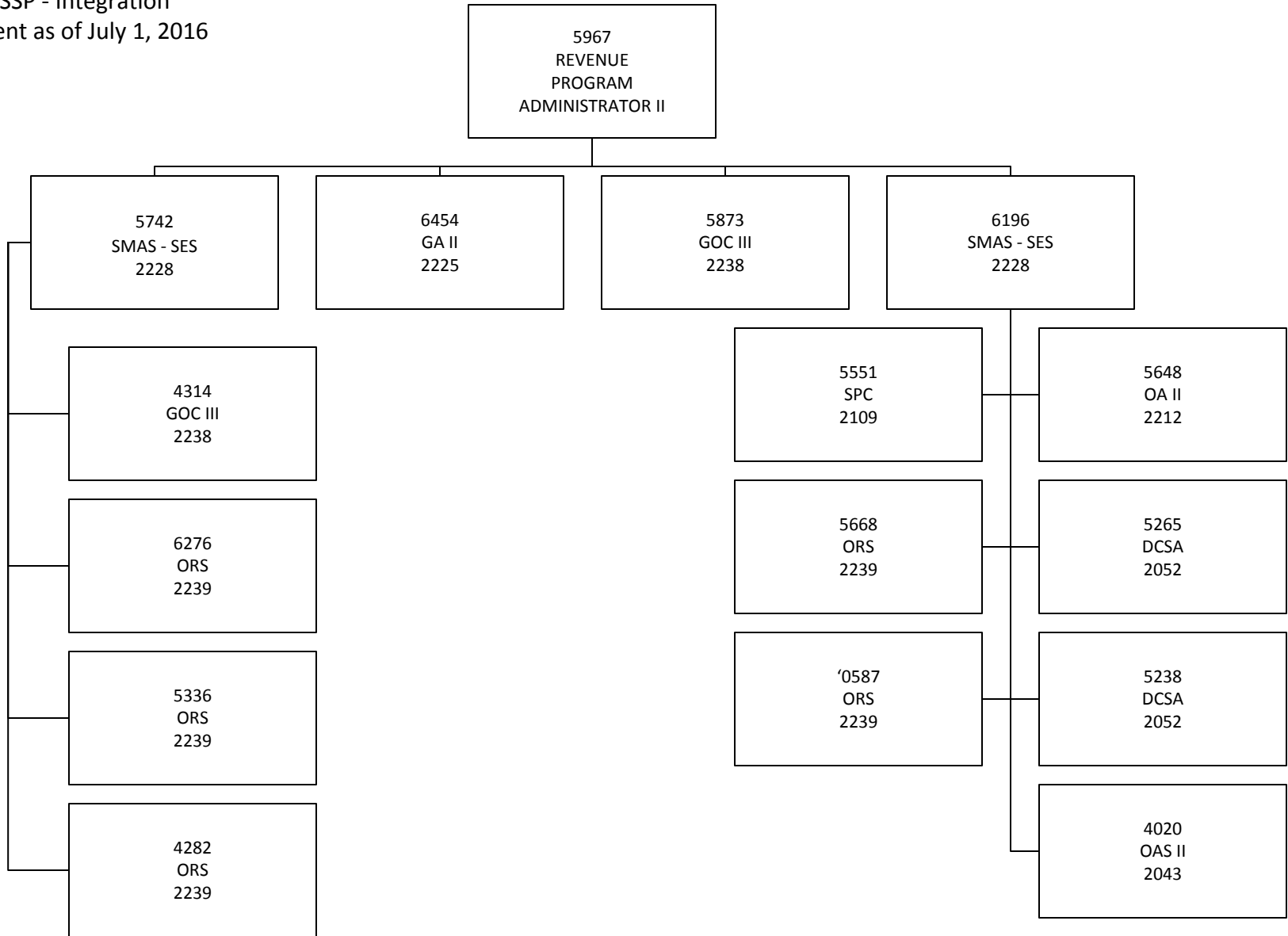
Positions on Loan to EXE



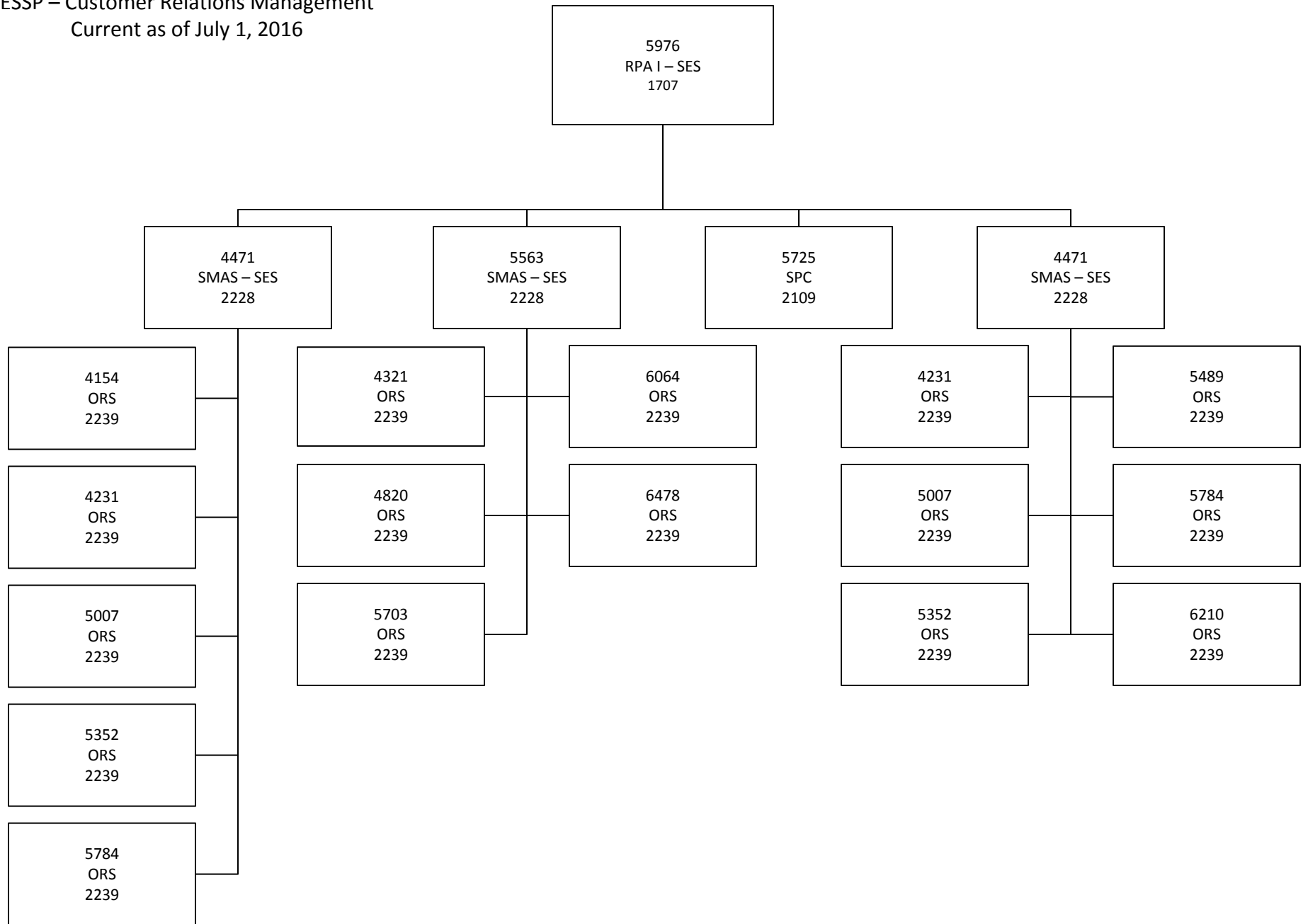
Department of Revenue
Child Support Program
Enterprise System Support Process (ESSP)
Current as of July 1, 2016



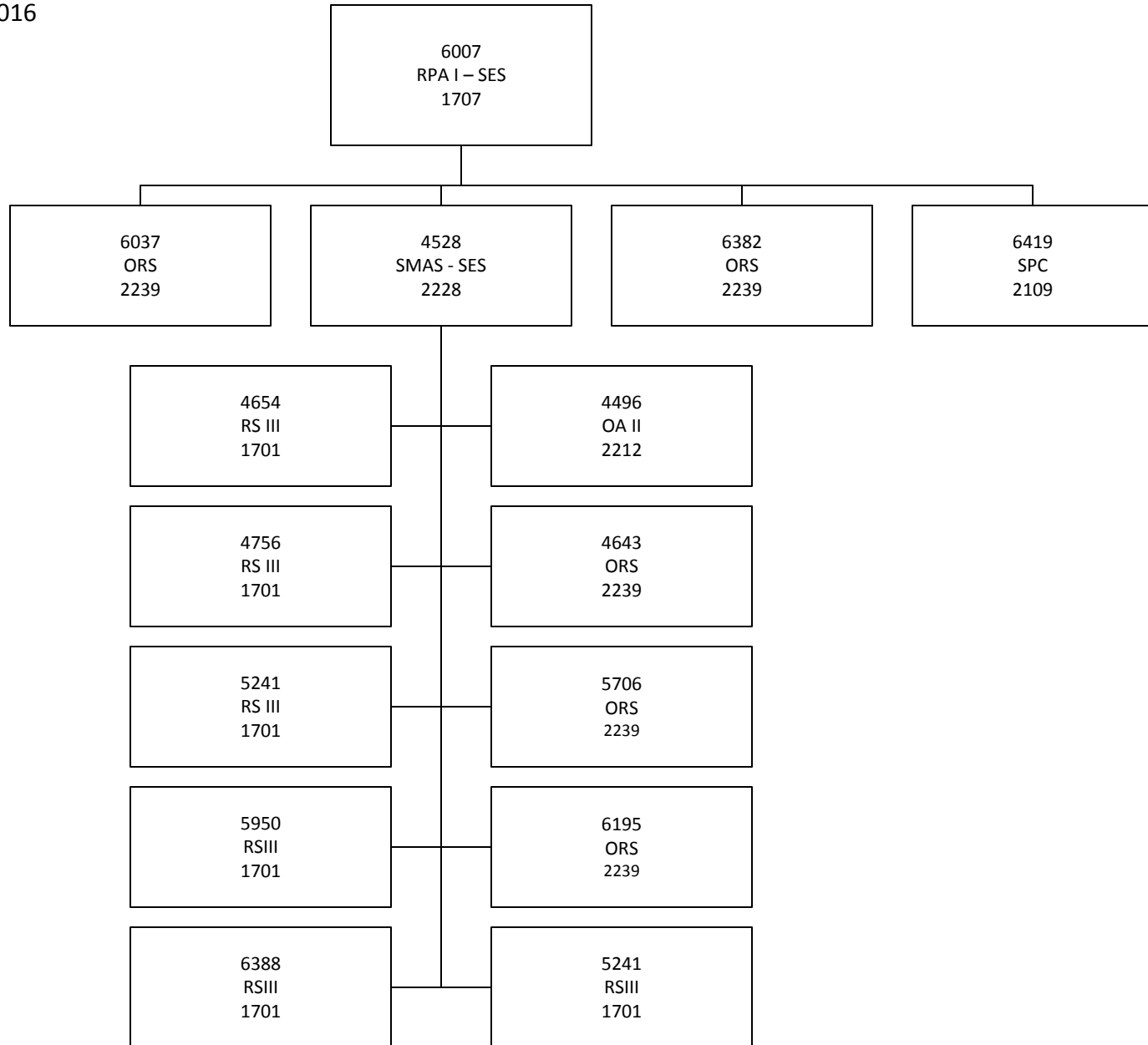
Department of Revenue
Child Support Program
ESSP - Integration
Current as of July 1, 2016



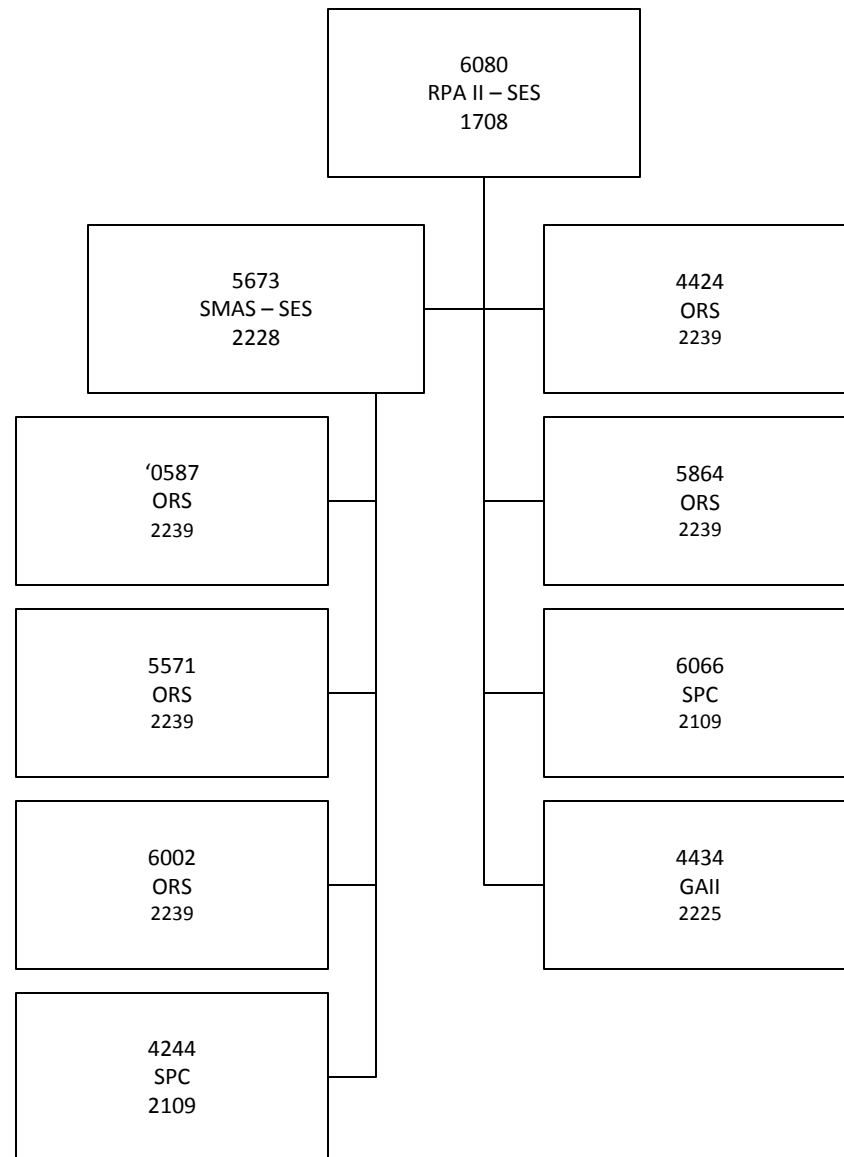
Department of Revenue
 Child Support Program
 ESSP – Customer Relations Management
 Current as of July 1, 2016



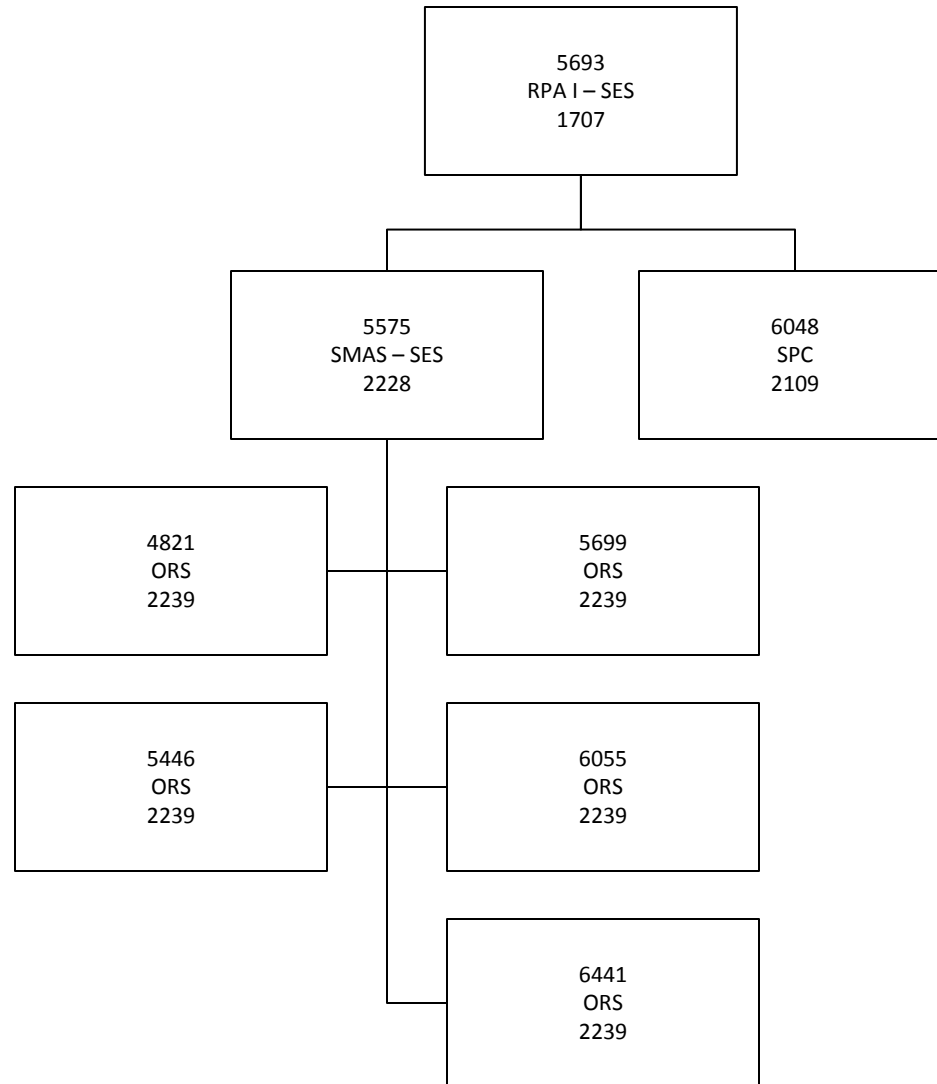
Department of Revenue
Child Support Program
ESSP – Operations & Support
Current as of July 1, 2016



Department of Revenue
Child Support Program
ESSP – Business Warehouse
Current as of July 1, 2016



Department of Revenue
Child Support Program
ESSP – Enterprise Control Component
Current as of July 1, 2016



Positions on Loan to ISP

5228
REVENUE
PROGRAM
ADMINISTRATOR I
1707

4548
SYSTEMS PROJECT
CONSULTANT
2109

5662
SYSTEMS PROJECT
CONSULTANT
2109

4674
SYSTEMS PROJECT
CONSULTANT
2109

5026
SYSTEMS PROJECT
CONSULTANT
2109

5506
SYSTEMS PROJECT
CONSULTANT
2109

4581
OPERATIONS
REVIEW
SPECIALIST
2239

6027
OPERATIONS
REVIEW
SPECIALIST
2239

6329
SYSTEMS
PROGRAMMER III
2115

4098
OFFICE
AUTOMATION
SPECIALIST II
2043

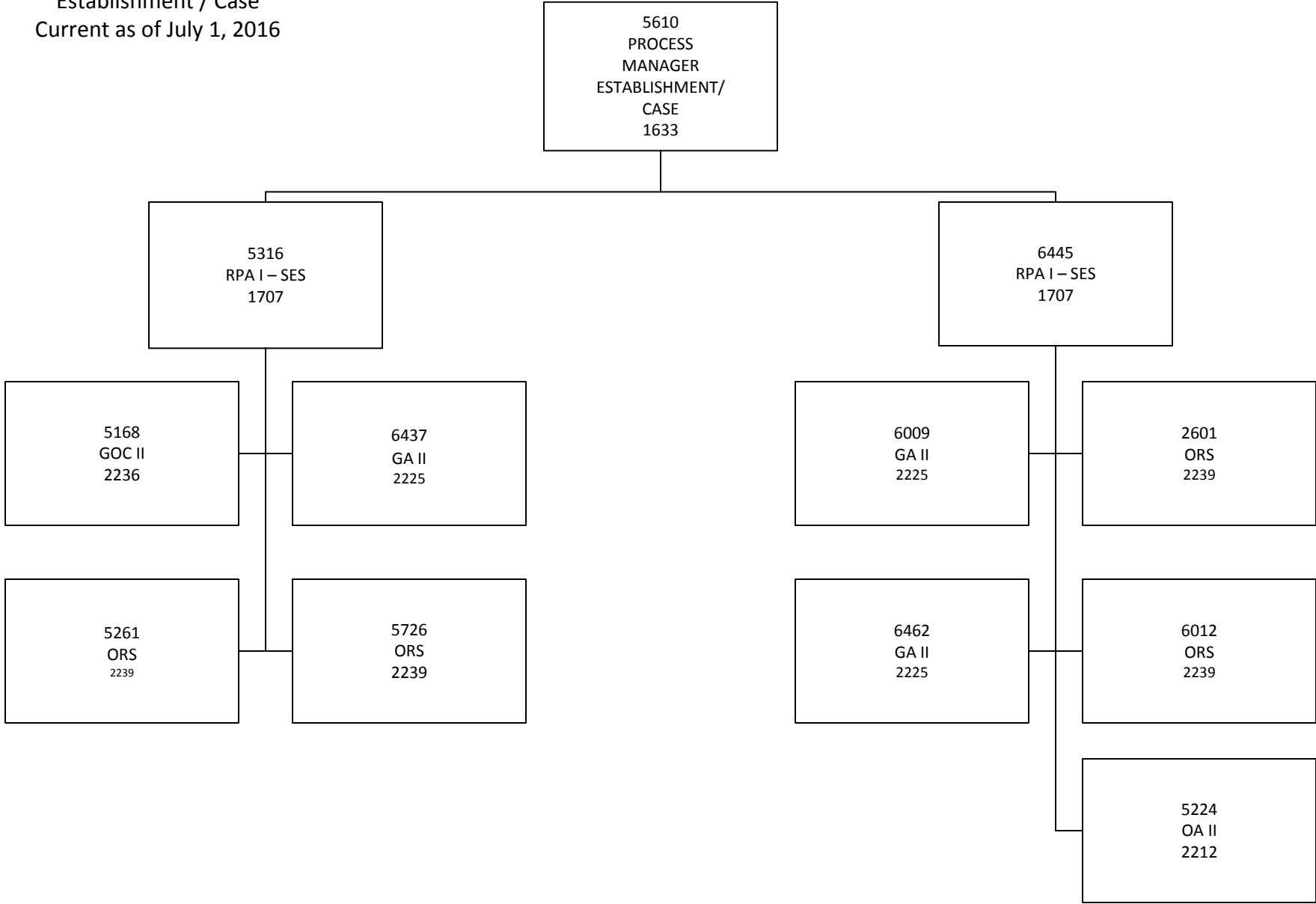
5277
OFFICE
AUTOMATION
SPECIALIST II
2043

6465
OFFICE
AUTOMATION
ANALYST
2047

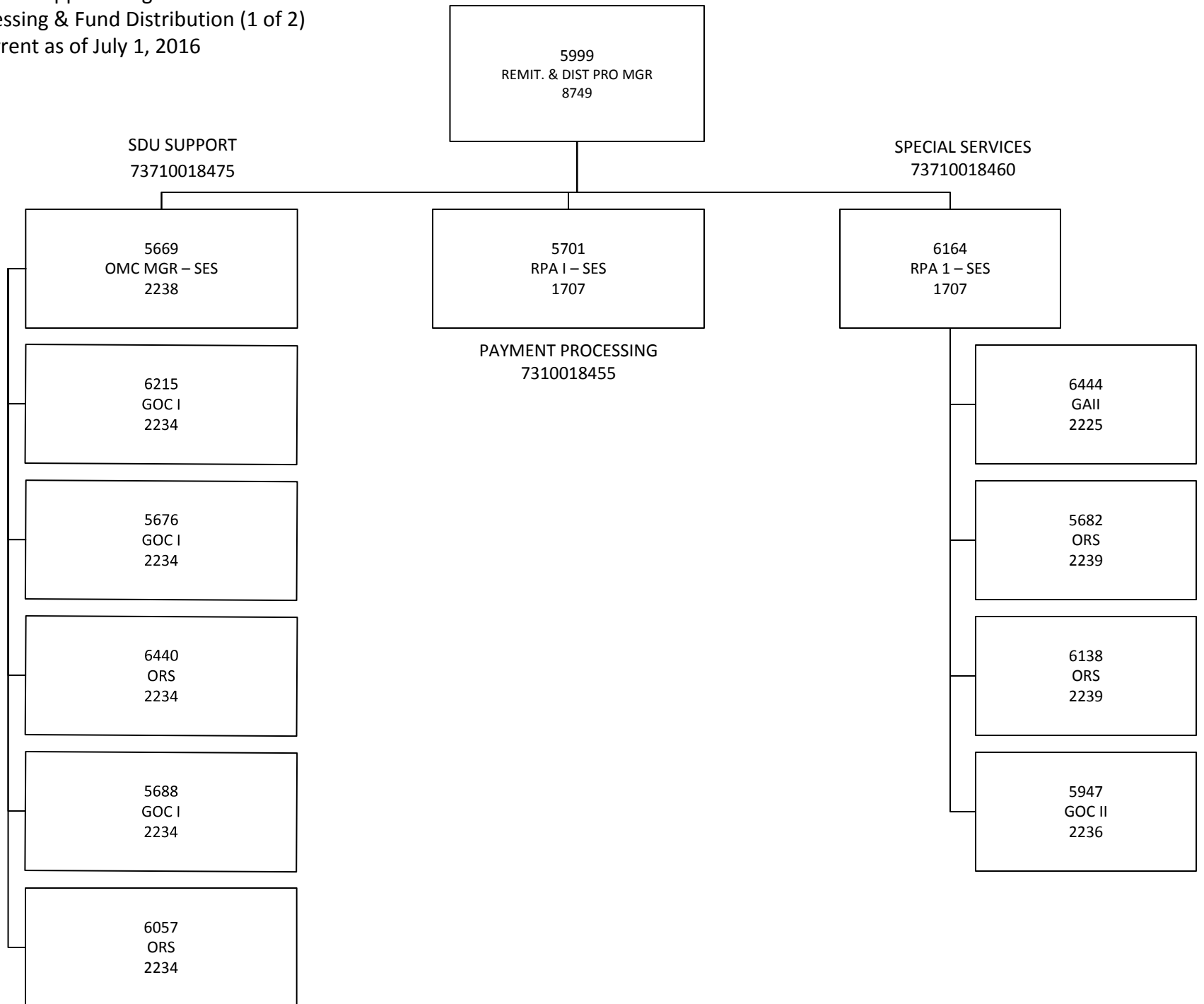
4724
EDP QUALITY
CONTROL
SPECIALIST
2016

5097
EDP QUALITY
CONTROL
SPECIALIST
2016

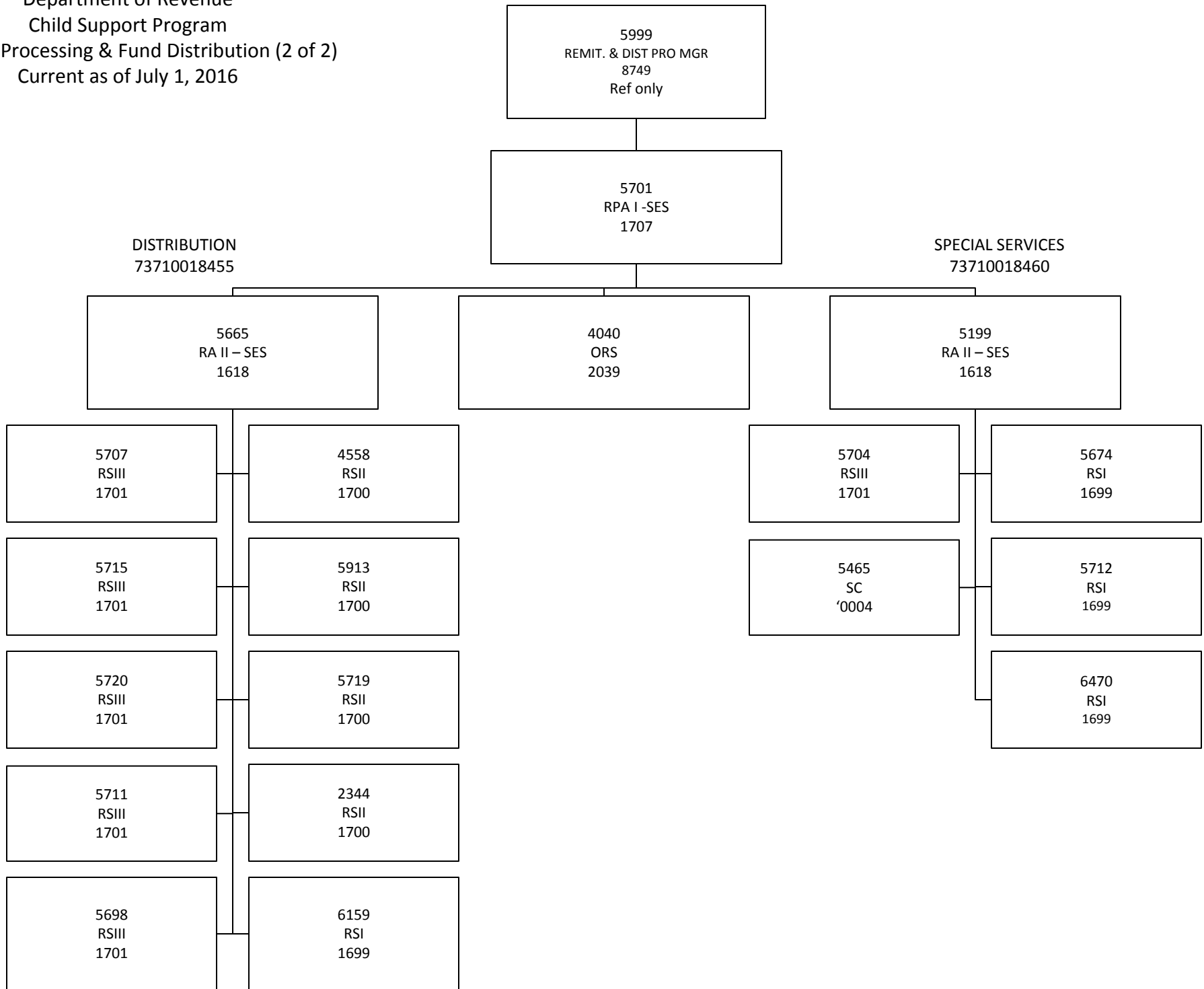
Department of Revenue
Child Support Program
Establishment / Case
Current as of July 1, 2016



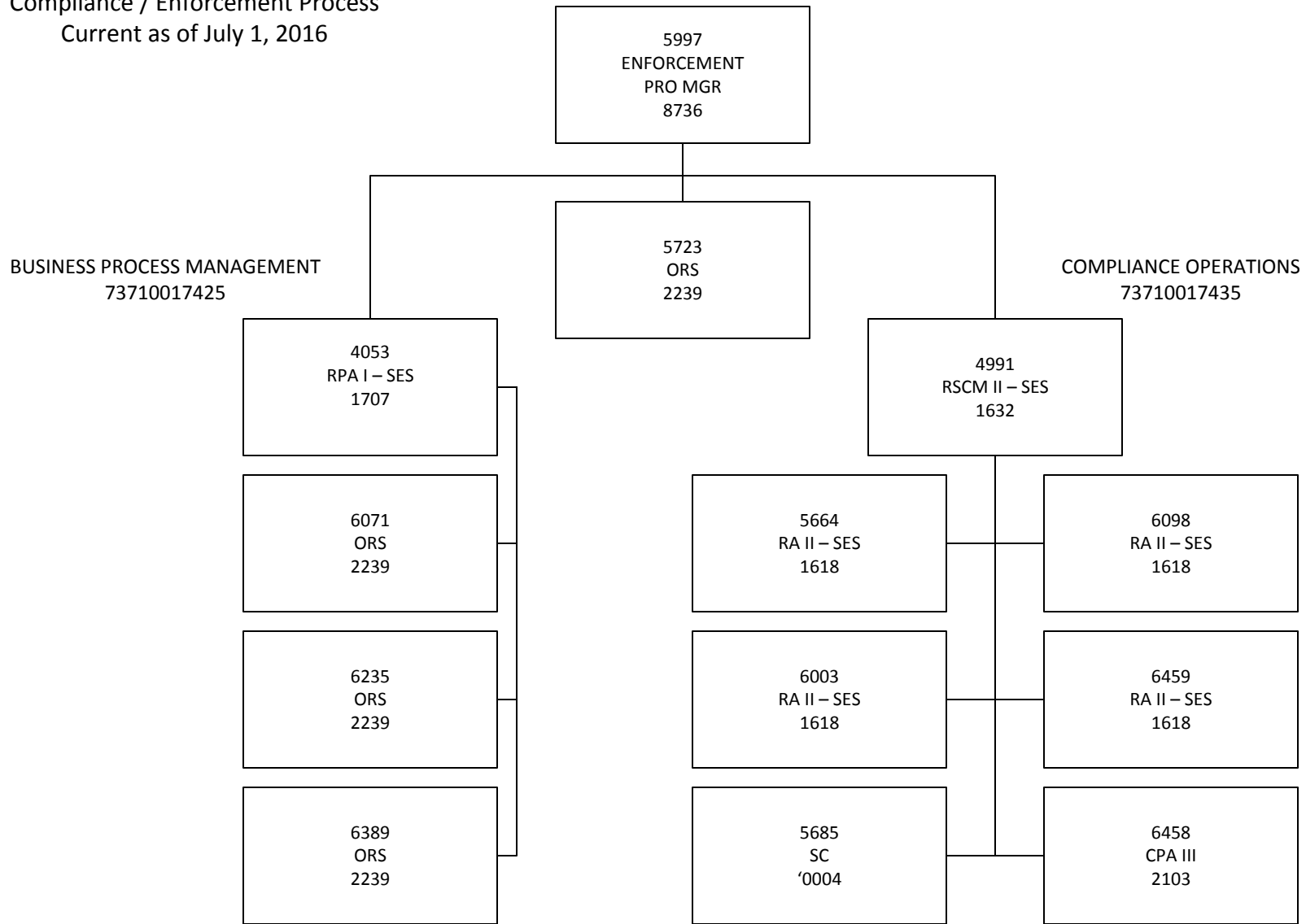
Department of Revenue
Child Support Program
Payment Processing & Fund Distribution (1 of 2)
Current as of July 1, 2016



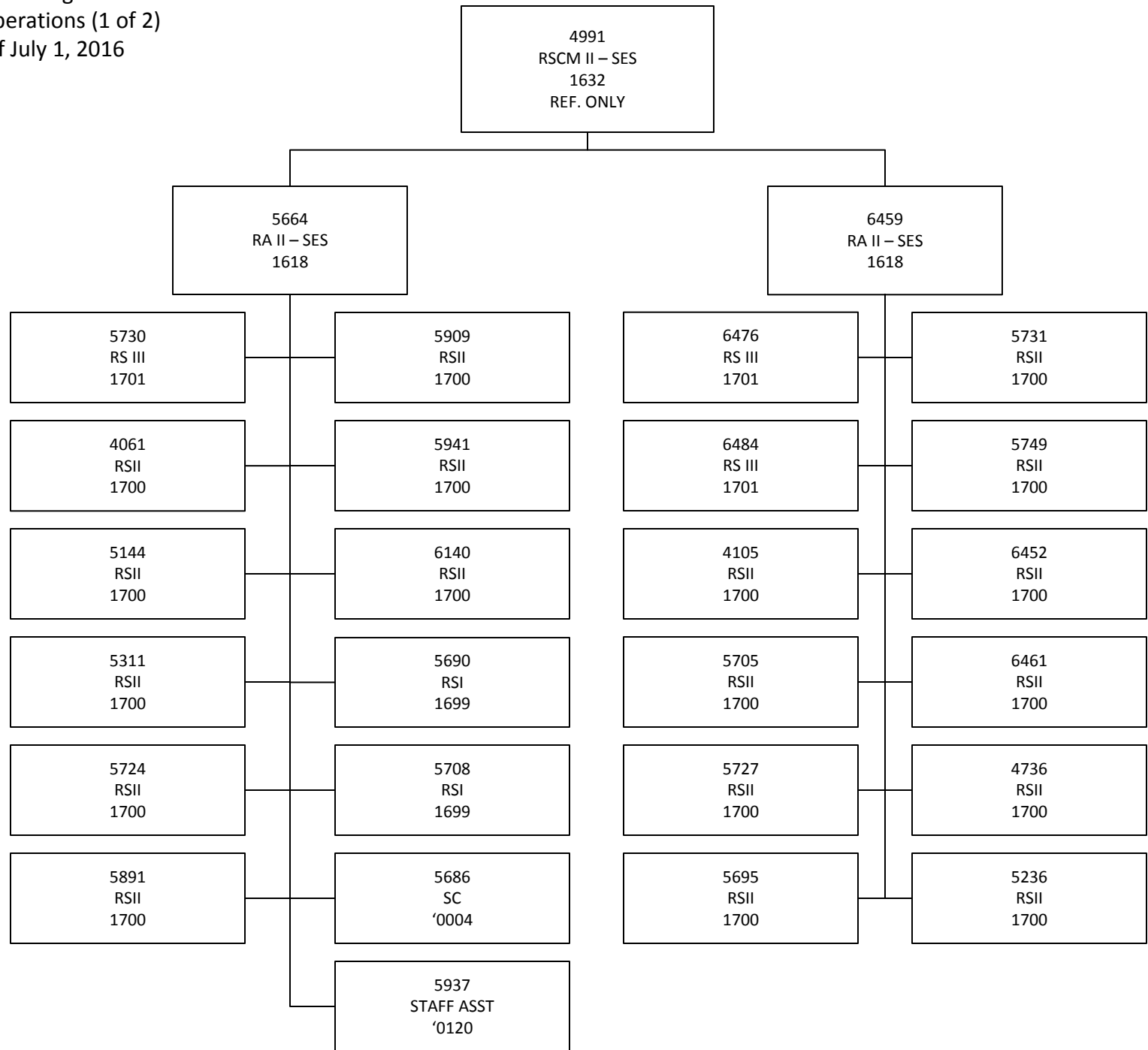
Department of Revenue
 Child Support Program
 Payment Processing & Fund Distribution (2 of 2)
 Current as of July 1, 2016



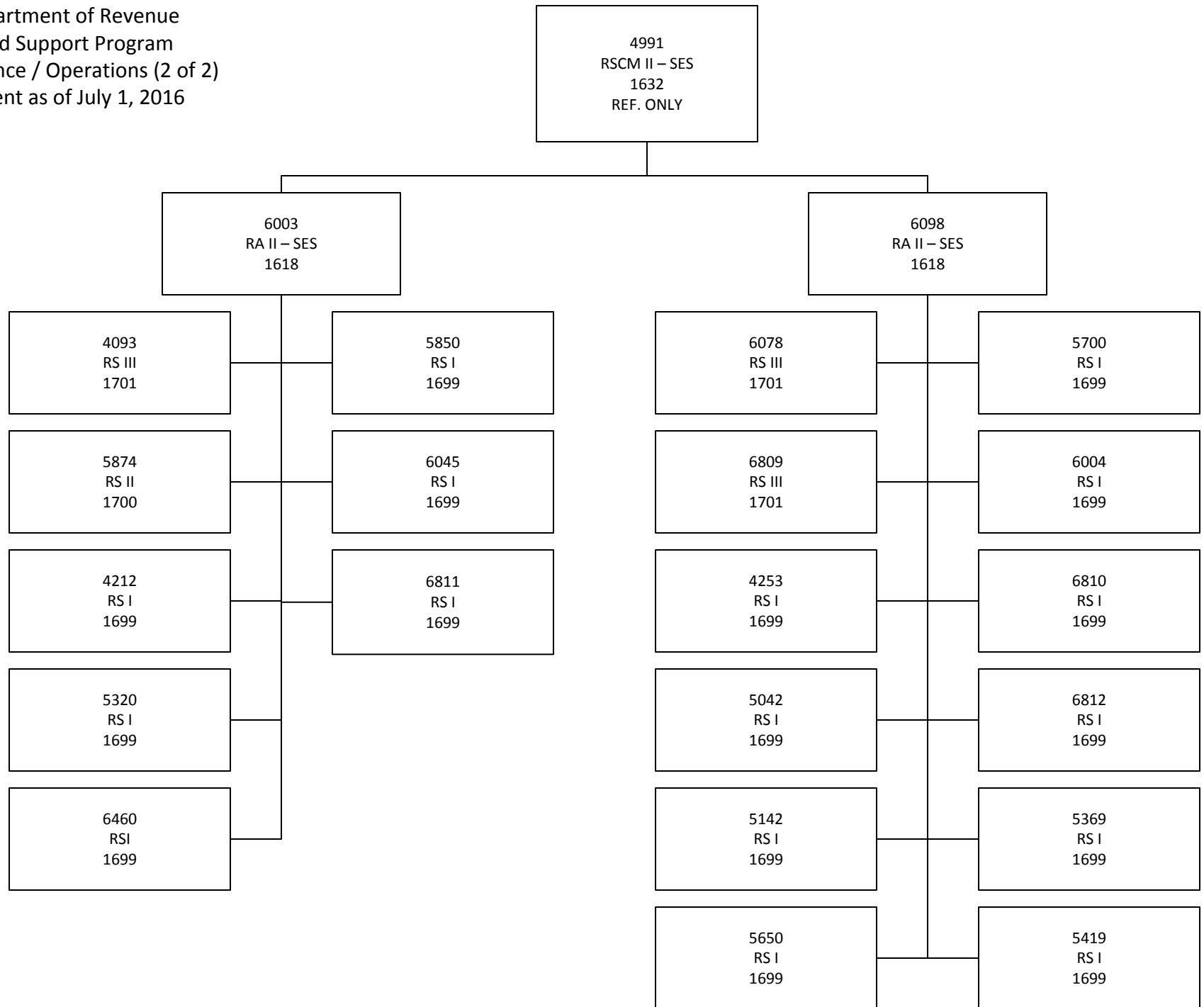
Department of Revenue
 Child Support Program
 Compliance / Enforcement Process
 Current as of July 1, 2016



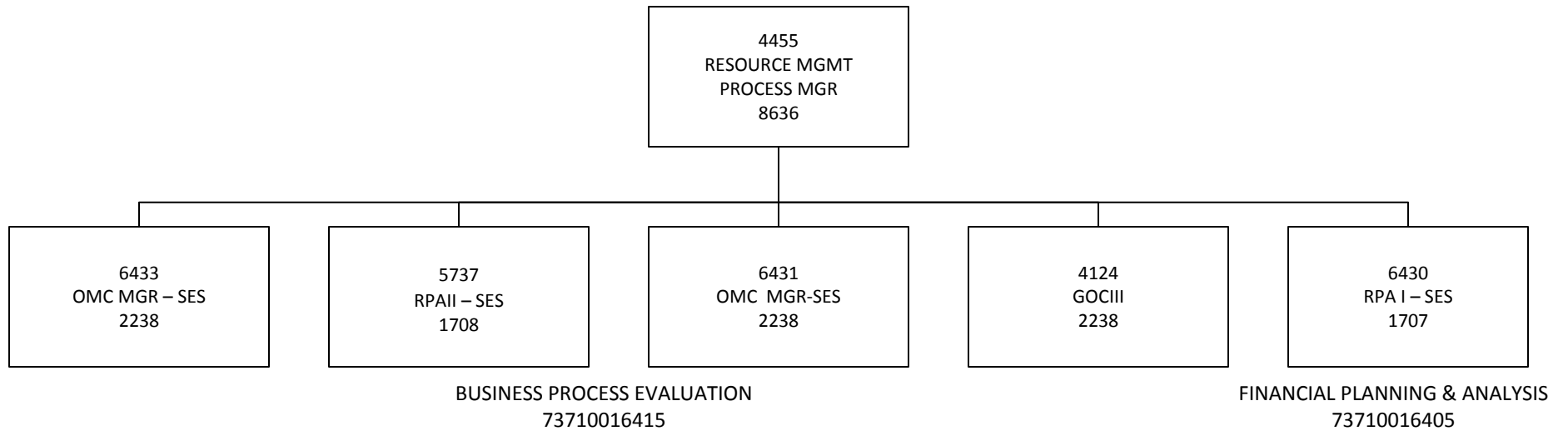
Department of Revenue
 Child Support Program
 Compliance / Operations (1 of 2)
 Current as of July 1, 2016



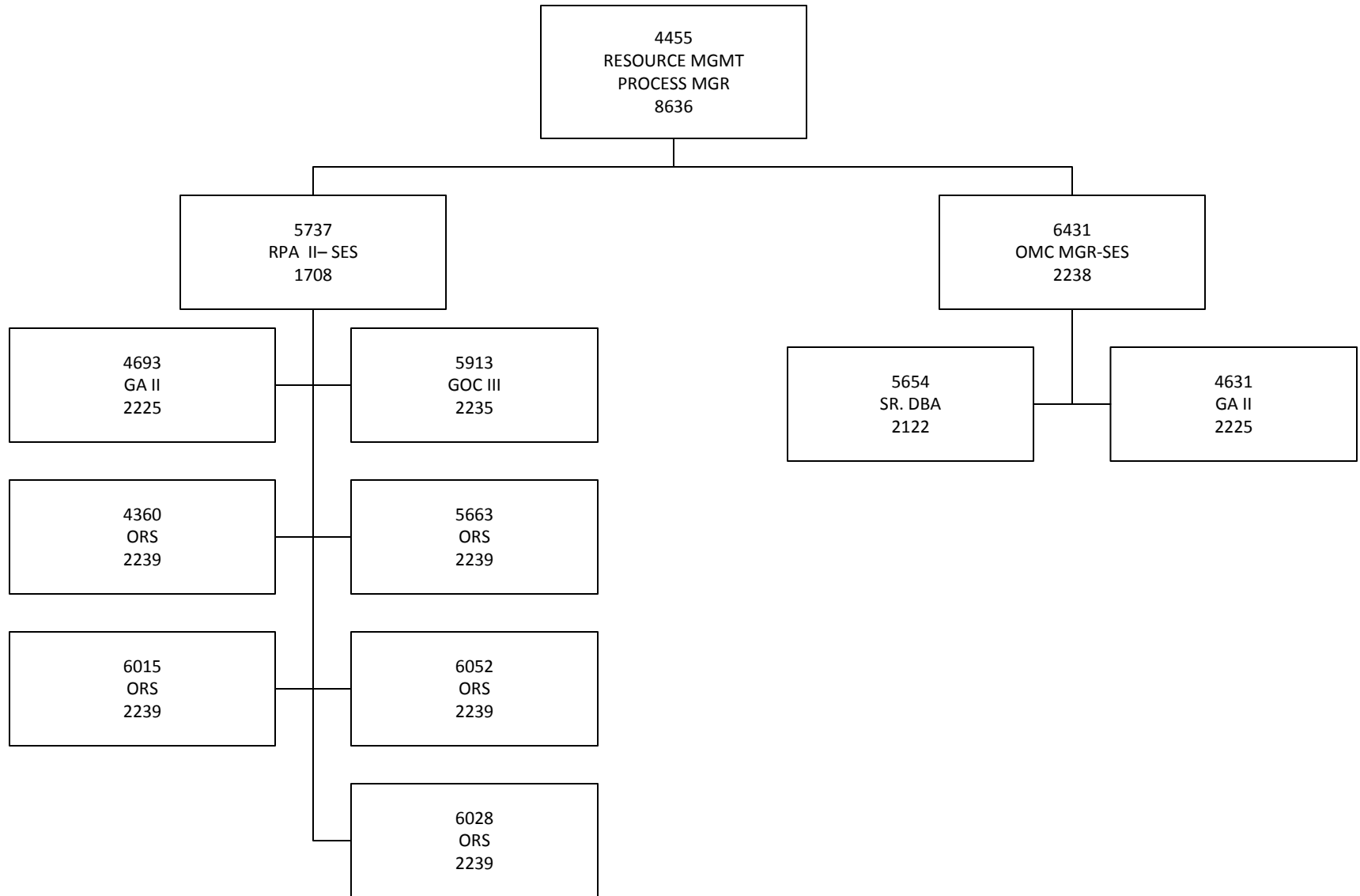
Department of Revenue
Child Support Program
Compliance / Operations (2 of 2)
Current as of July 1, 2016



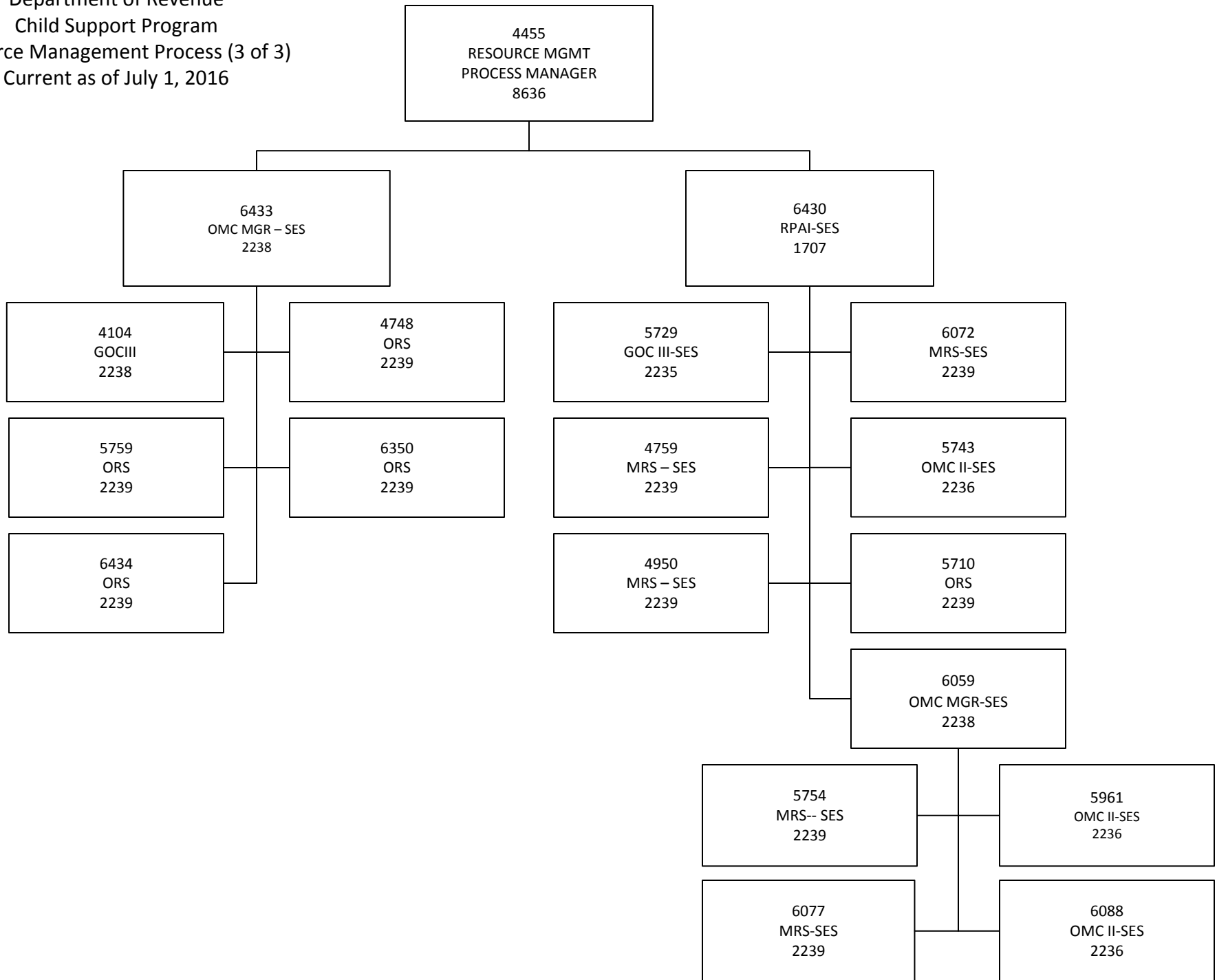
Department of Revenue
Child Support Program
Resource Management Process (1 of 3)
Current as of July 1, 2016



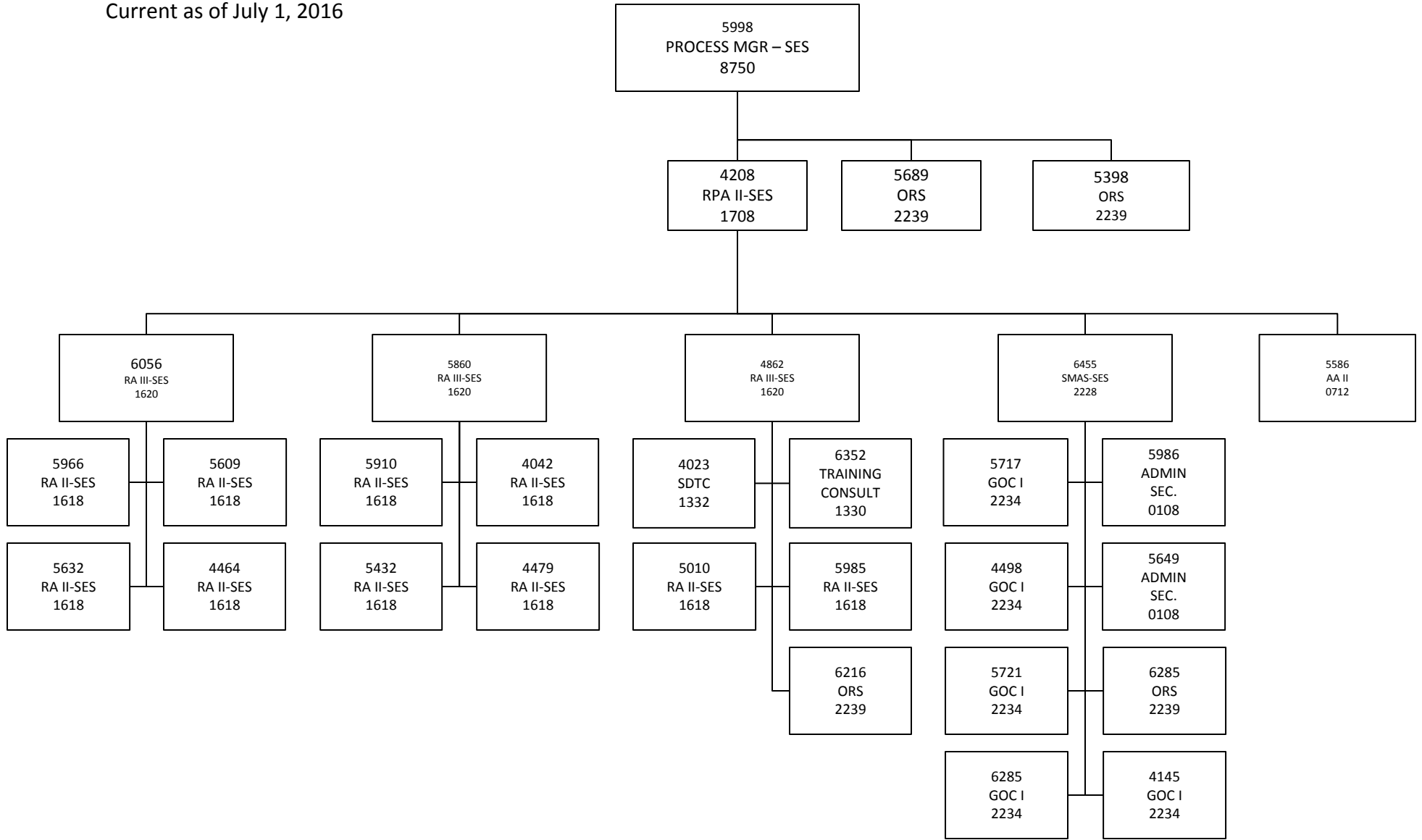
Department of Revenue
Child Support Program
Resource Management Process (2 of 3)
Current as of July 1, 2016



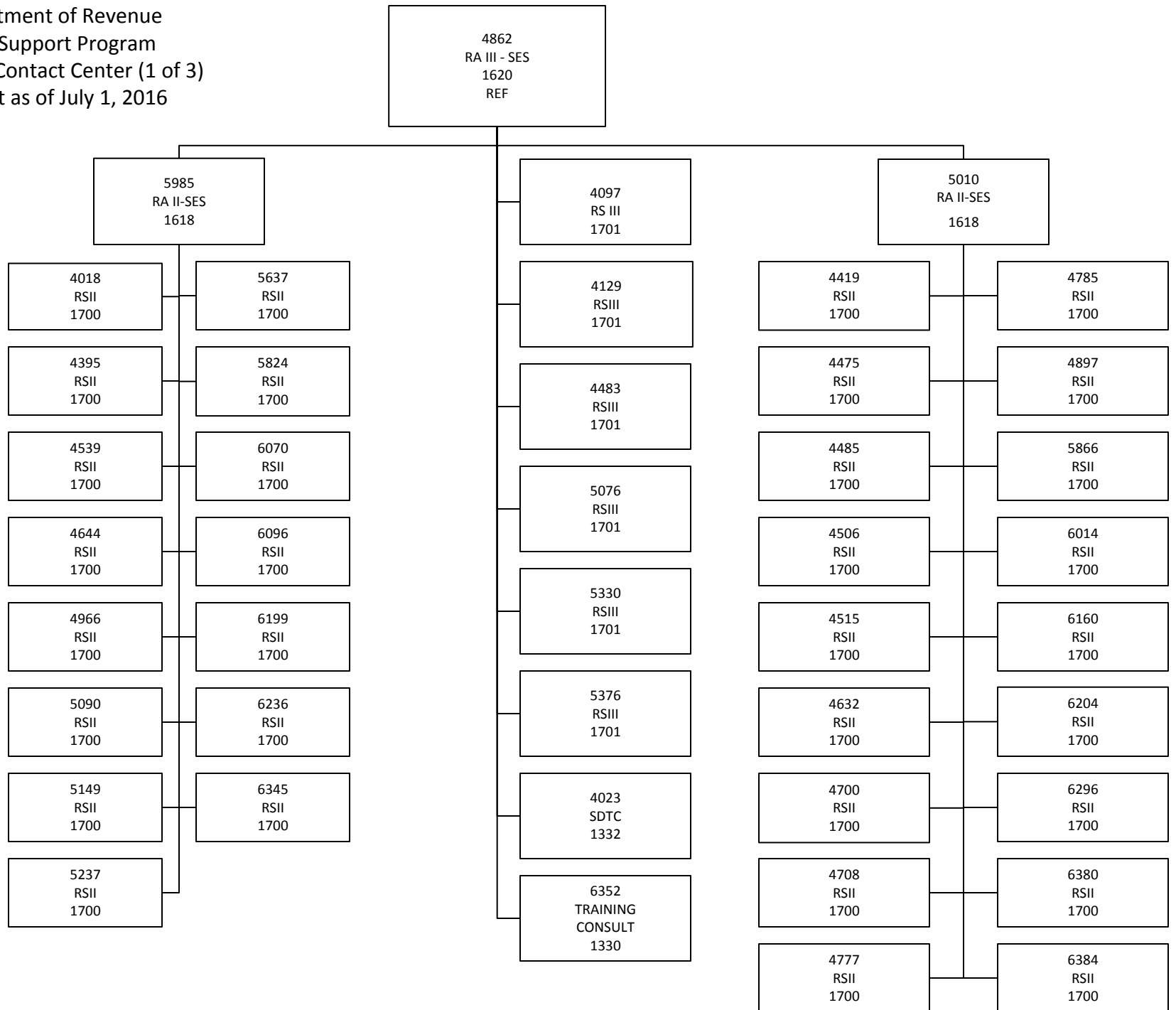
Department of Revenue
Child Support Program
Resource Management Process (3 of 3)
Current as of July 1, 2016



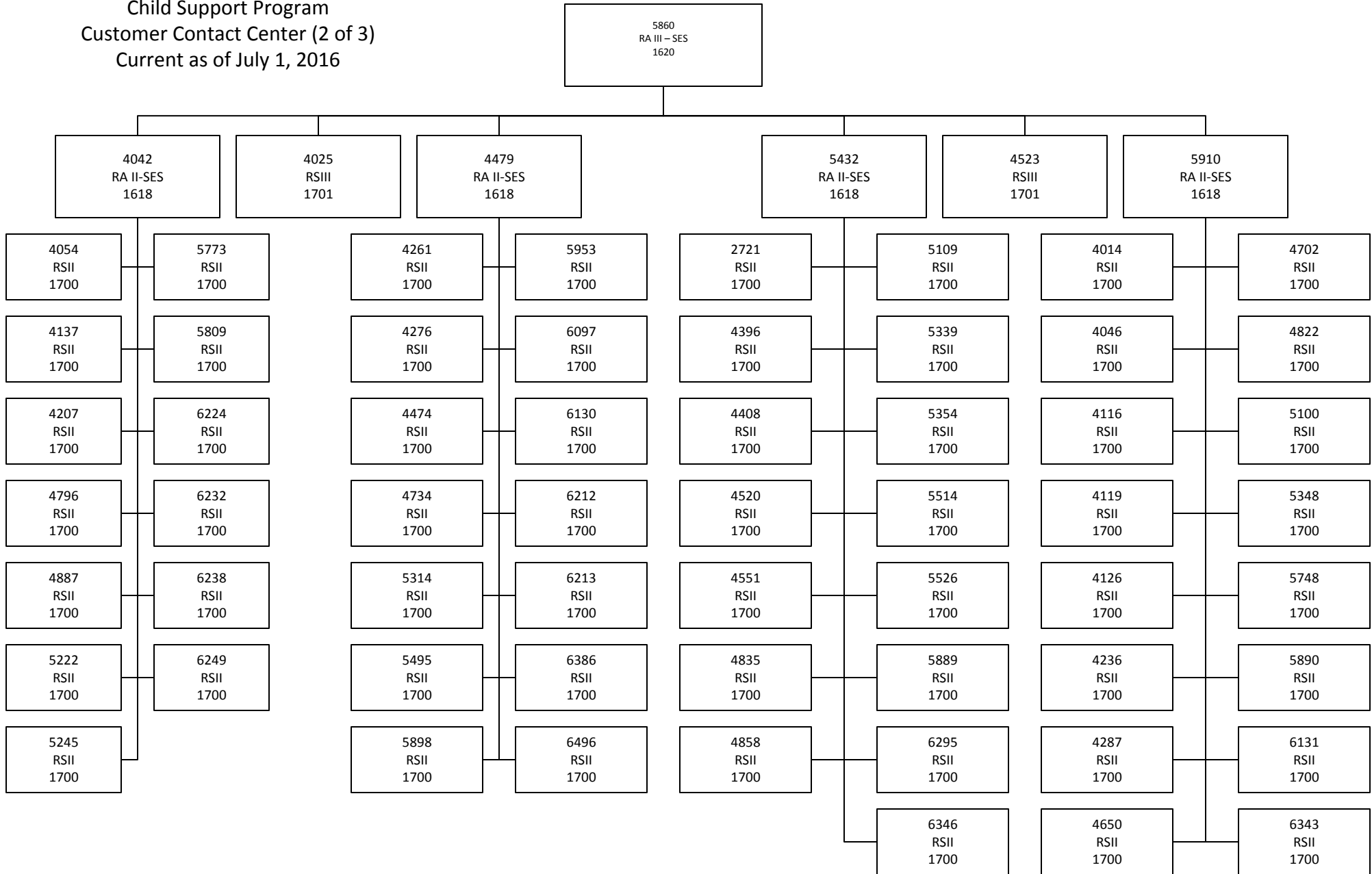
Department of Revenue
 Child Support Program
 Customer Service – Program Administration
 Current as of July 1, 2016



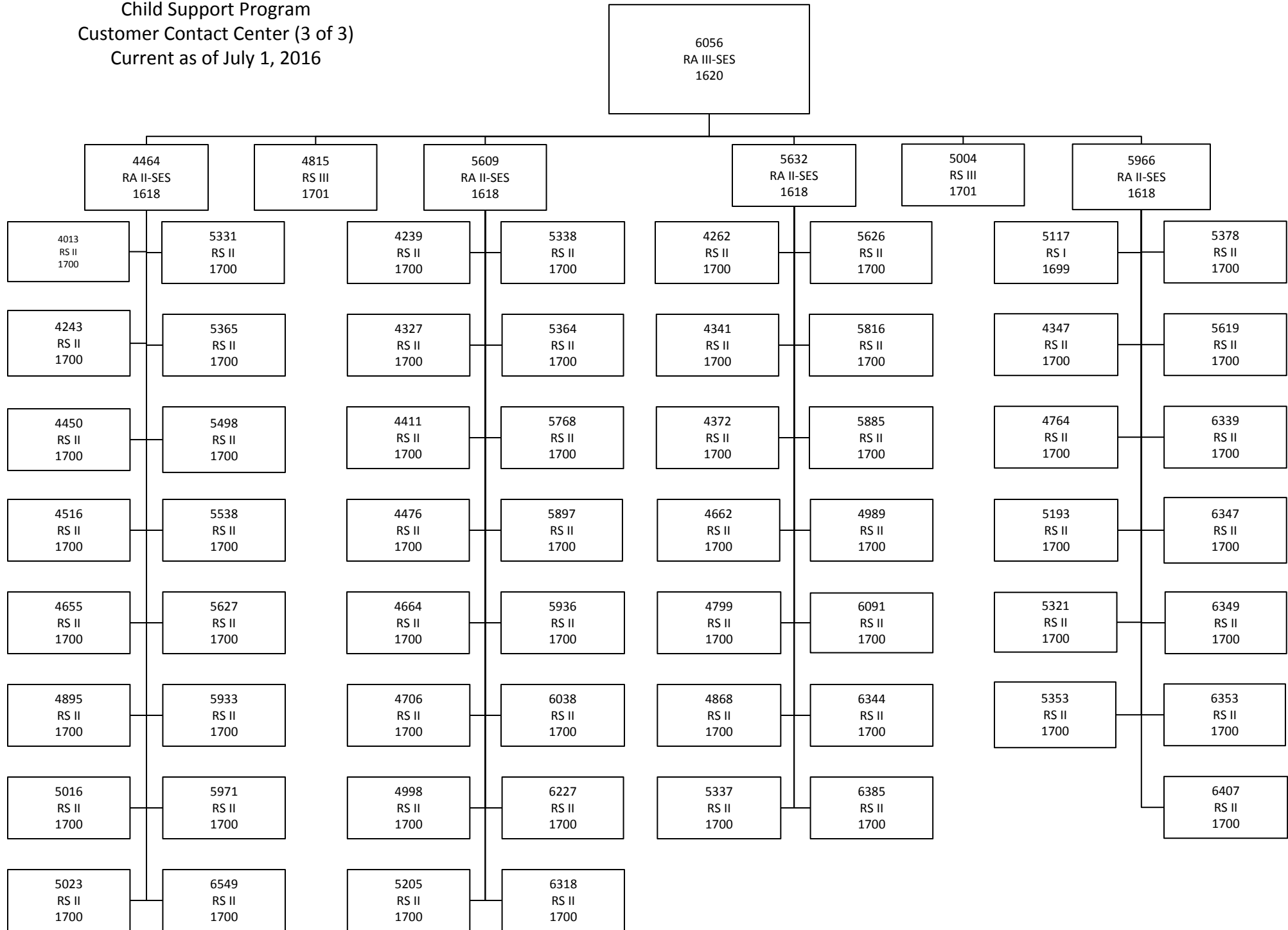
Department of Revenue
 Child Support Program
 Customer Contact Center (1 of 3)
 Current as of July 1, 2016



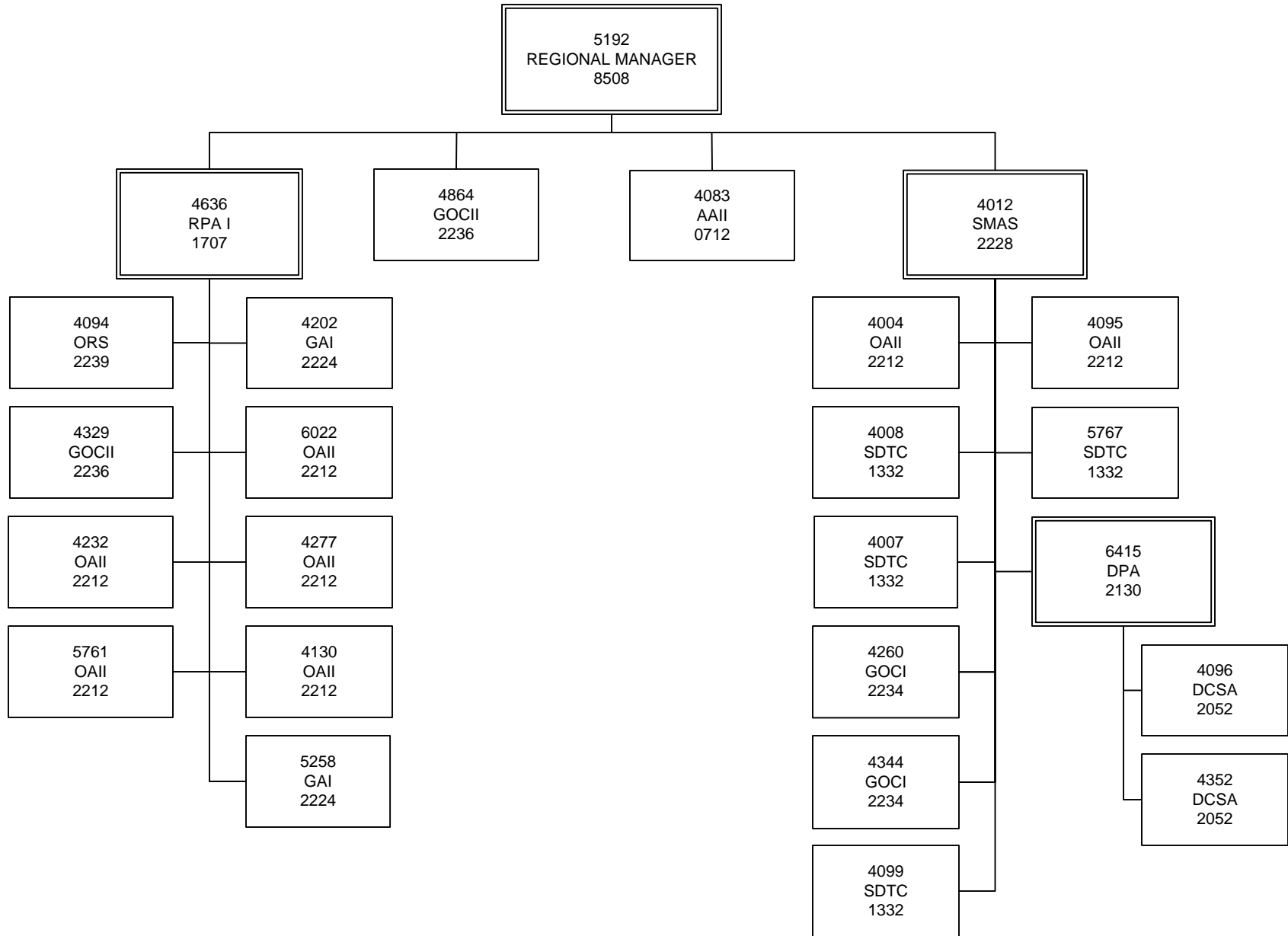
Department of Revenue
 Child Support Program
 Customer Contact Center (2 of 3)
 Current as of July 1, 2016



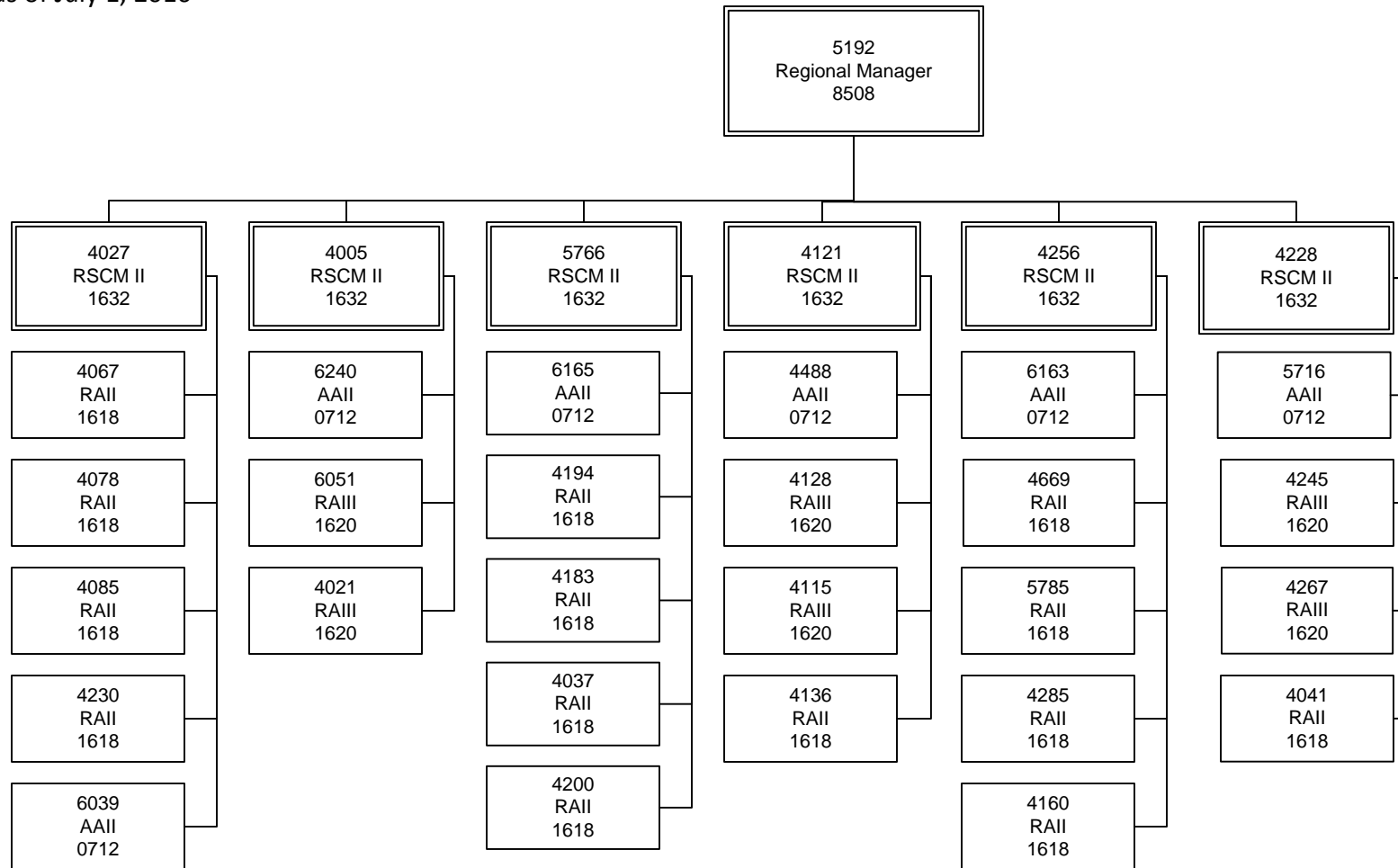
Department of Revenue
 Child Support Program
 Customer Contact Center (3 of 3)
 Current as of July 1, 2016



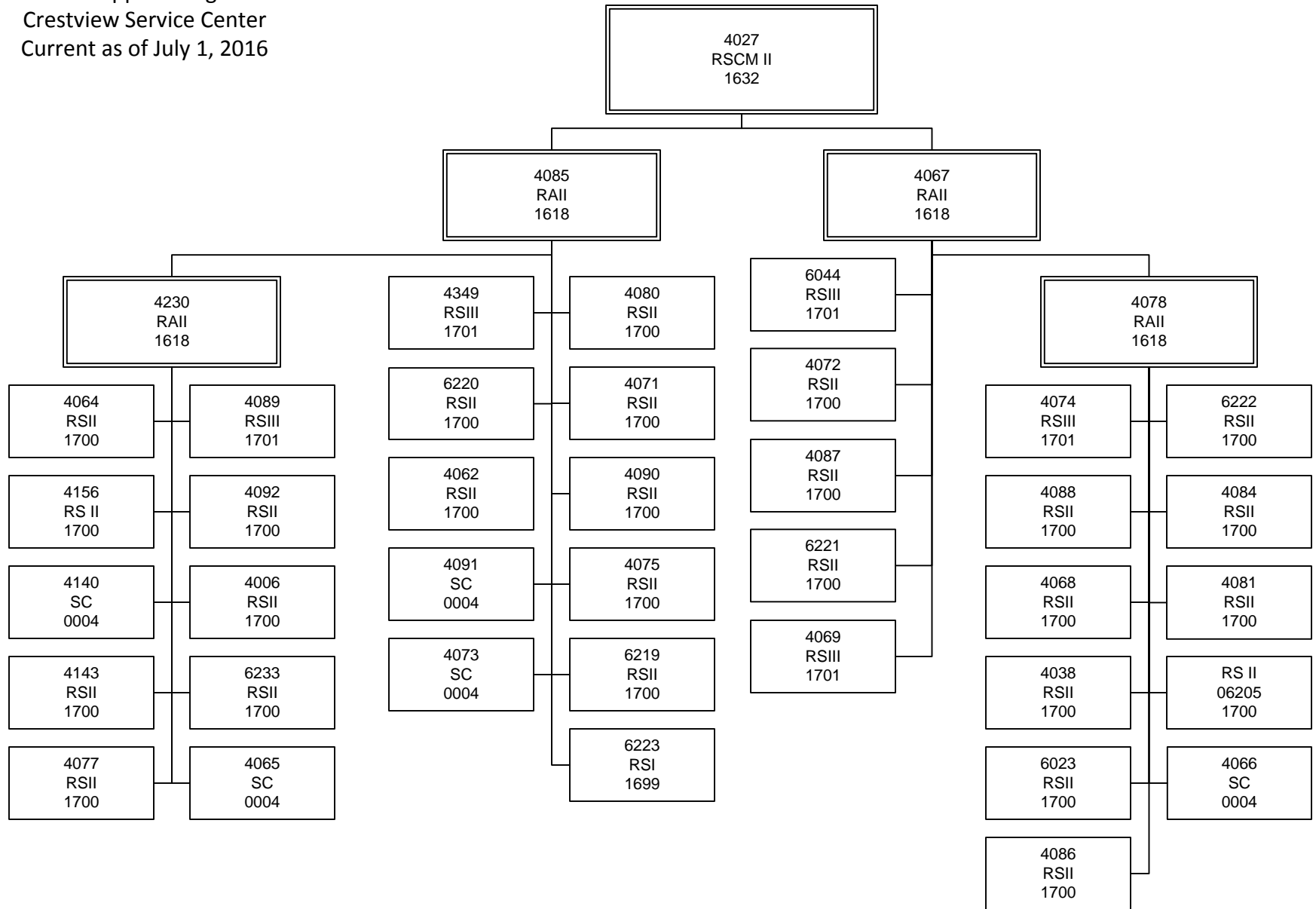
Department of Revenue
 Child Support Program
 Region 1 - Administration
 Current as of July 1, 2016



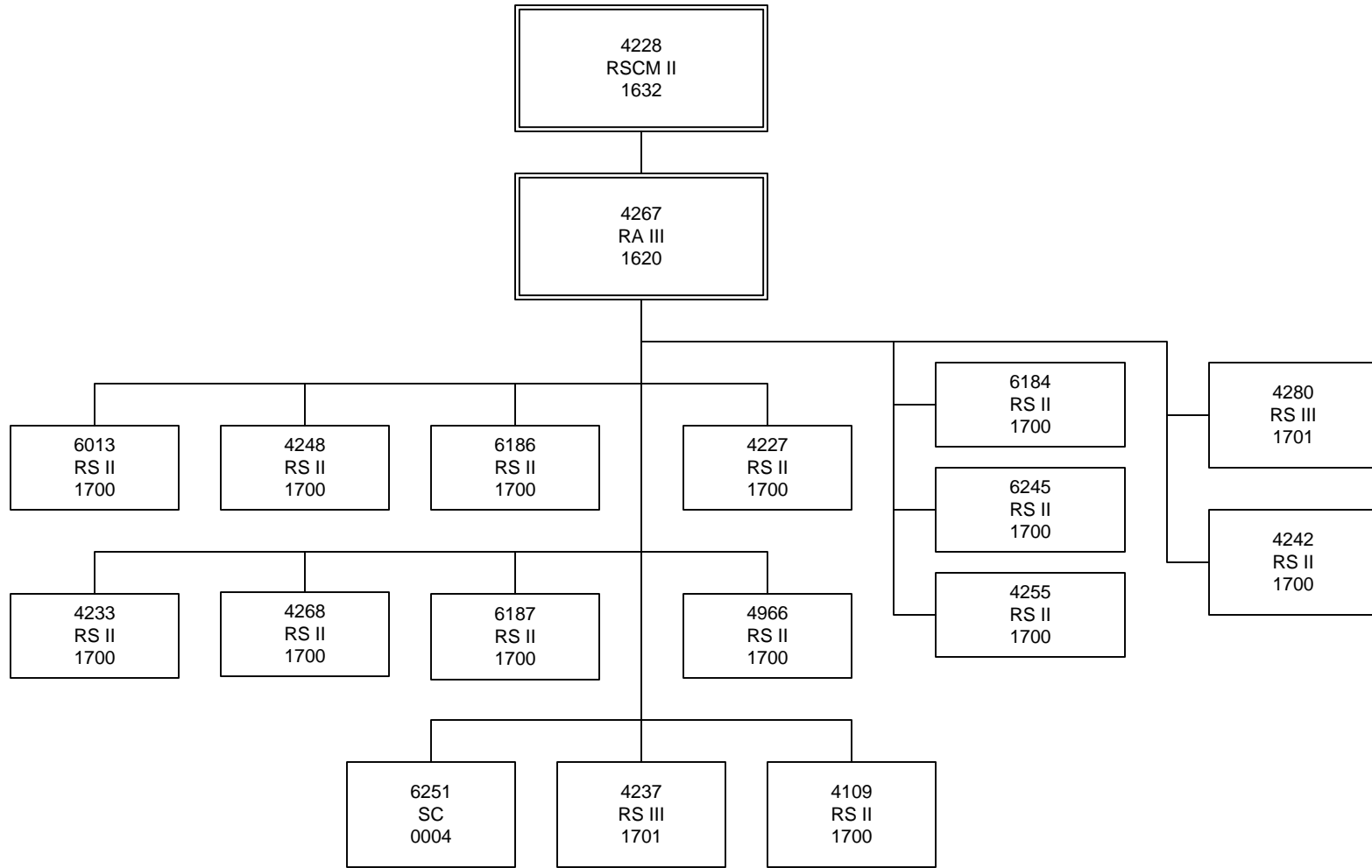
Department of Revenue
 Child Support Program
 Region 1 – Service Center
 Current as of July 1, 2016



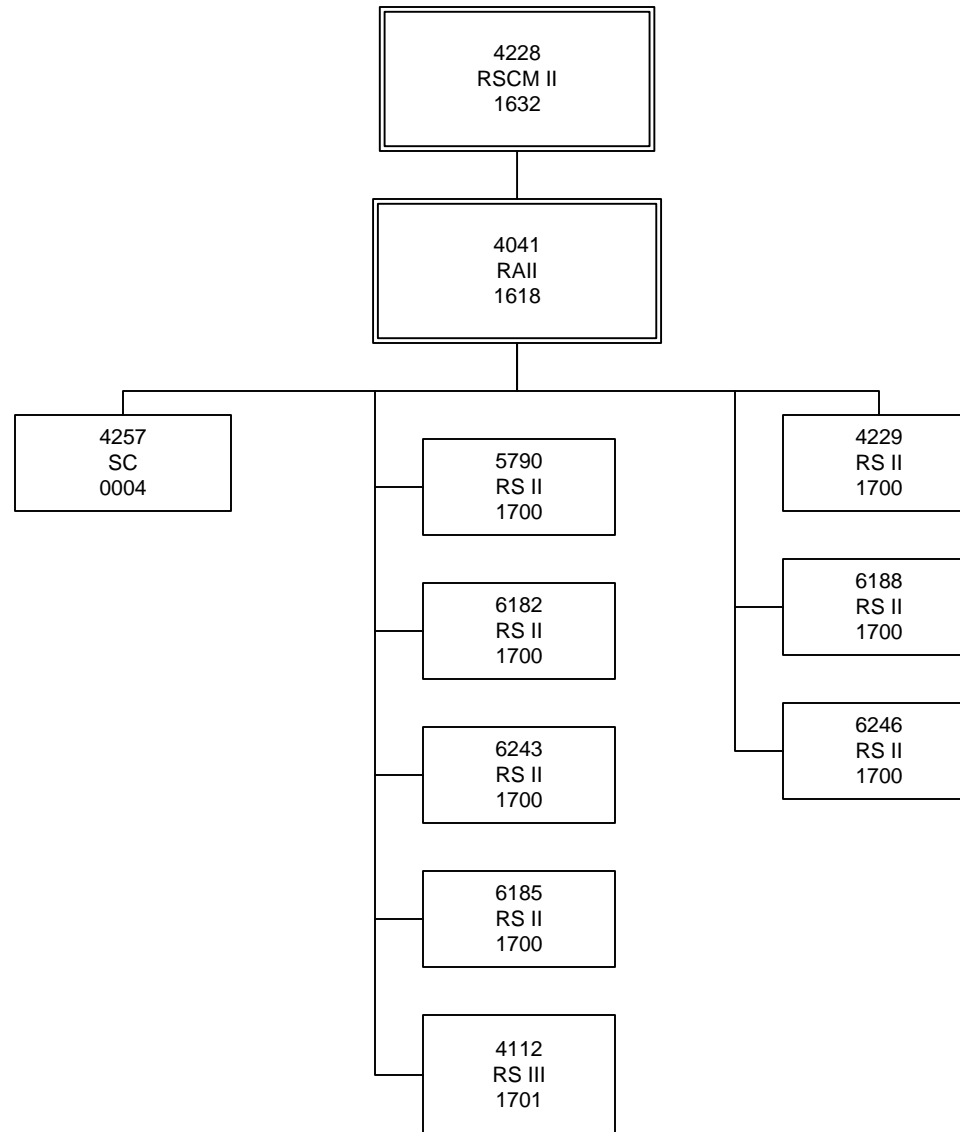
Department of Revenue
 Child Support Program
 Crestview Service Center
 Current as of July 1, 2016



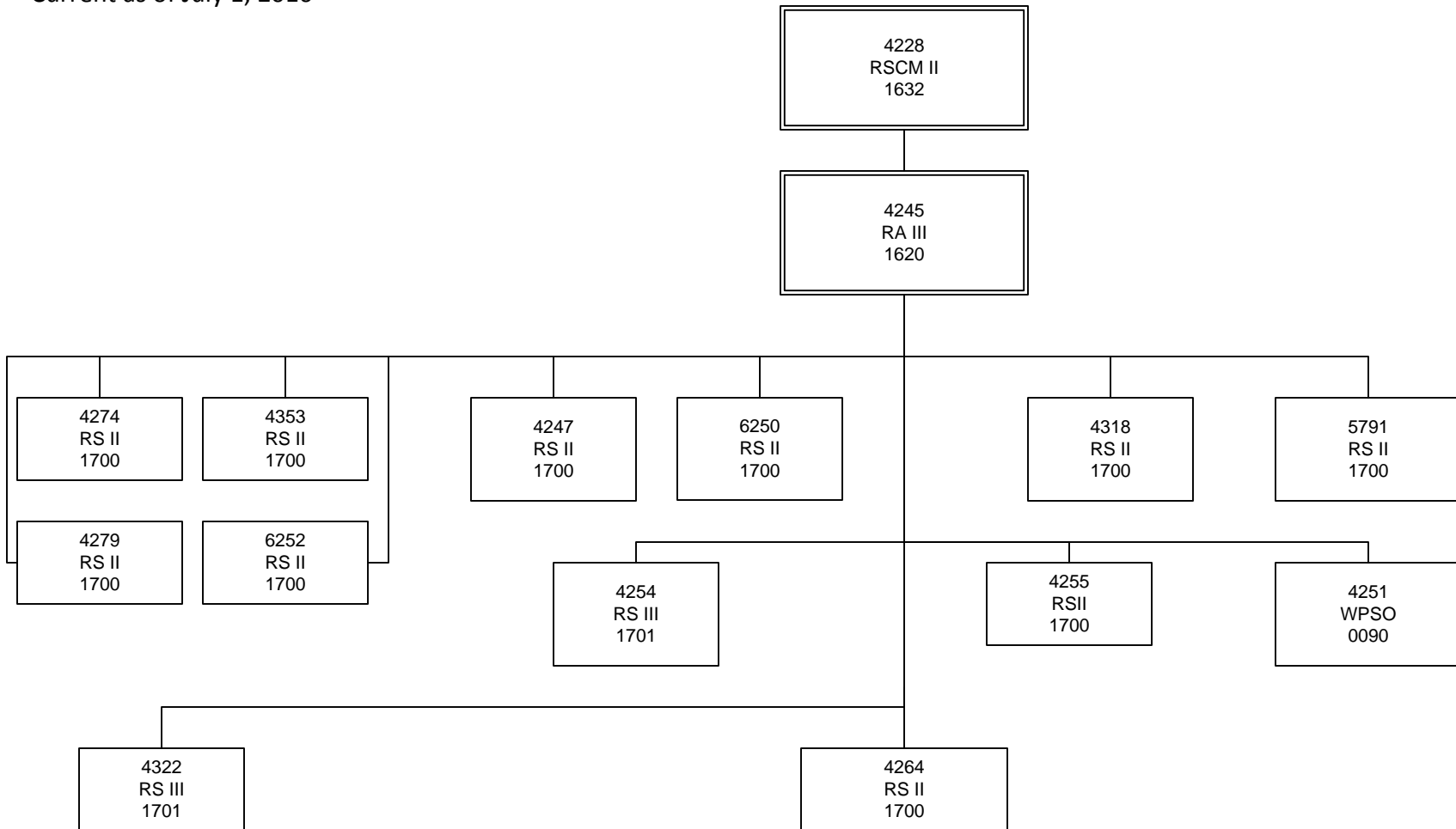
Department of Revenue
Child Support Program
Gainesville Service Center (GSC) – Establishment
Current as of July 1, 2016



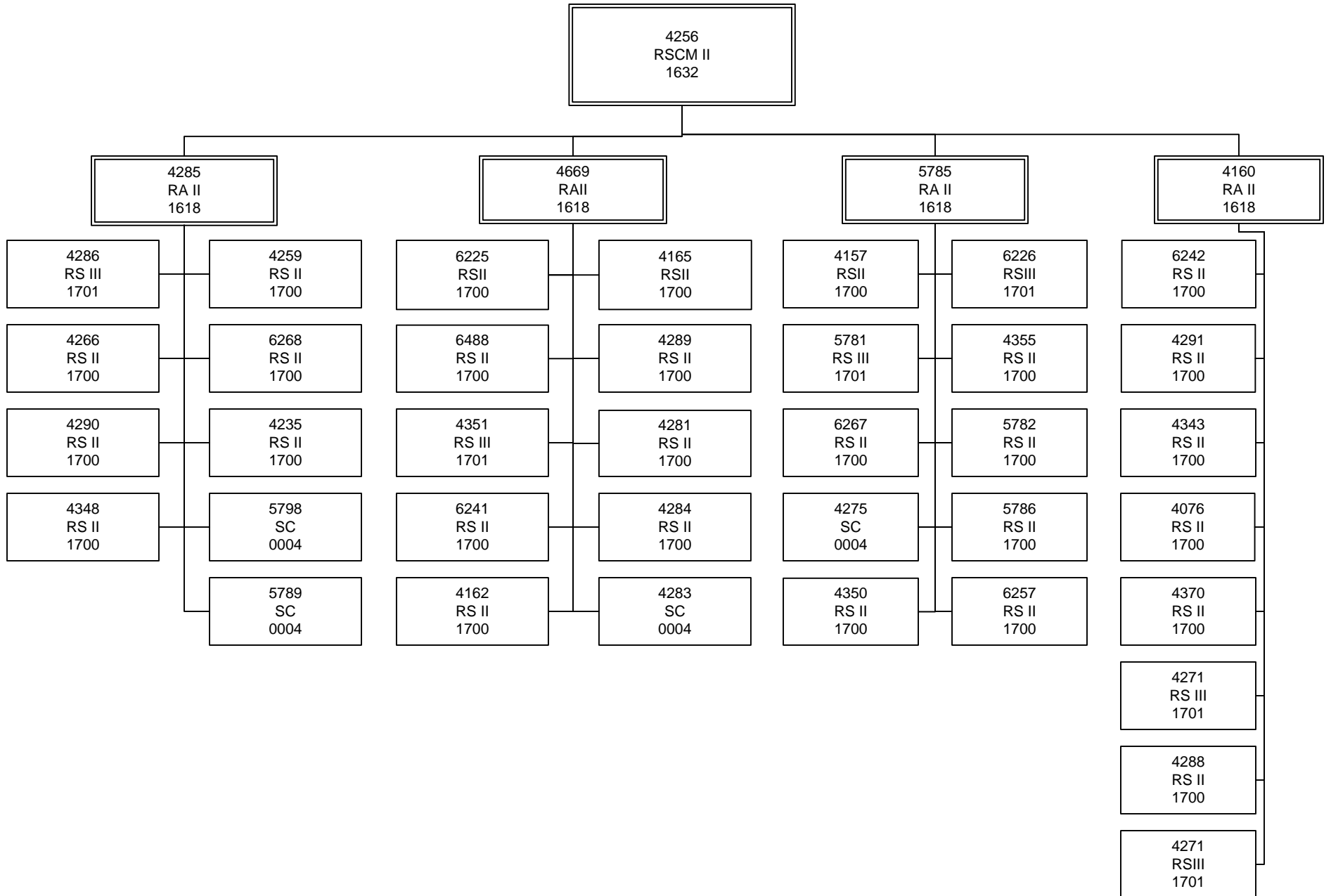
Department of Revenue
Child Support Program
GSC – Lobby Management Process
Current as of July 1, 2016

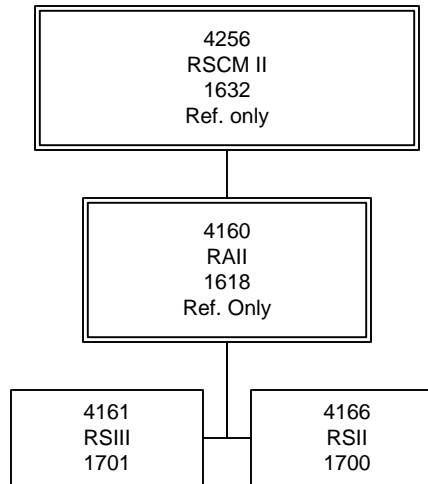


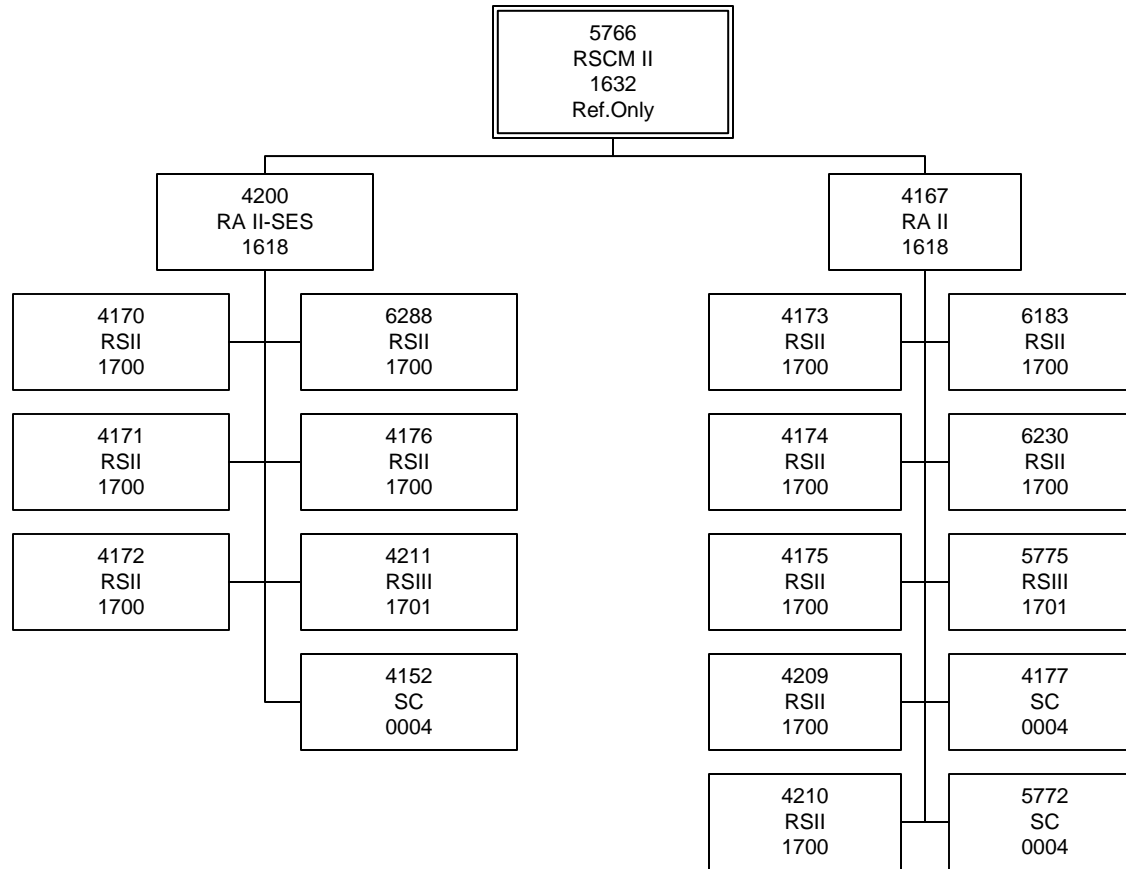
Department of Revenue
Child Support Program
GSC – Compliance Process & Customer Assistance
Current as of July 1, 2016



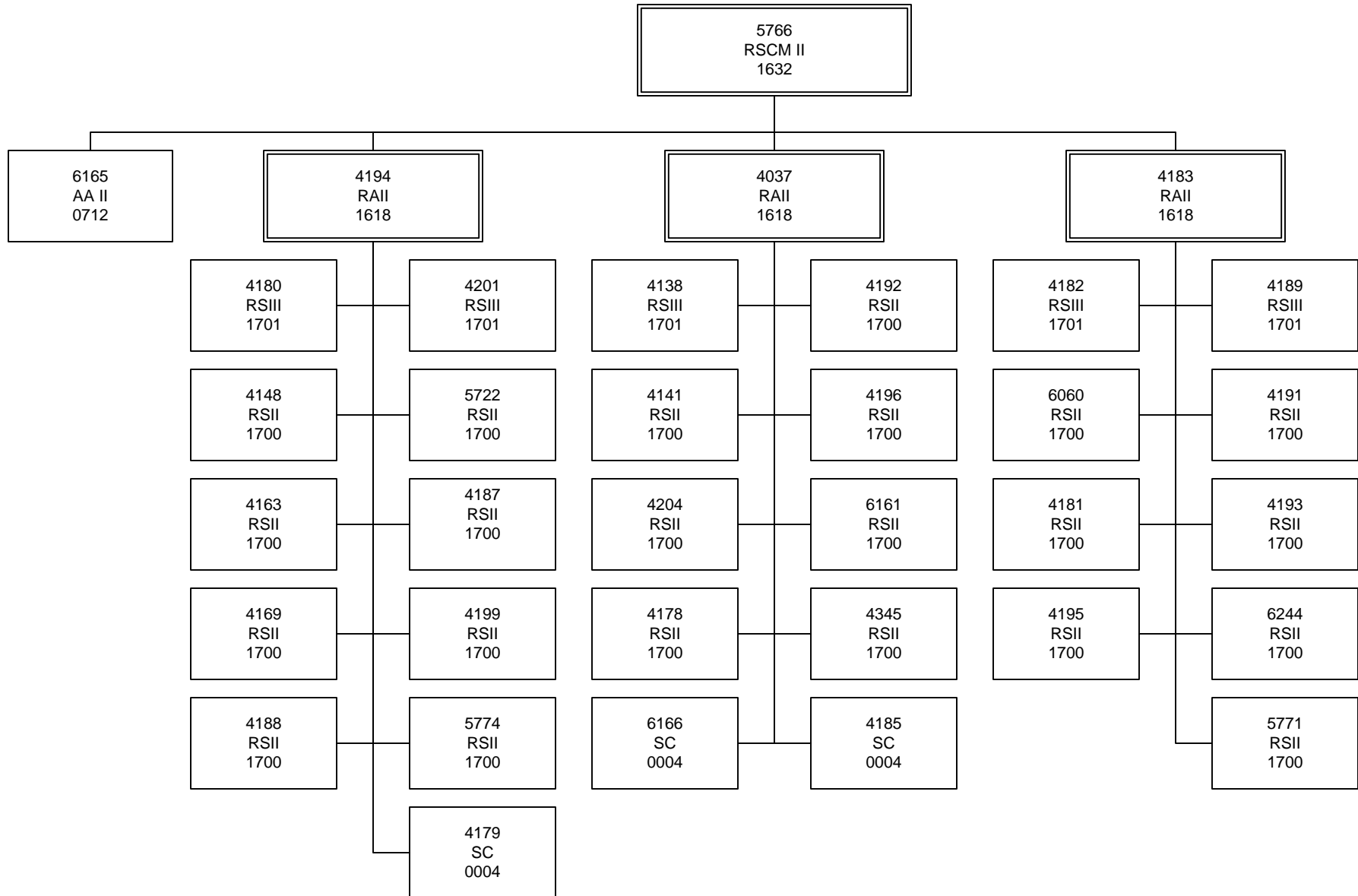
Department of Revenue
 Child Support Program
 Lake City Service Center
 Current as of July 1, 2016

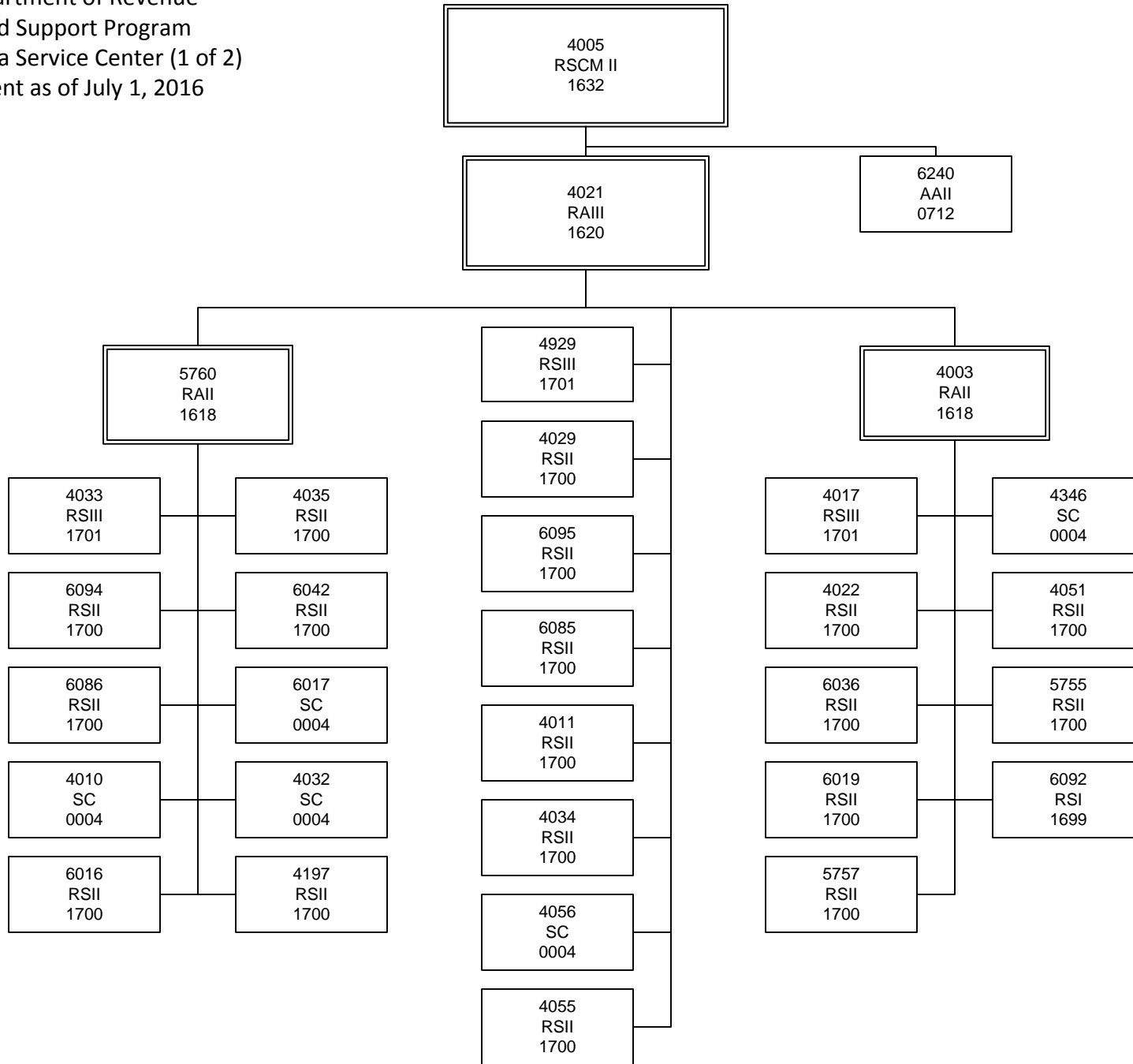




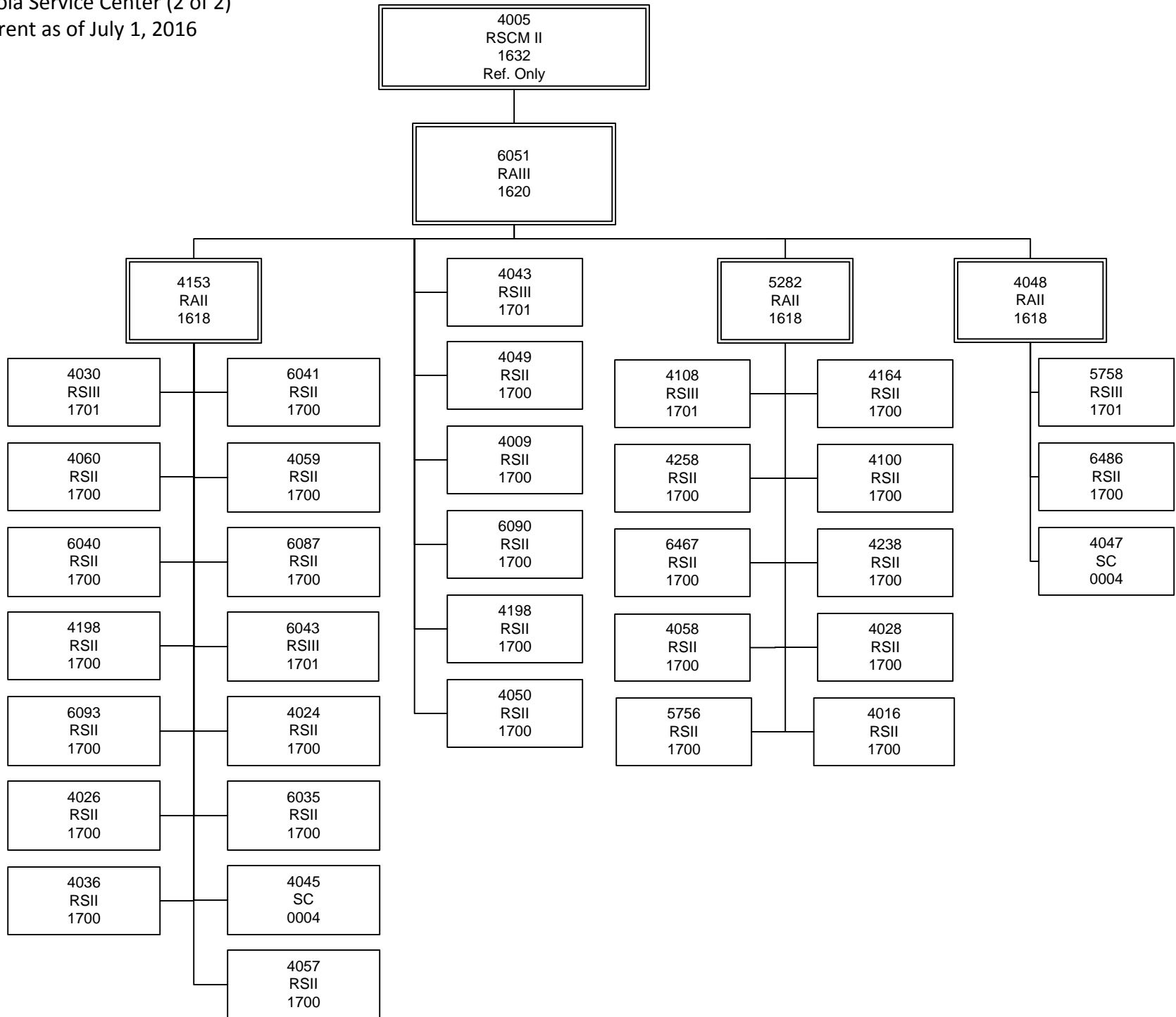


Department of Revenue
 Child Support Program
 Panama City Service Center
 Current as of July 1, 2016

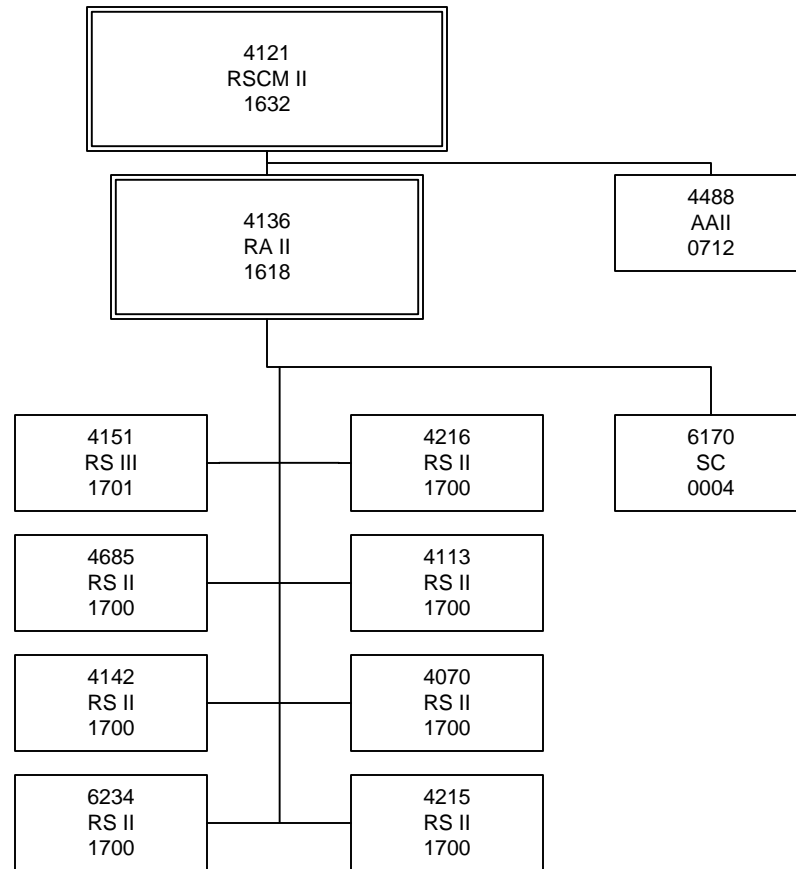




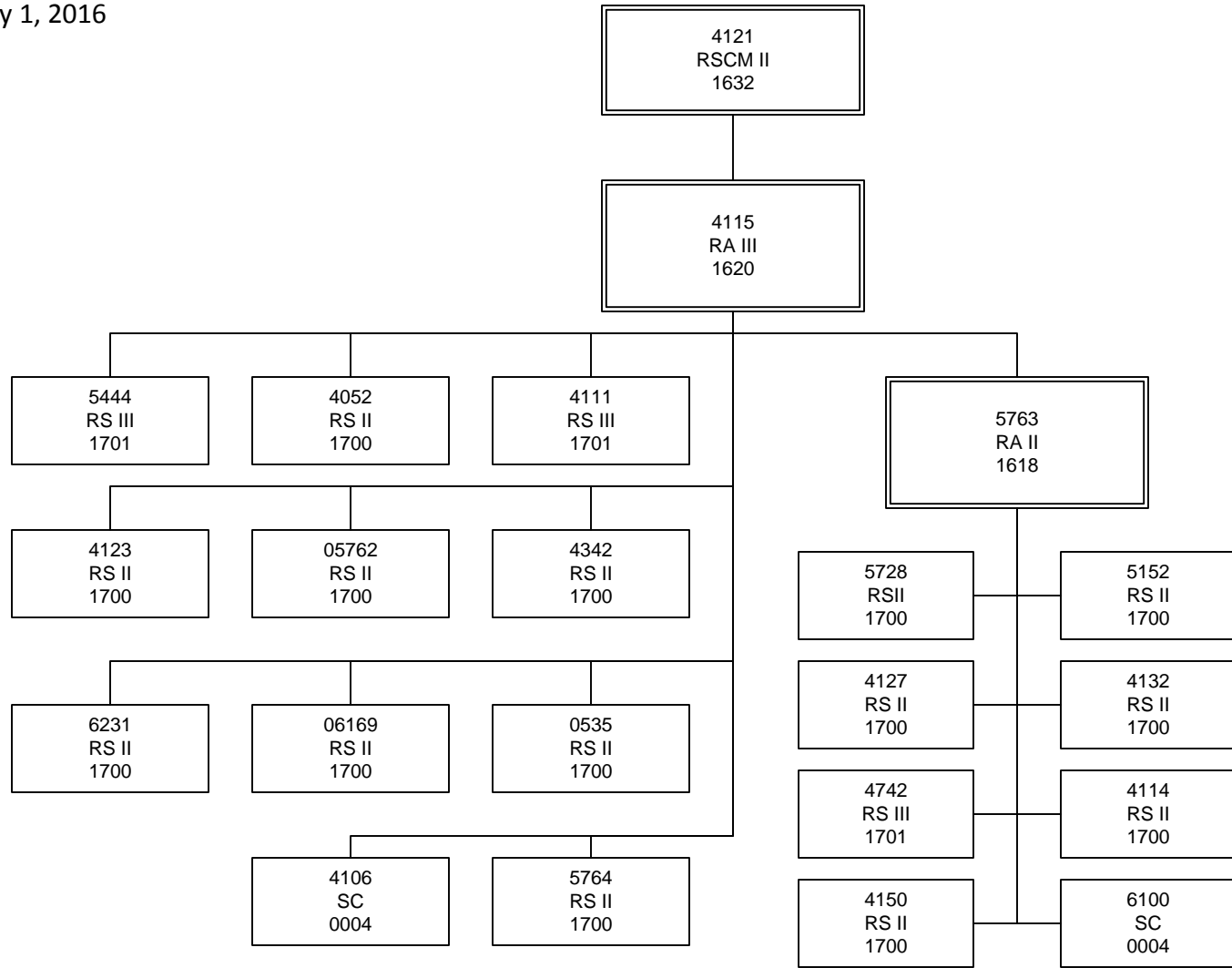
Department of Revenue
 Child Support Program
 Pensacola Service Center (2 of 2)
 Current as of July 1, 2016



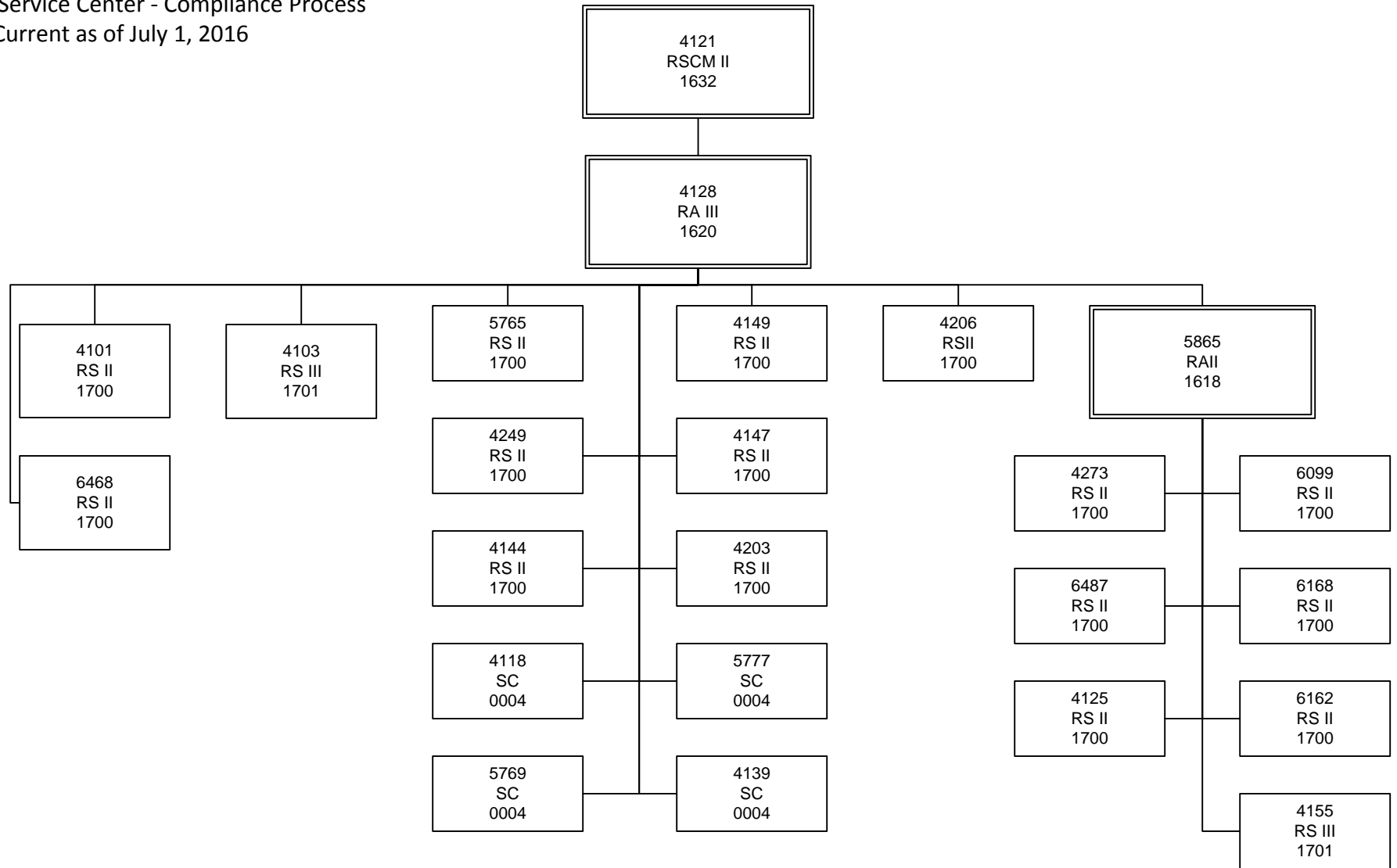
Department of Revenue
Child Support Program
Tallahassee Service Center - Business Partner Assistance
Current as of July 1, 2016



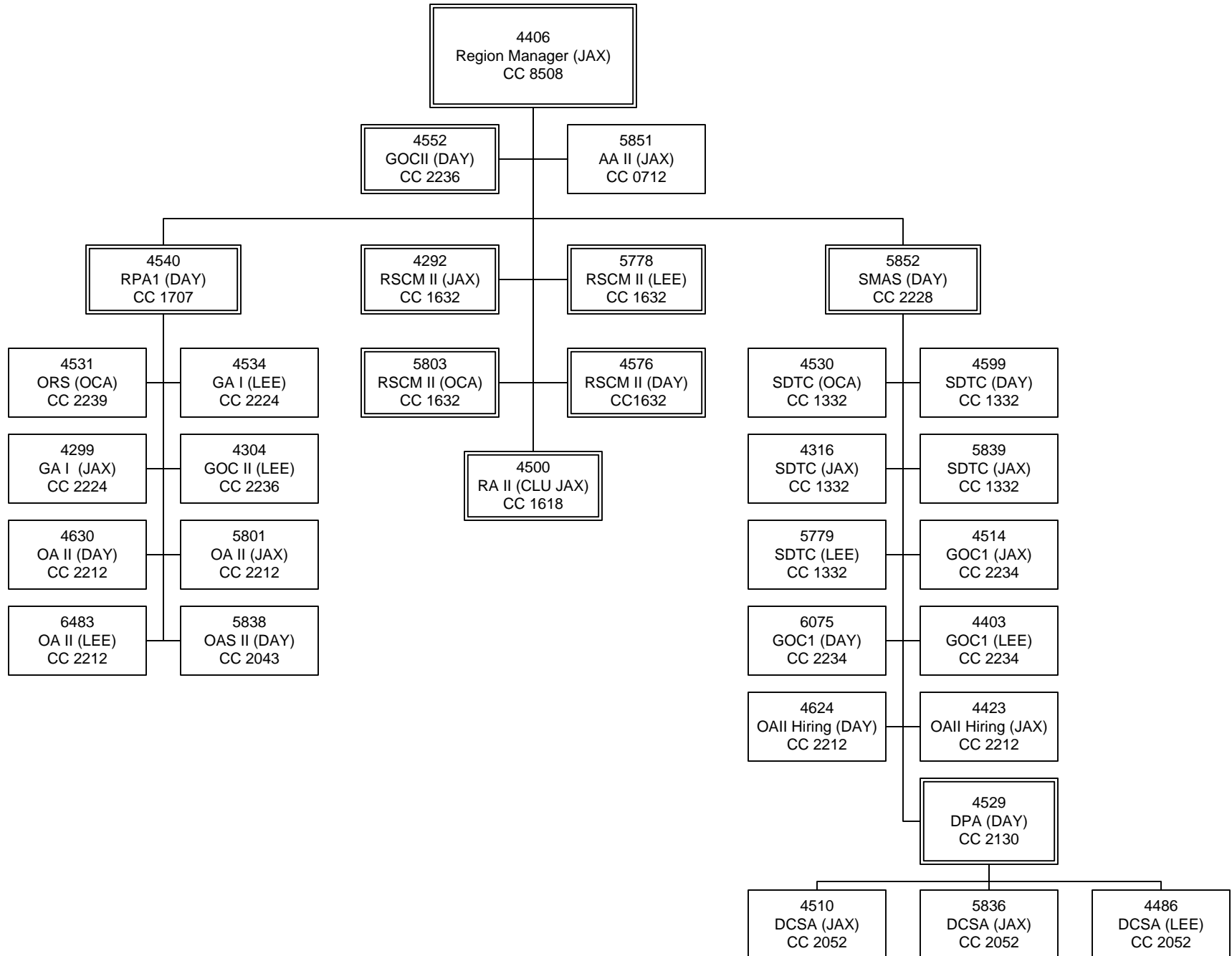
Department of Revenue
Child Support Program
Tallahassee Service Center - Establishment Process
Current as of July 1, 2016



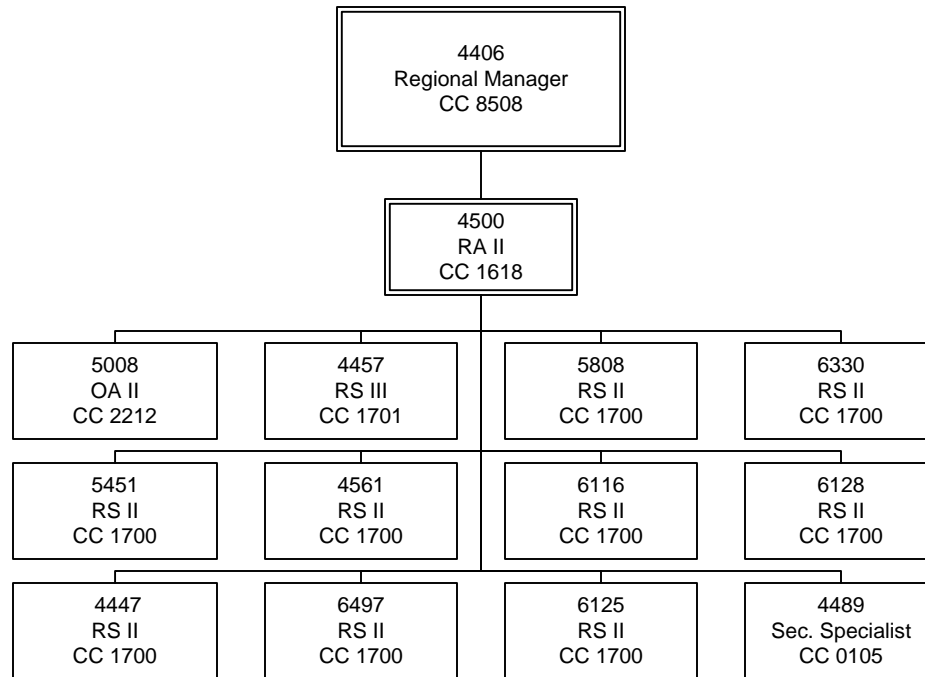
Department of Revenue
 Child Support Program
 Tallahassee Service Center - Compliance Process
 Current as of July 1, 2016



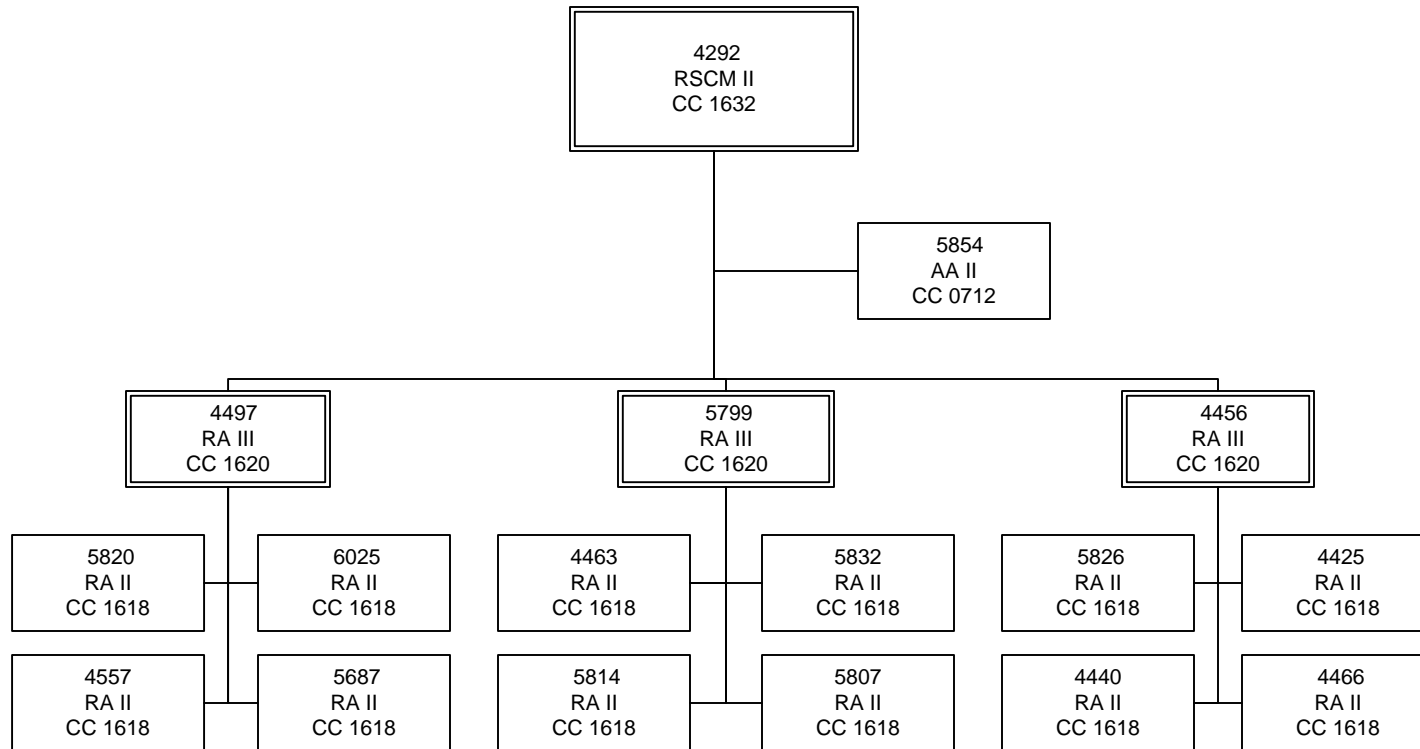
Department of Revenue
 Child Support Program
 Region 2 Infrastructure
 Current as of July 1, 2016



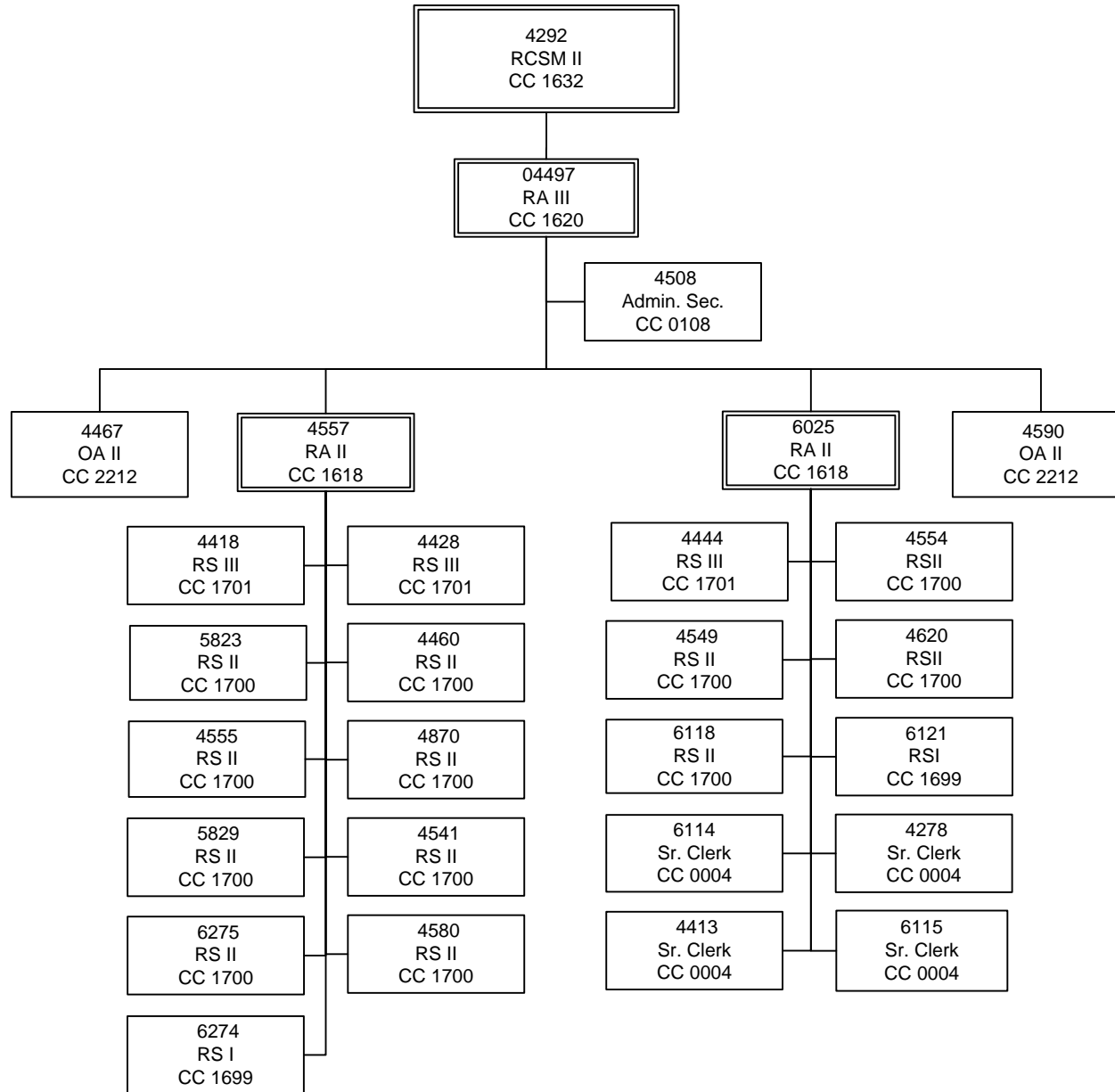
Department of Revenue
Child Support Program
Central Locate Unit - Jacksonville
Current as of July 1, 2016



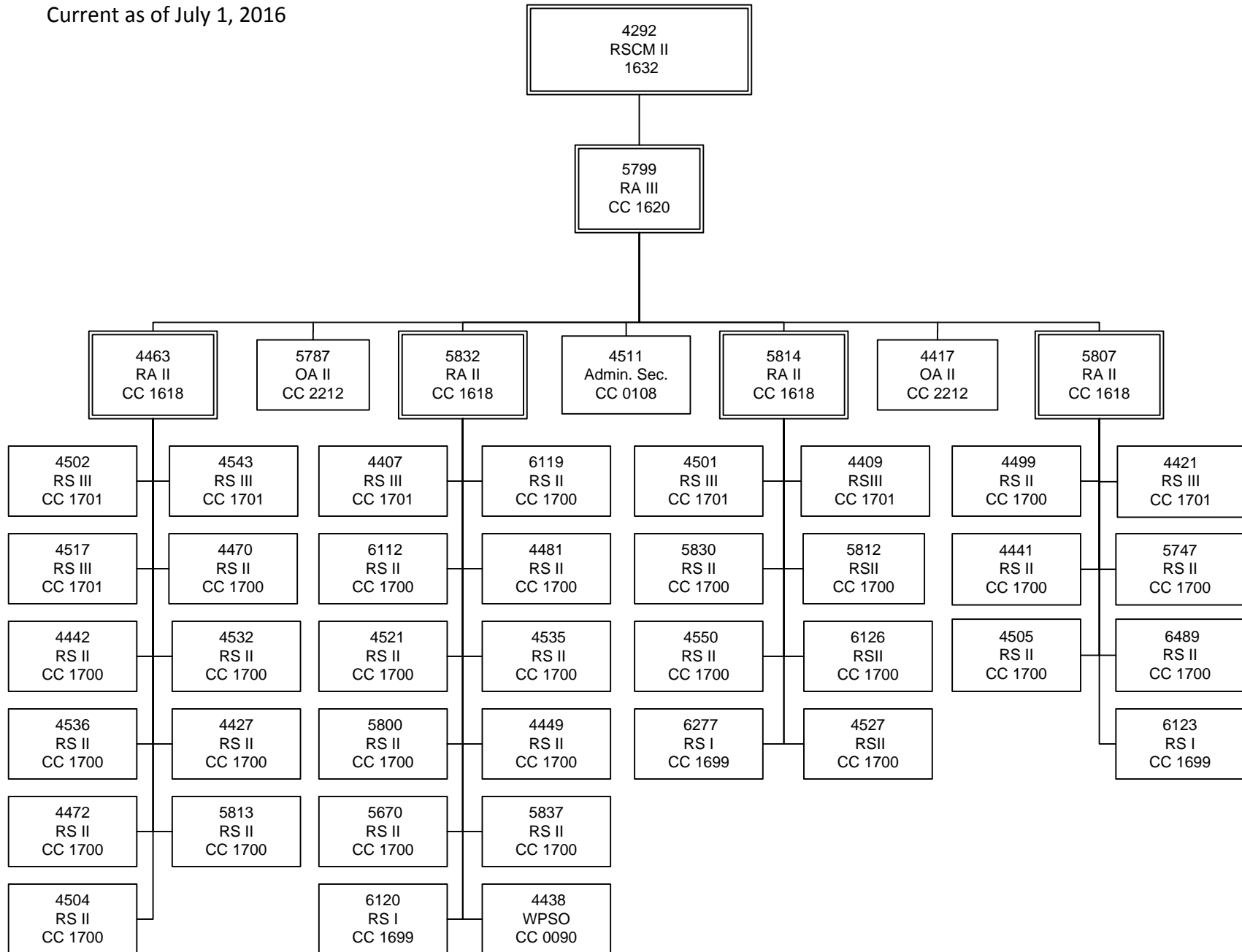
Department of Revenue
Child Support Program
Jacksonville Service Center (JSC)
Current as of July 1, 2016



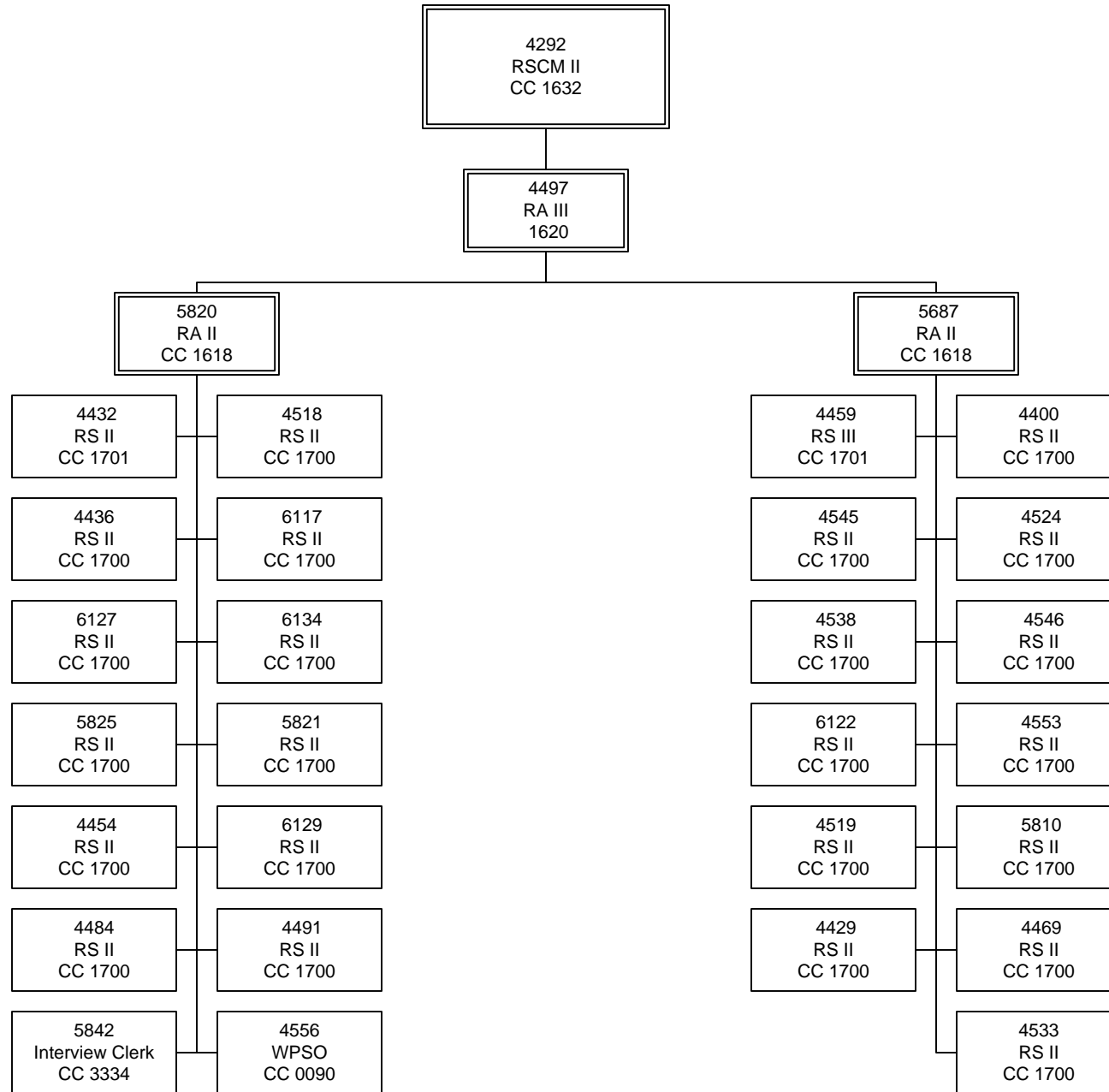
Department of Revenue
 Child Support Program
 JSC - Establishment
 Current as of July 1, 2016



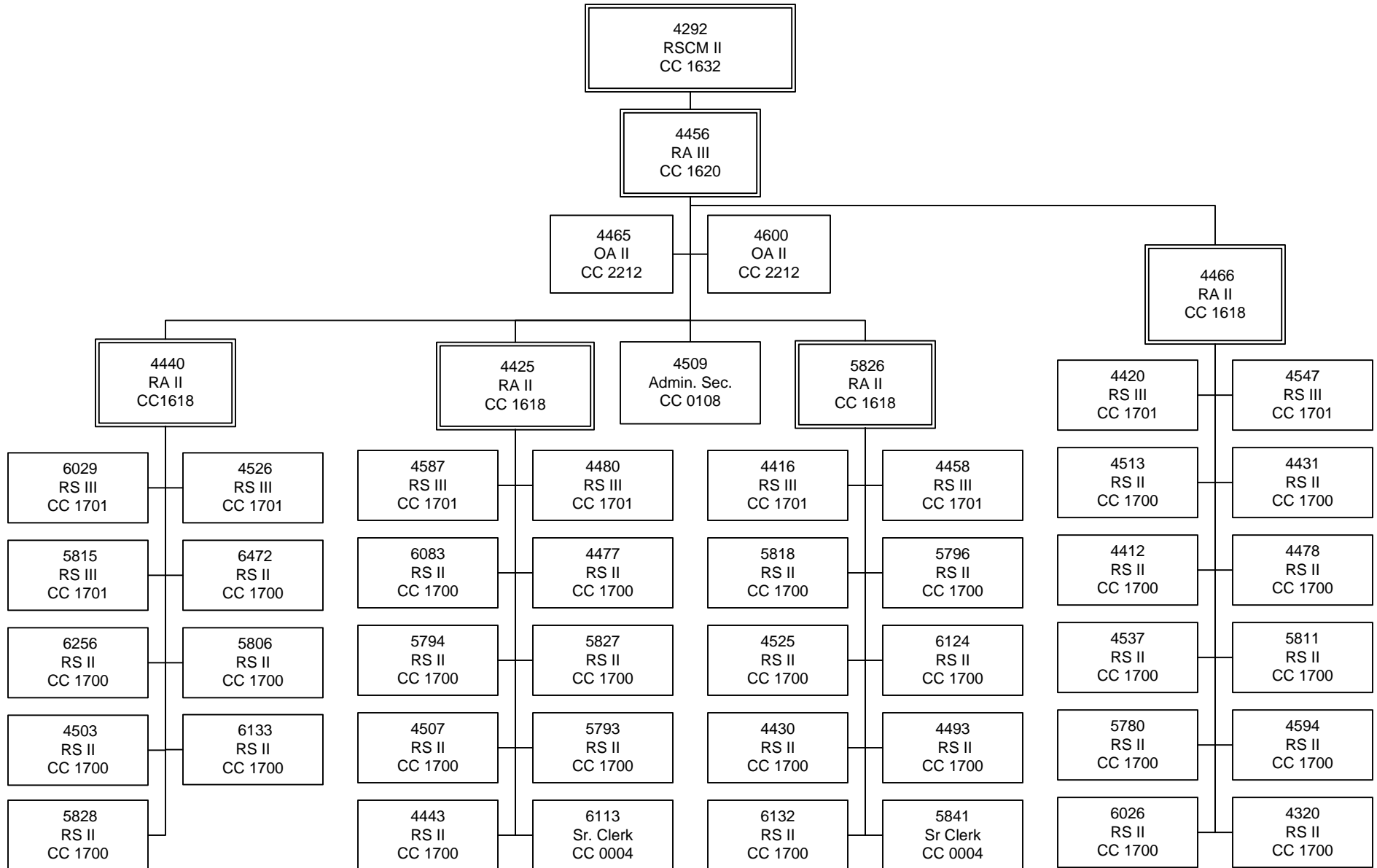
Department of Revenue
 Child Support Program
 JSC – Cross Functional
 Current as of July 1, 2016



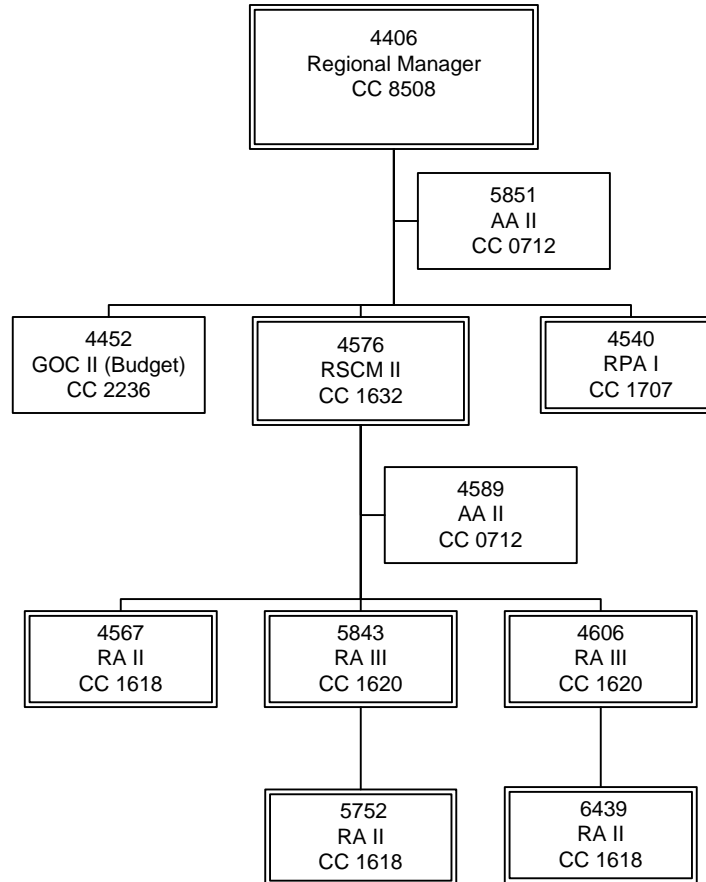
Department of Revenue
 Child Support Program
 JSC – Customer Service Model
 Current as of July 1, 2016

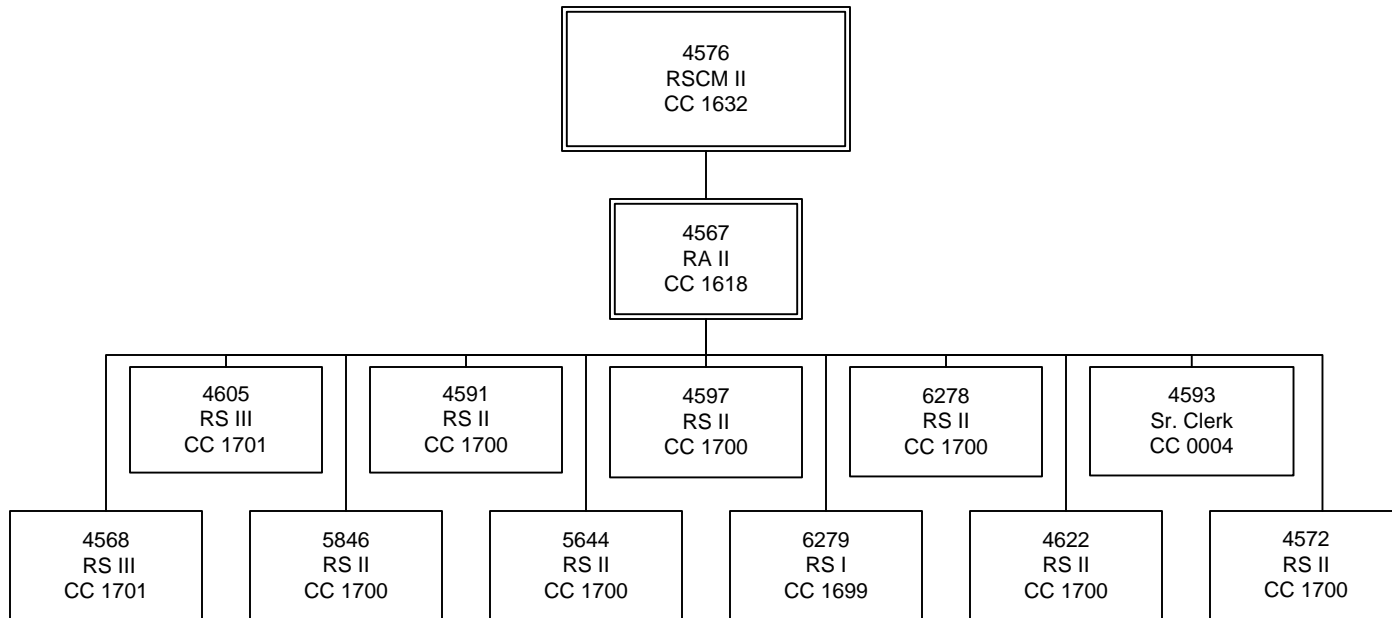


Department of Revenue
 Child Support Program
 JSC - Compliance
 Current as of July 1, 2016

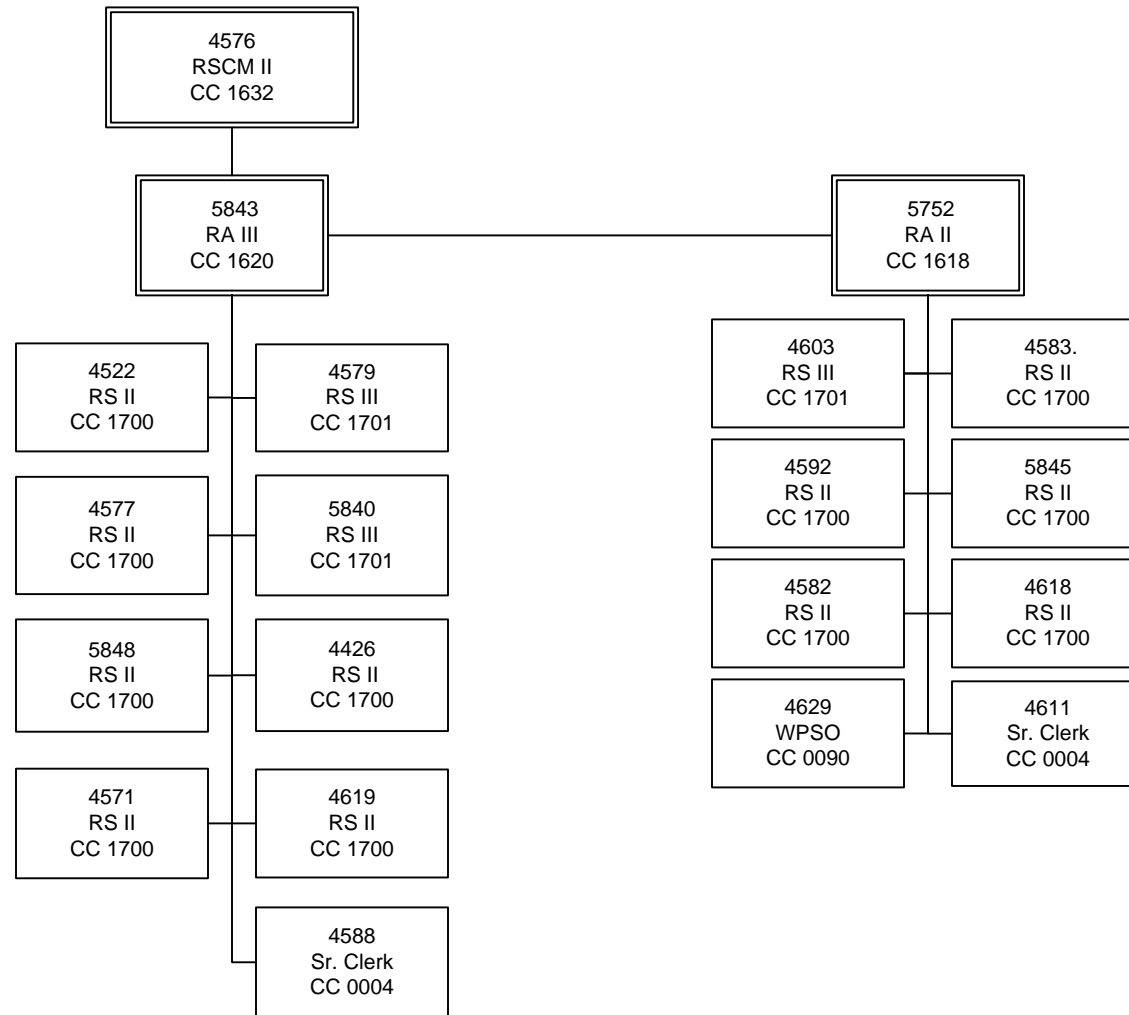


Department of Revenue
Child Support Program
Daytona Beach Service Center (DBSC)
Current as of July 1, 2016

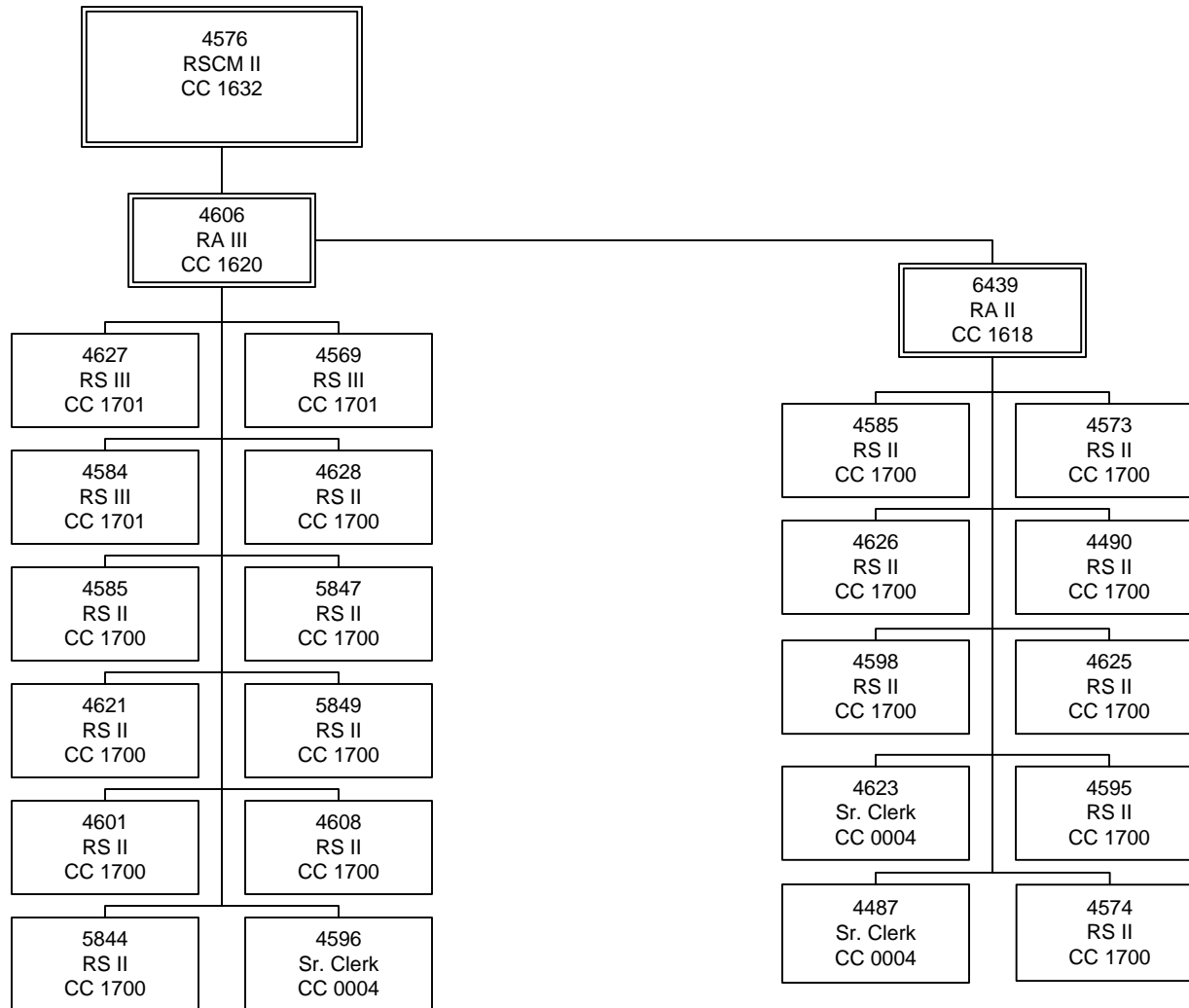




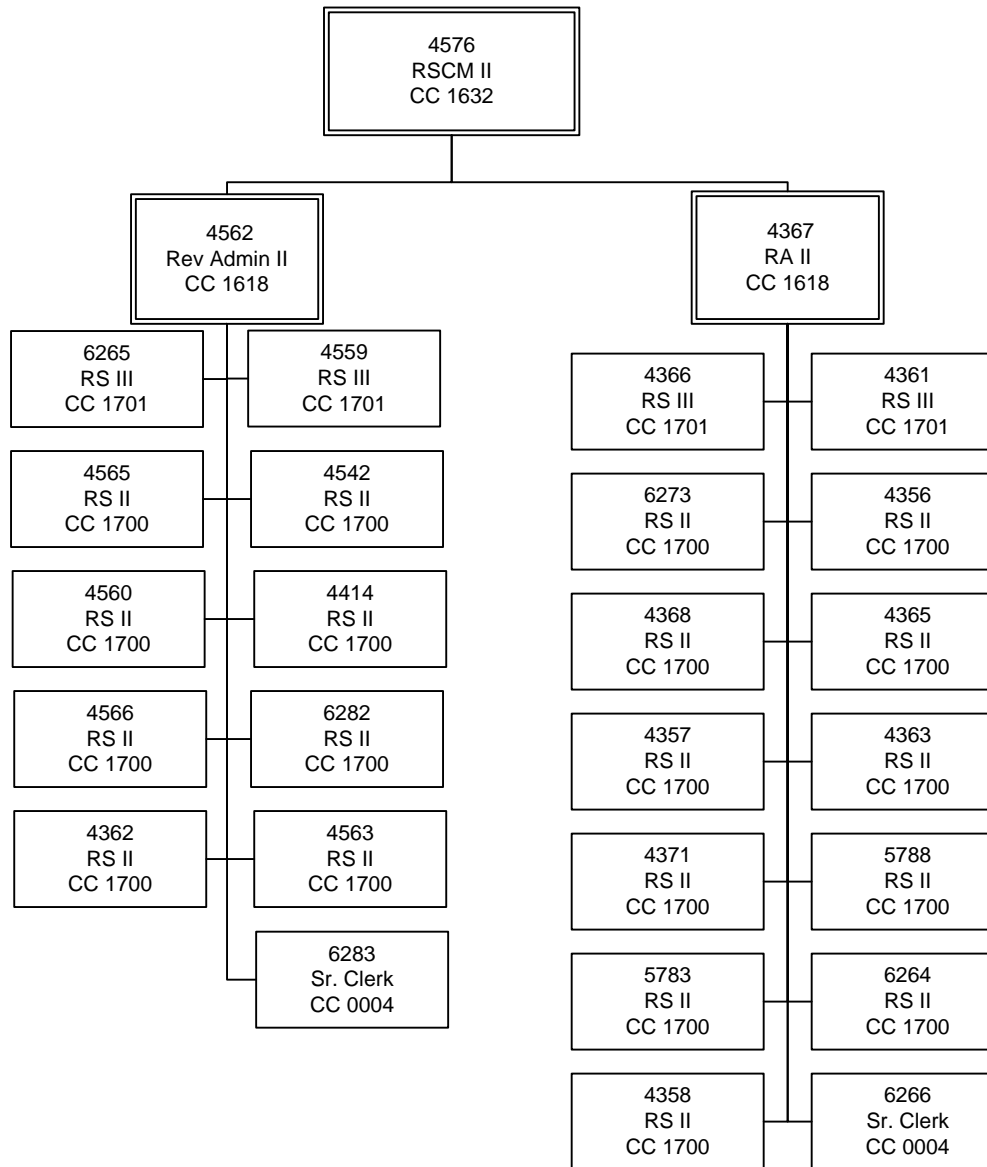
Department of Revenue
Child Support Program
DBSC – Admin Actions & Initiation
Current as of July 1, 2016



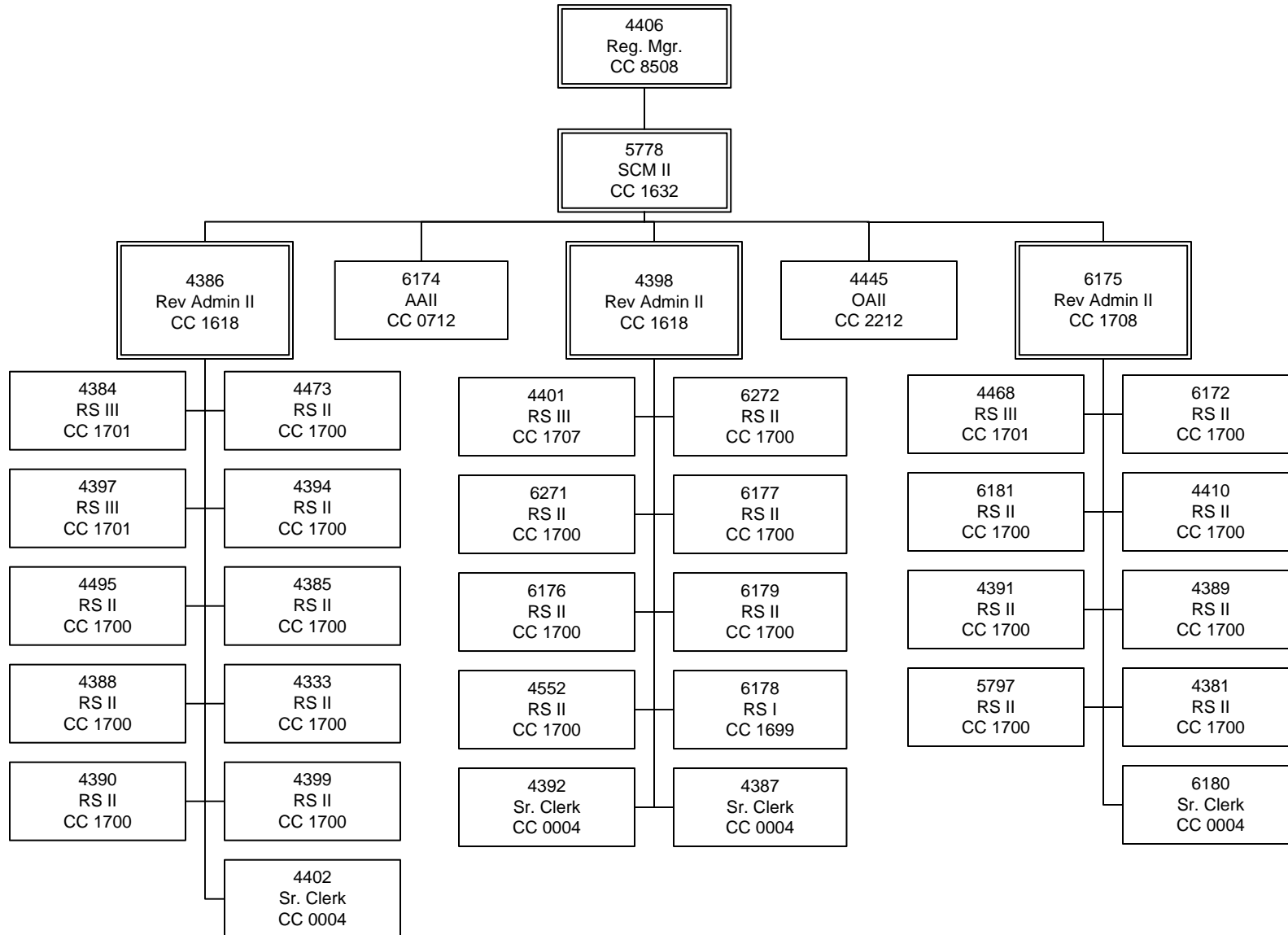
Department of Revenue
 Child Support Program
 DBSC – Compliance & Enforcement
 Current as of July 1, 2016

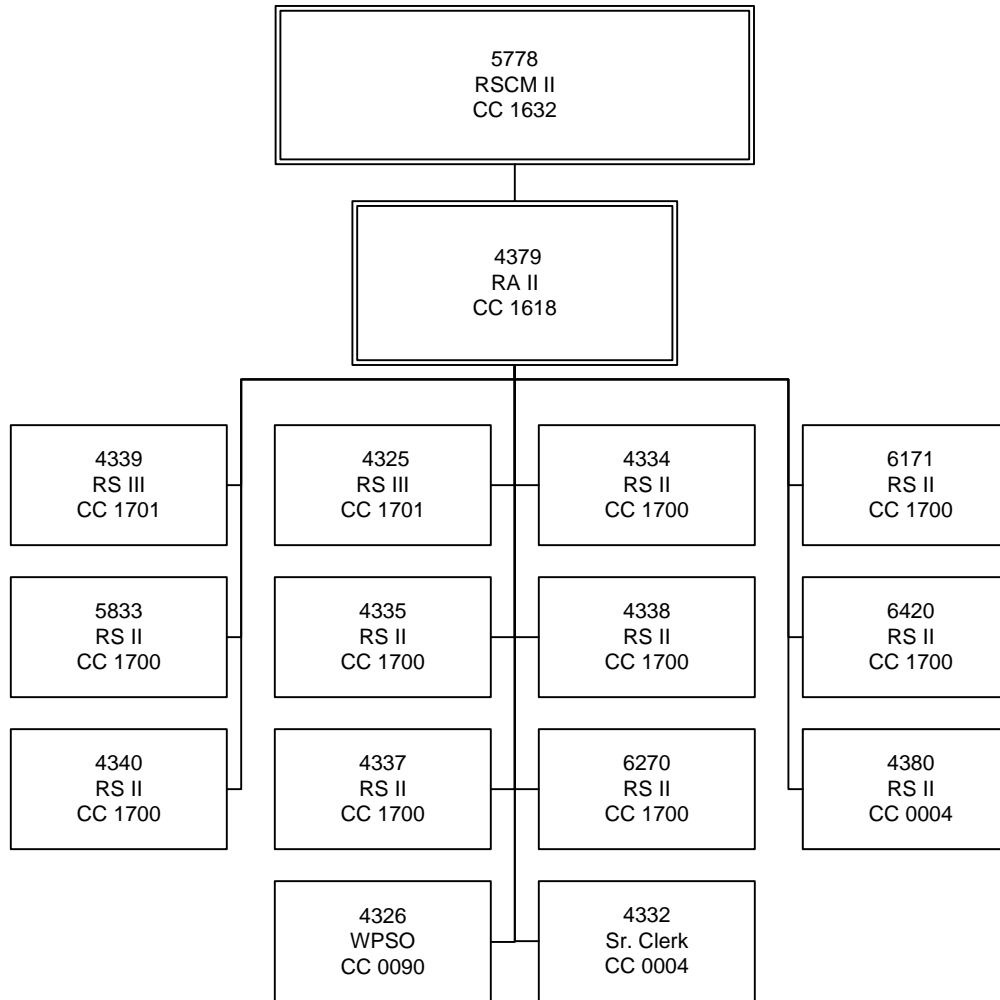


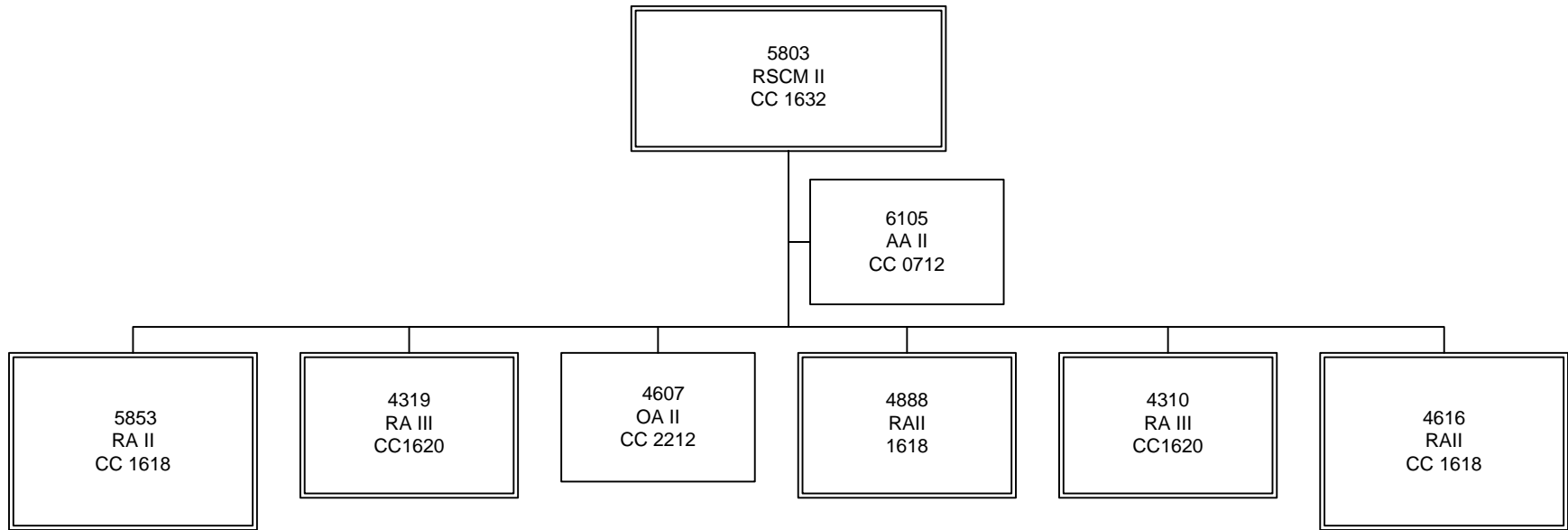
Department of Revenue
 Child Support Program
 St. Augustine Service Center
 Current as of July 1, 2016



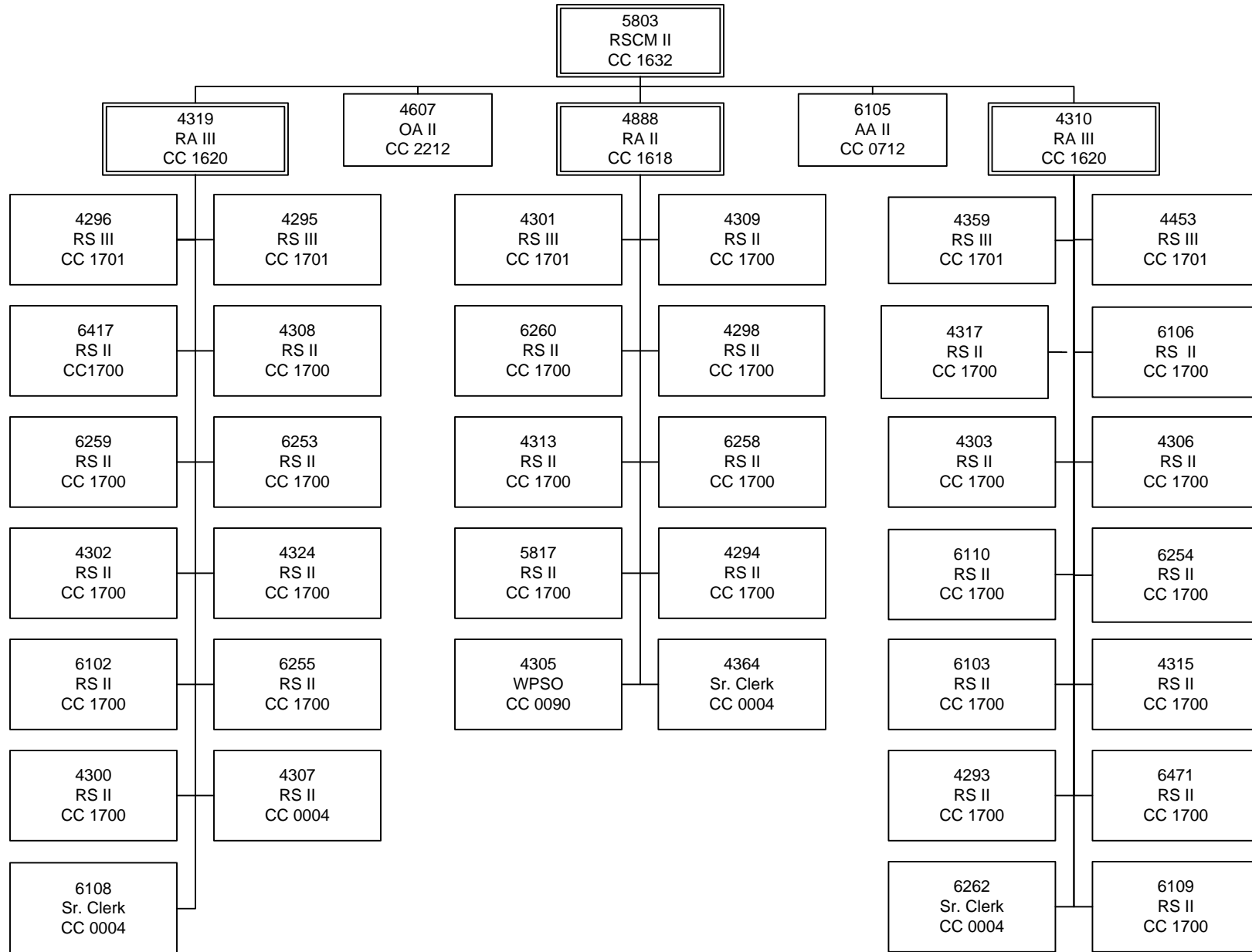
Department of Revenue
 Child Support Program
 Leesburg Service Center
 Current as of July 1, 2016



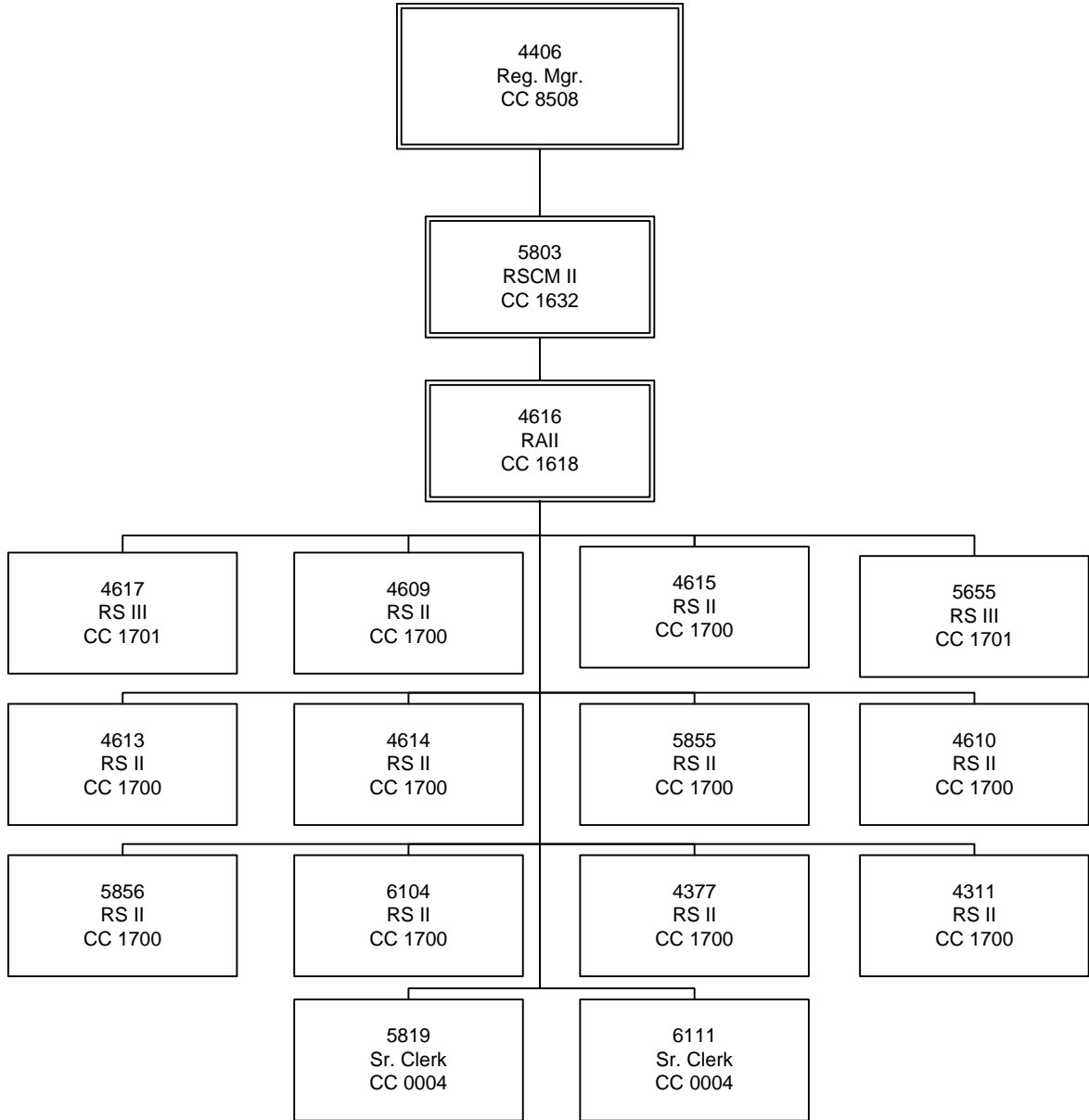




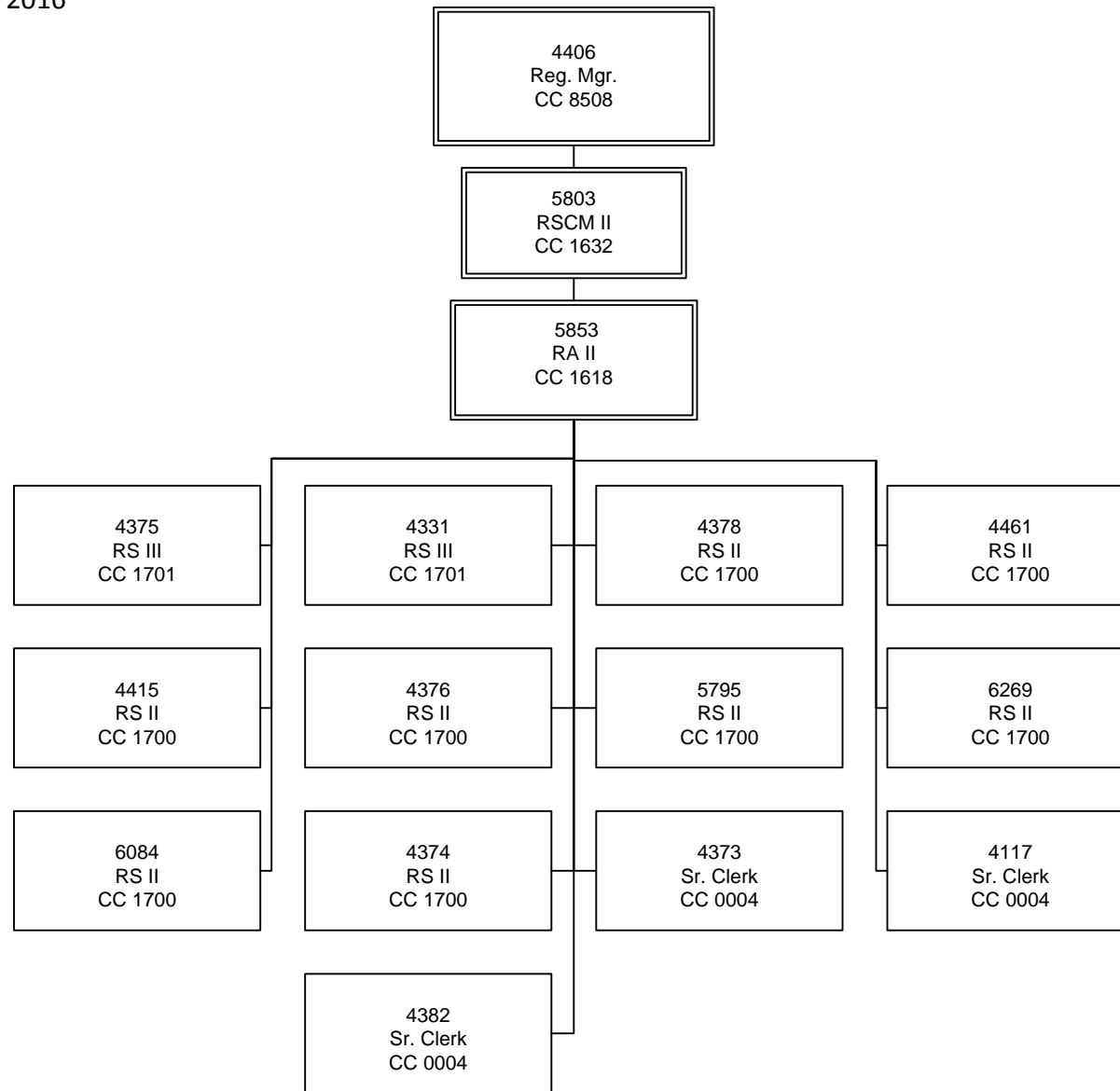
Department of Revenue
 Child Support Program
 Ocala Service Center (2 of 2)
 Current as of July 1, 2016

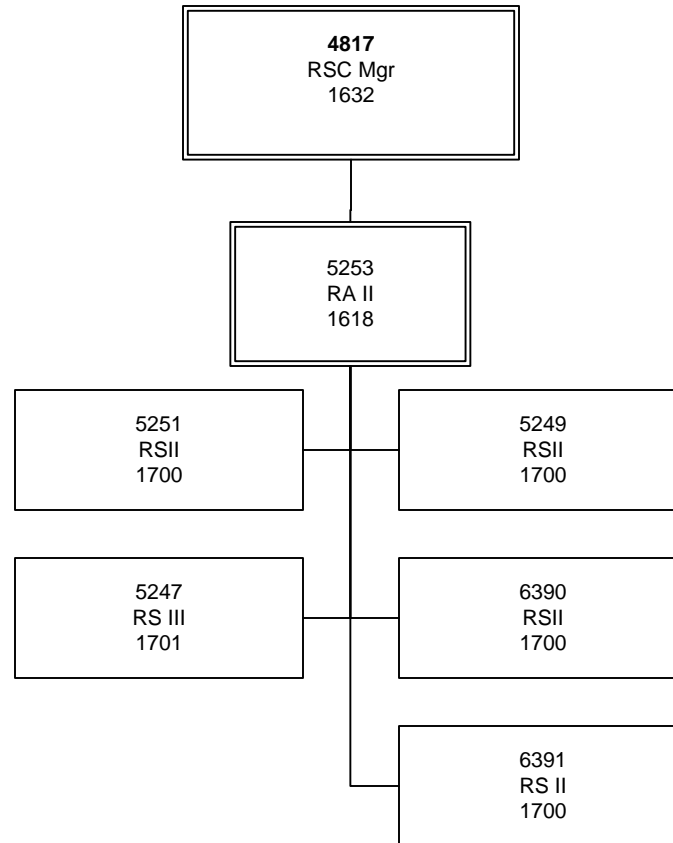


Department of Revenue
Child Support Program
Orange Park Service Center
Current as of July 1, 2016



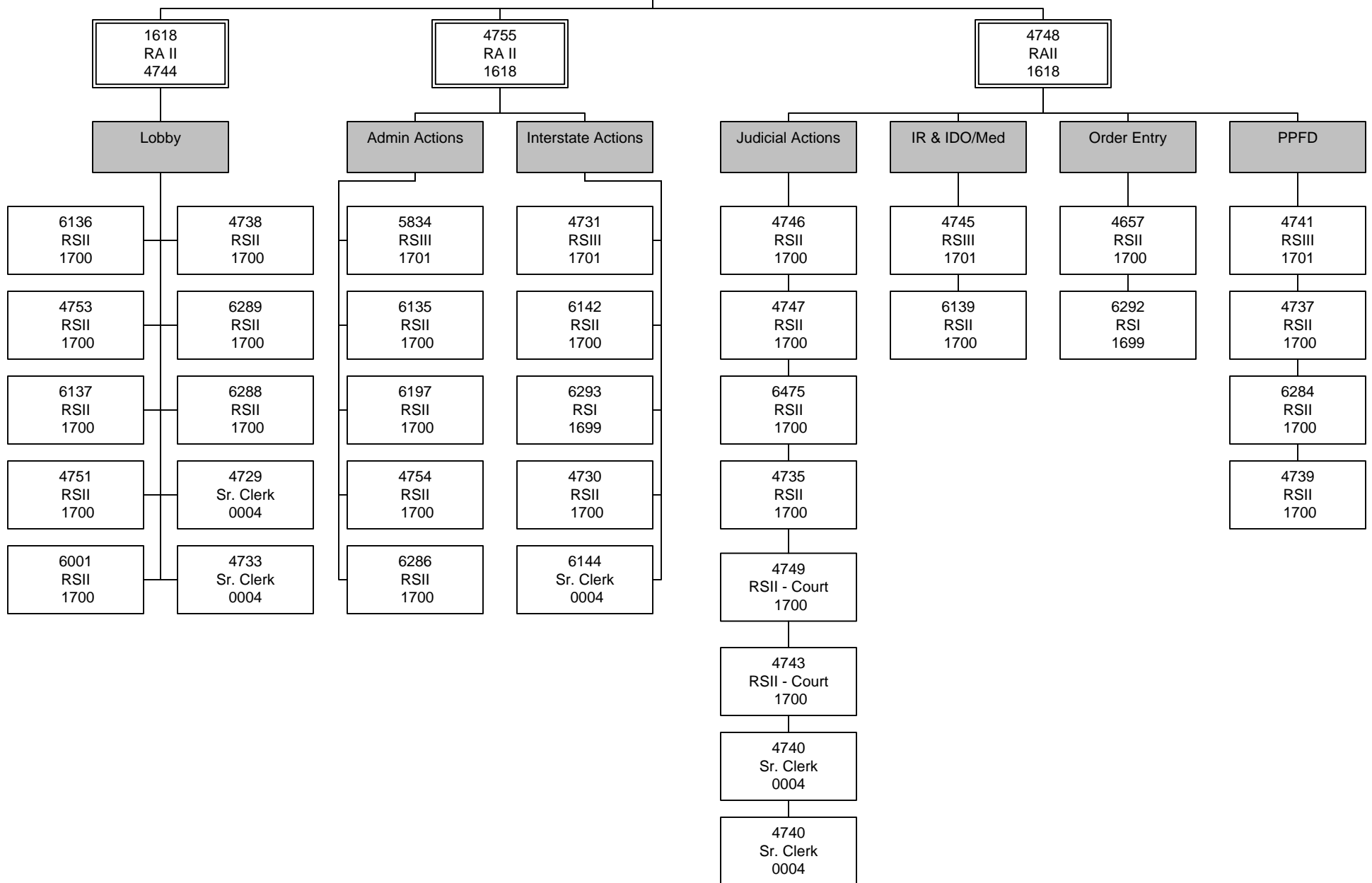
Department of Revenue
Child Support Program
Lecanto Service Center
Current as of July 1, 2016

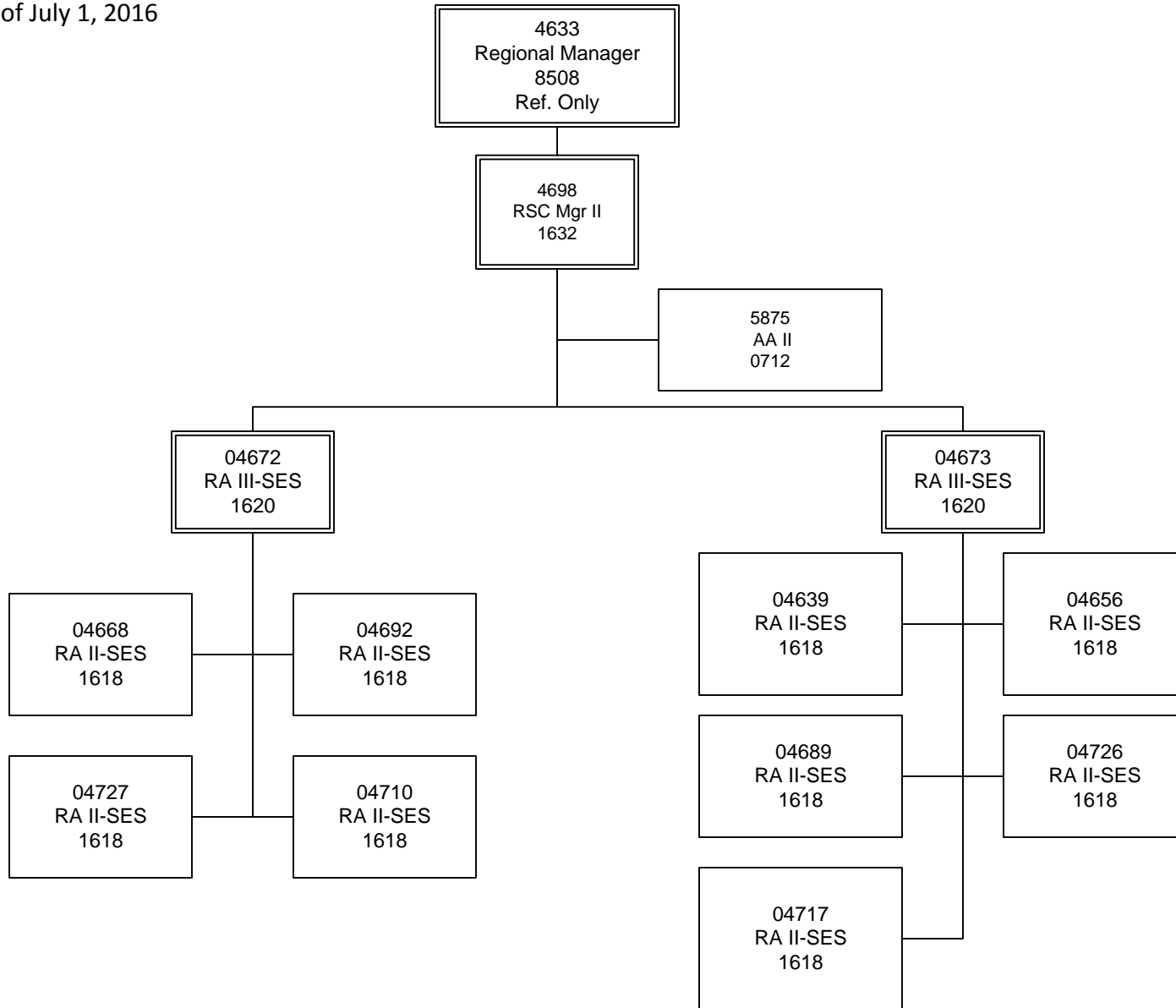




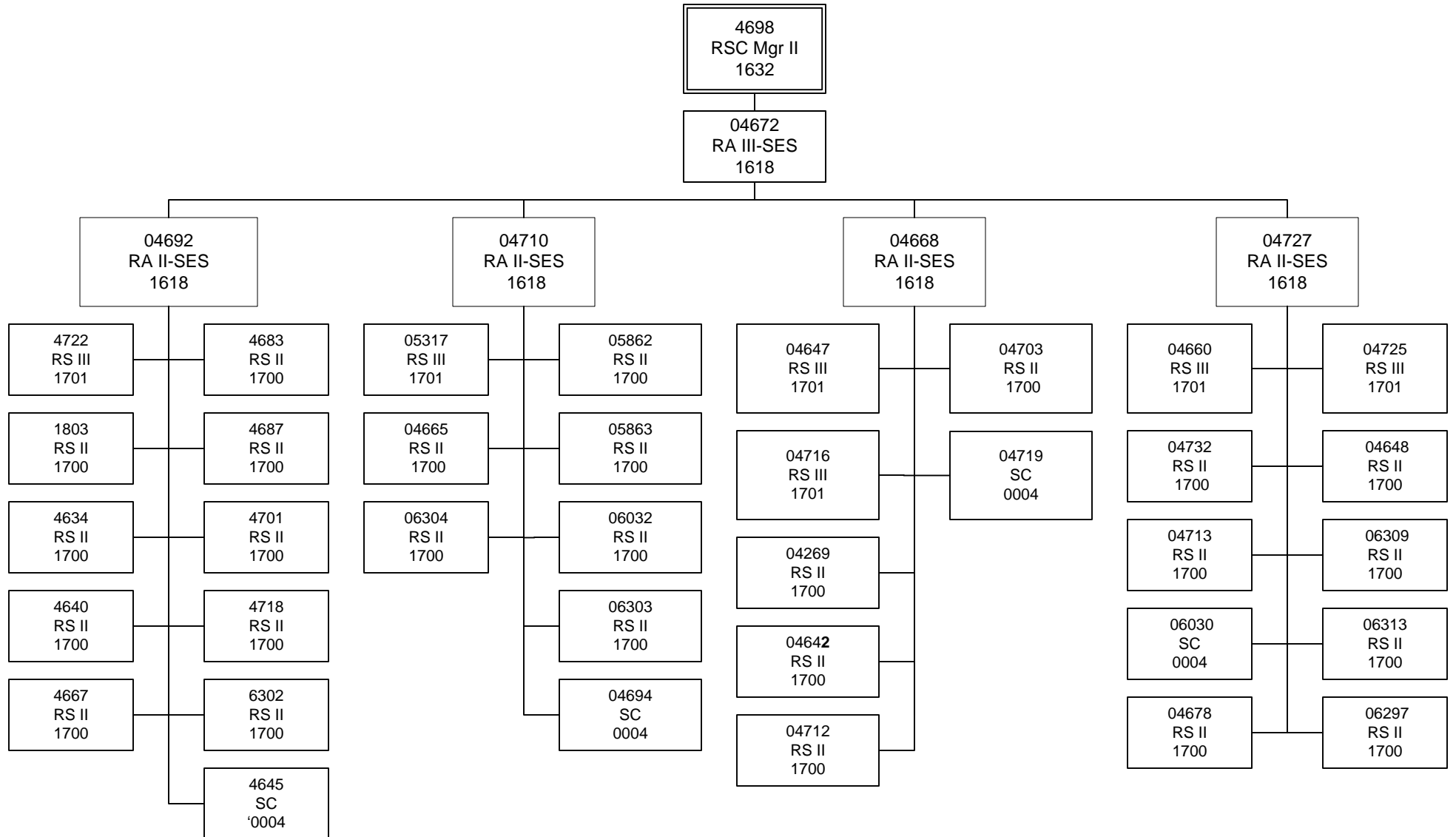
Department of Revenue
 Child Support Program
 Holiday Service Center
 Current as of July 1, 2016

1632
 Service Center Manager
 6291

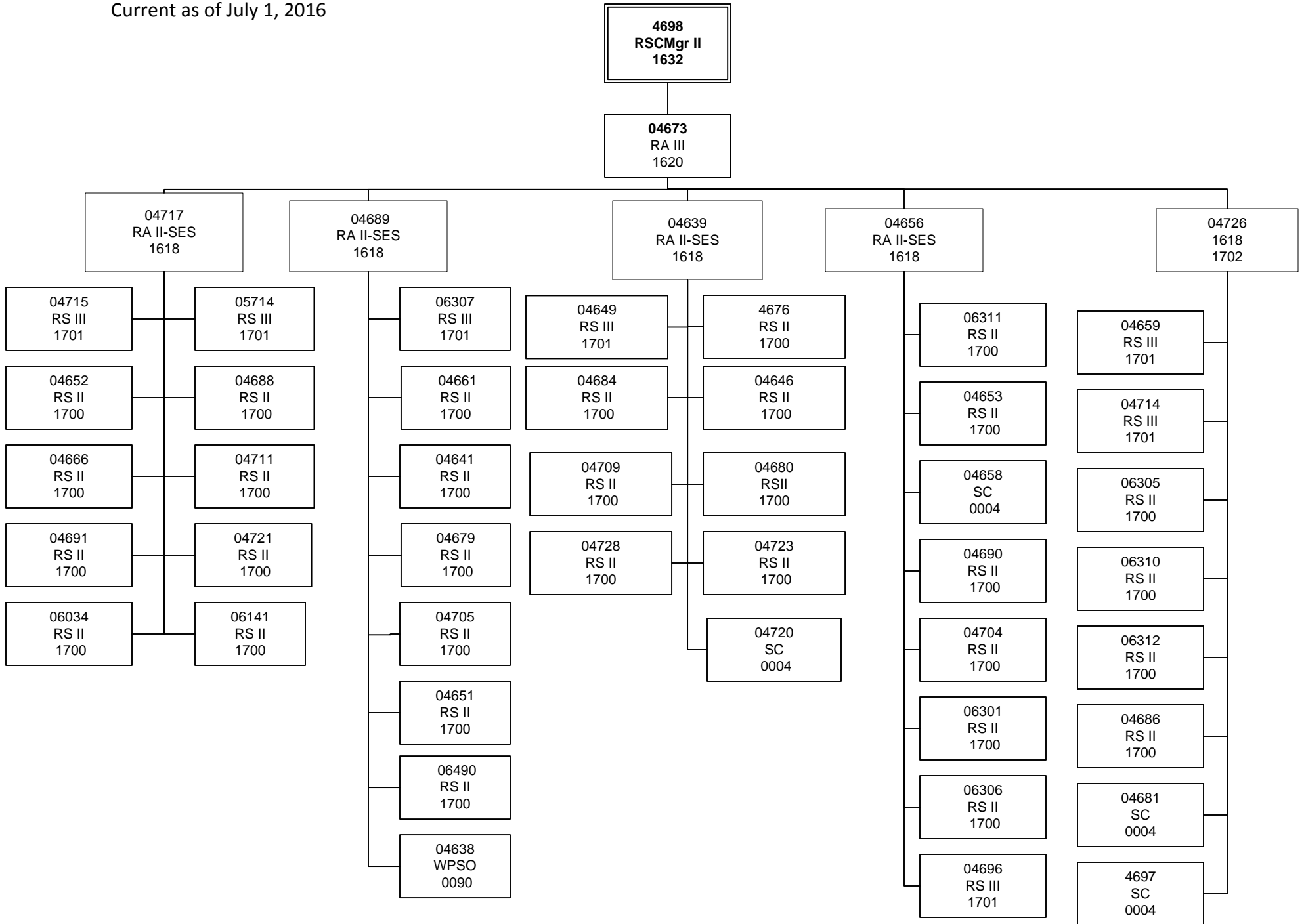




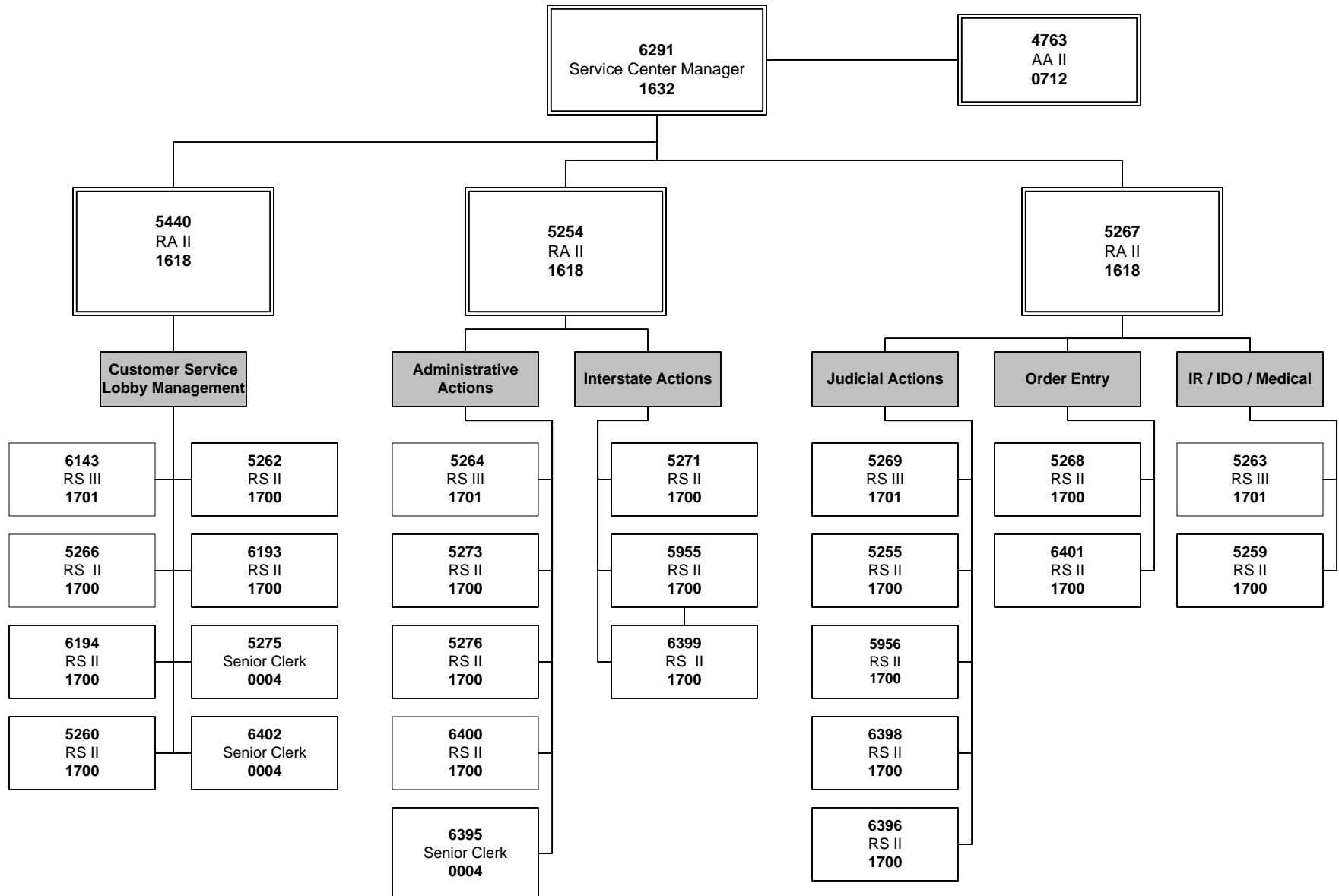
Department of Revenue
 Child Support Program
 Largo Service Center (2 of 3)
 Current as of July 1, 2016



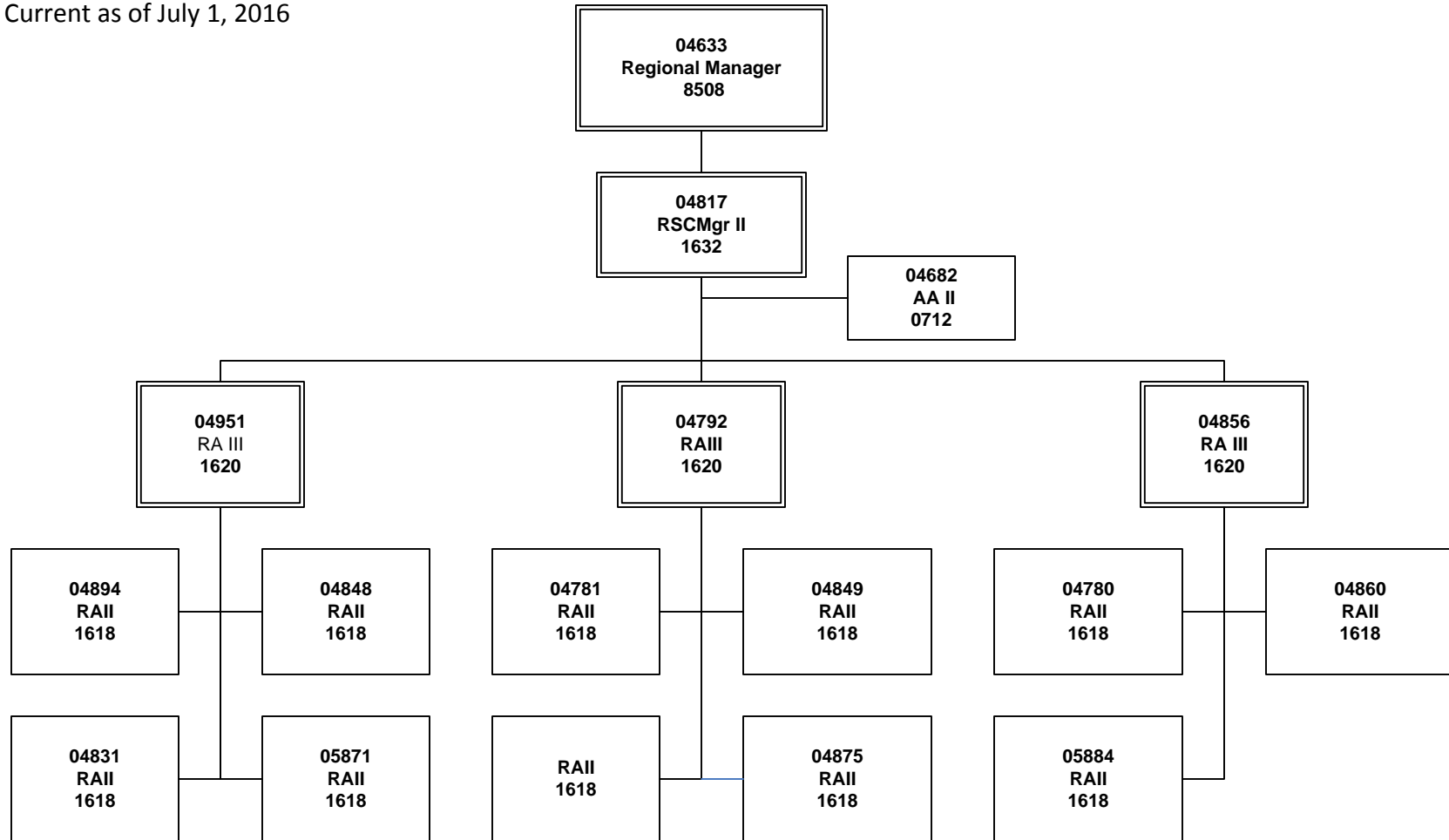
Department of Revenue
 Child Support Program
 Largo Service Center (3 of 3)
 Current as of July 1, 2016



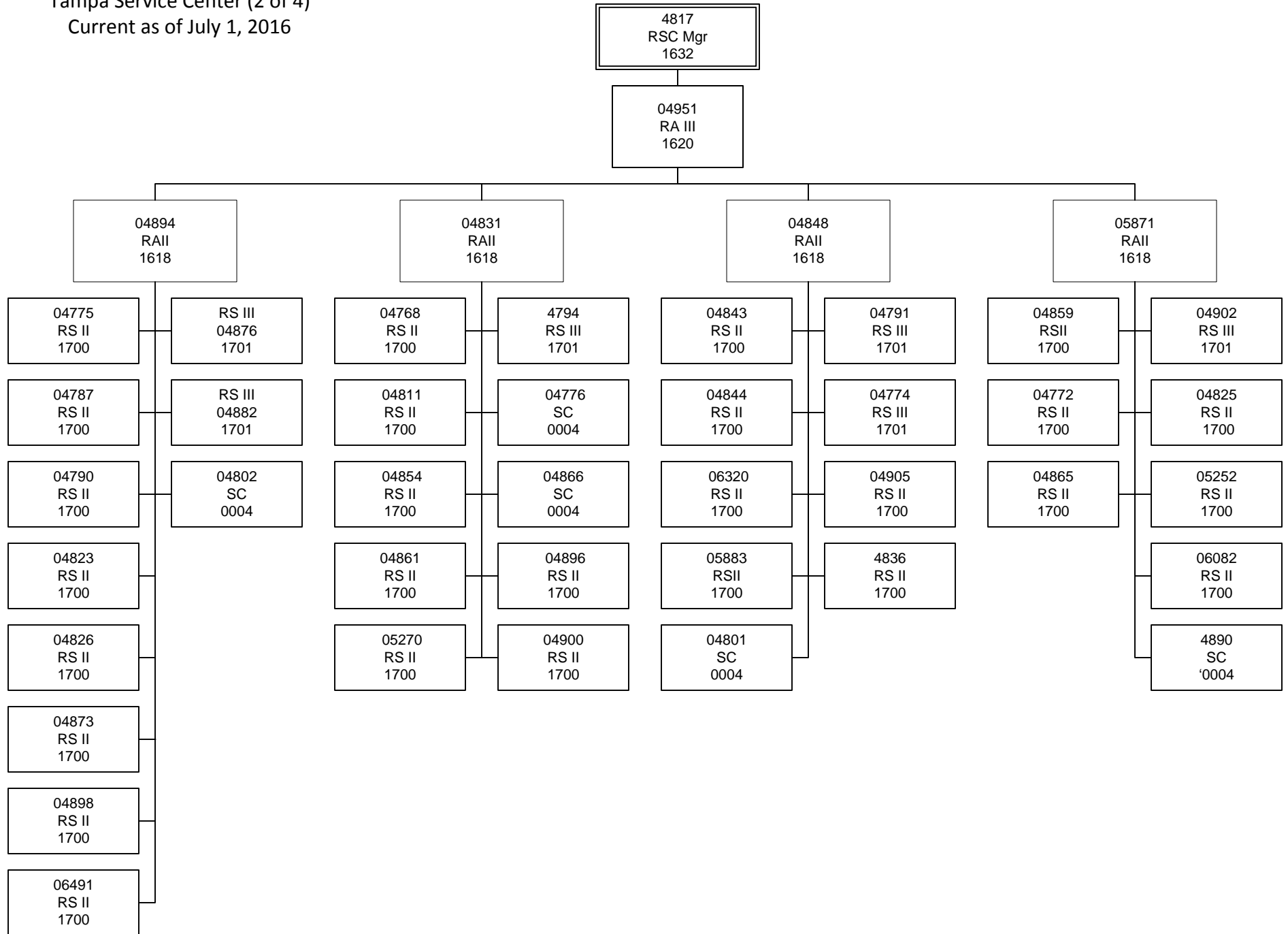
Department of Revenue
 Child Support Program
 Sarasota Service Site
 Current as of July 1, 2016



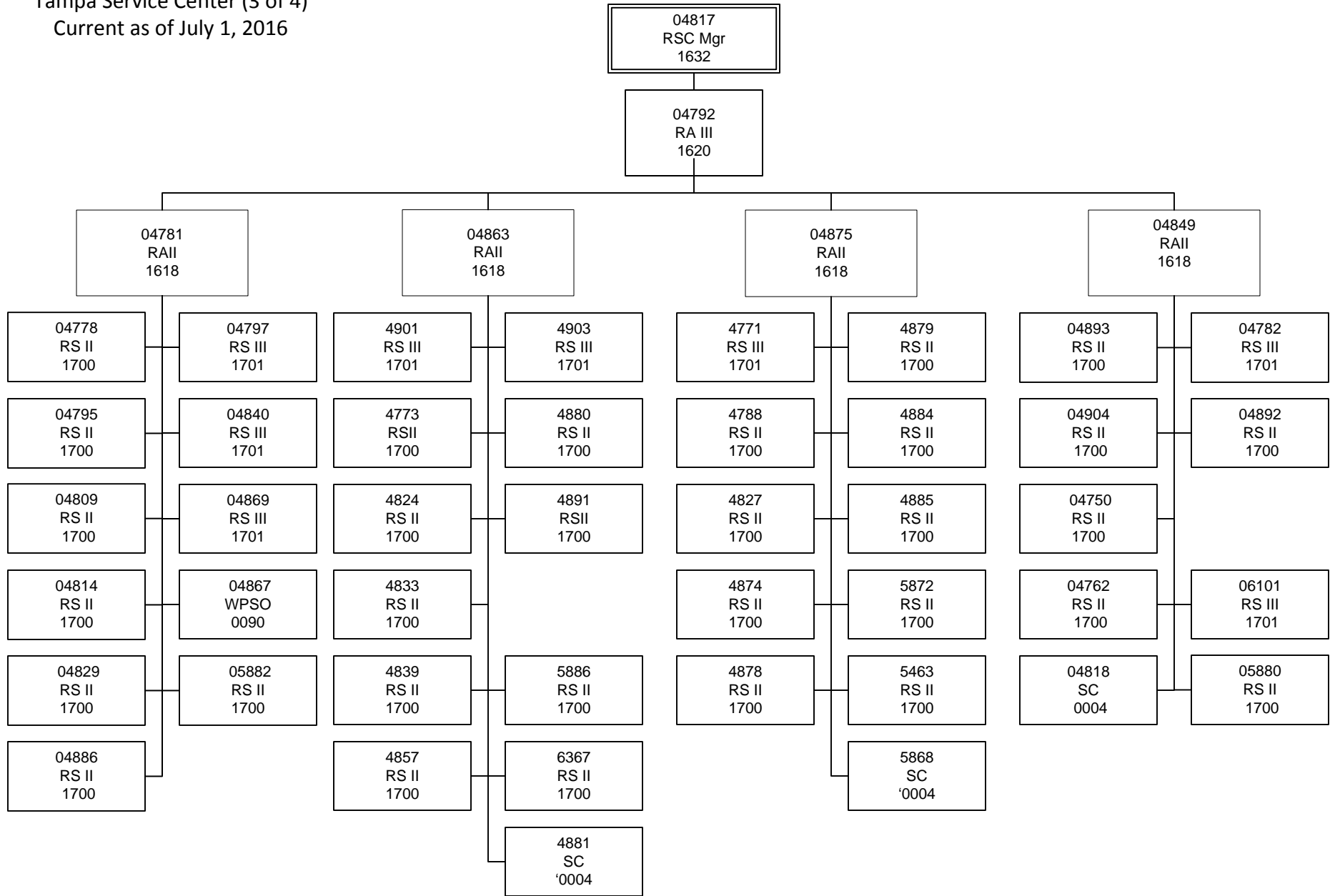
Department of Revenue
Child Support Program
Tampa Service Center (1 of 4)
Current as of July 1, 2016



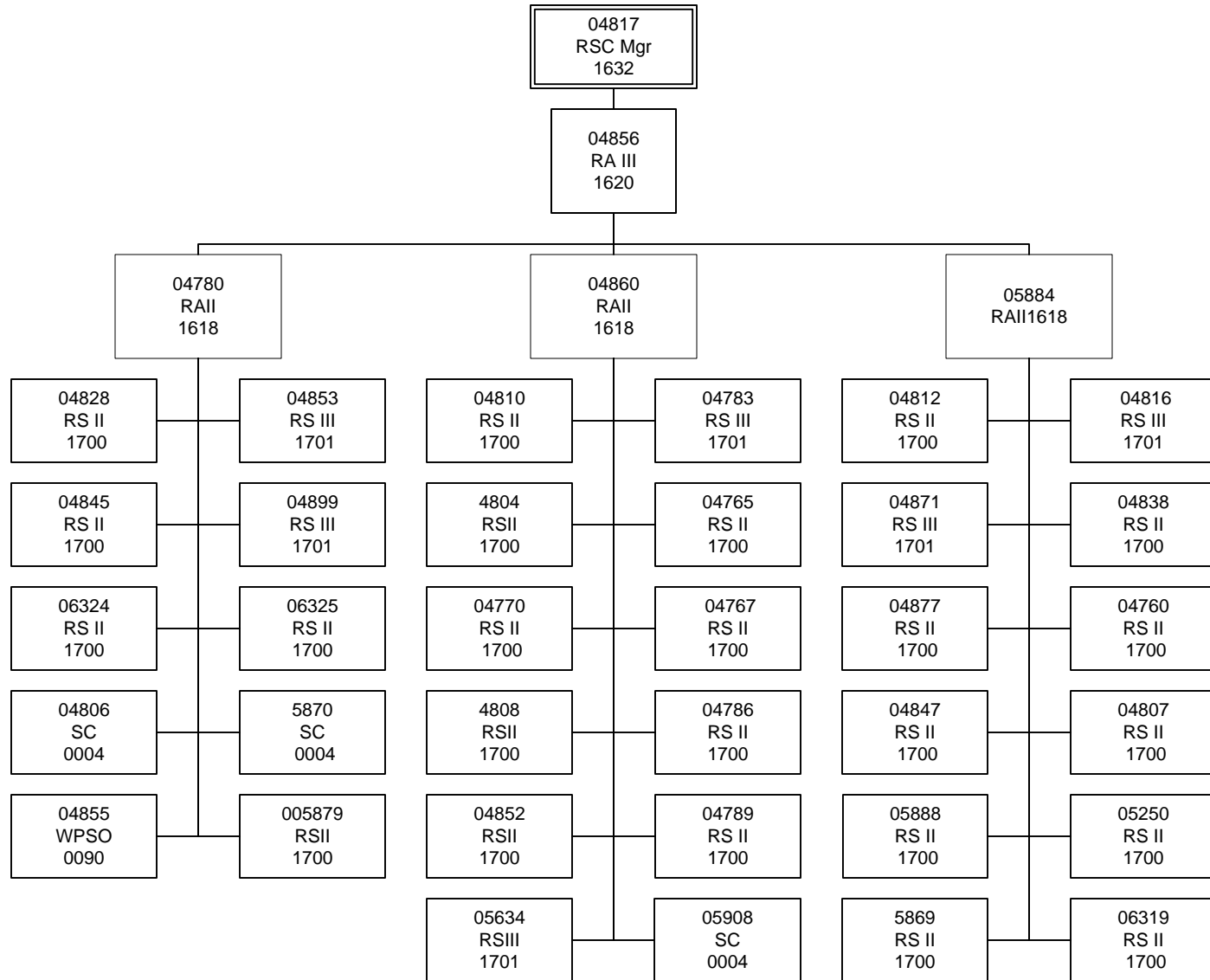
Department of Revenue
 Child Support Program
 Tampa Service Center (2 of 4)
 Current as of July 1, 2016



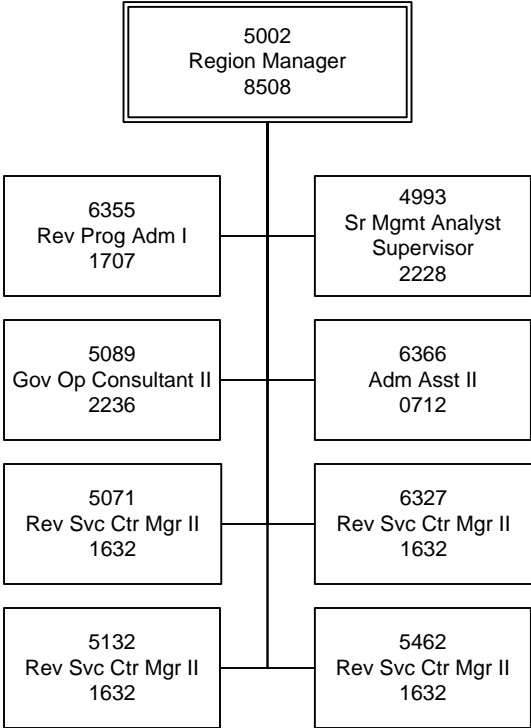
Department of Revenue
 Child Support Program
 Tampa Service Center (3 of 4)
 Current as of July 1, 2016



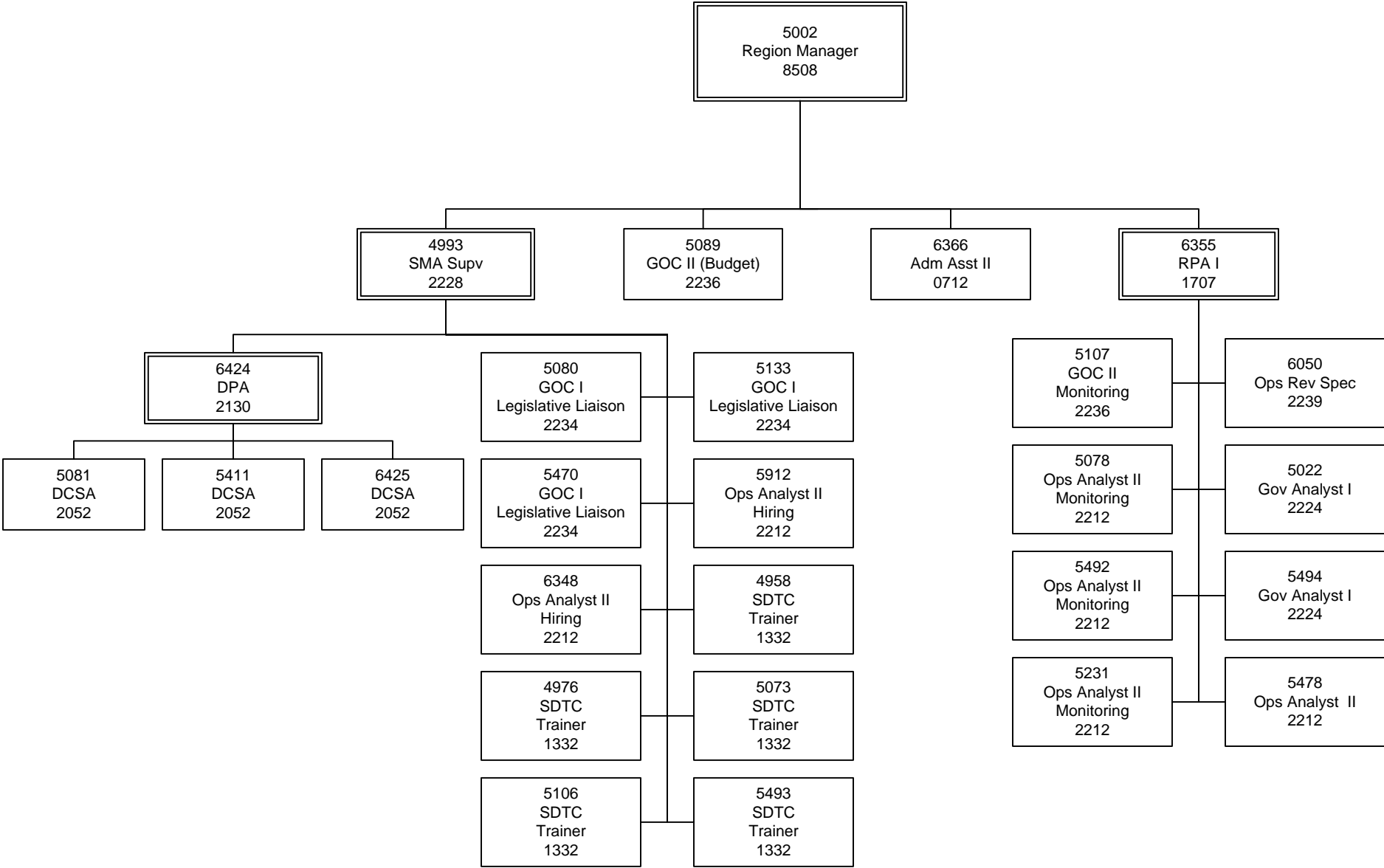
Department of Revenue
 Child Support Program
 Tampa Service Center (4 of 4)
 Current as of July 1, 2016



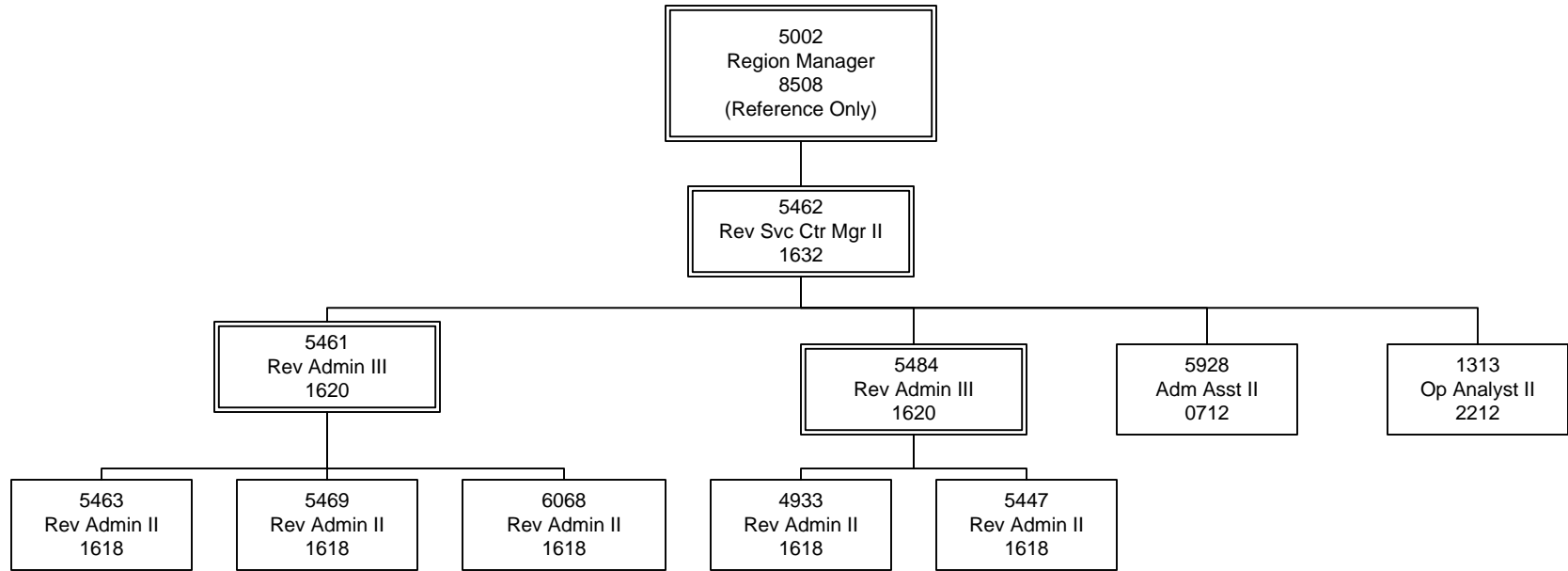
Department of Revenue
Child Support Program
Region 4 – Administration (1 of 2)
Current as of July 1, 2016



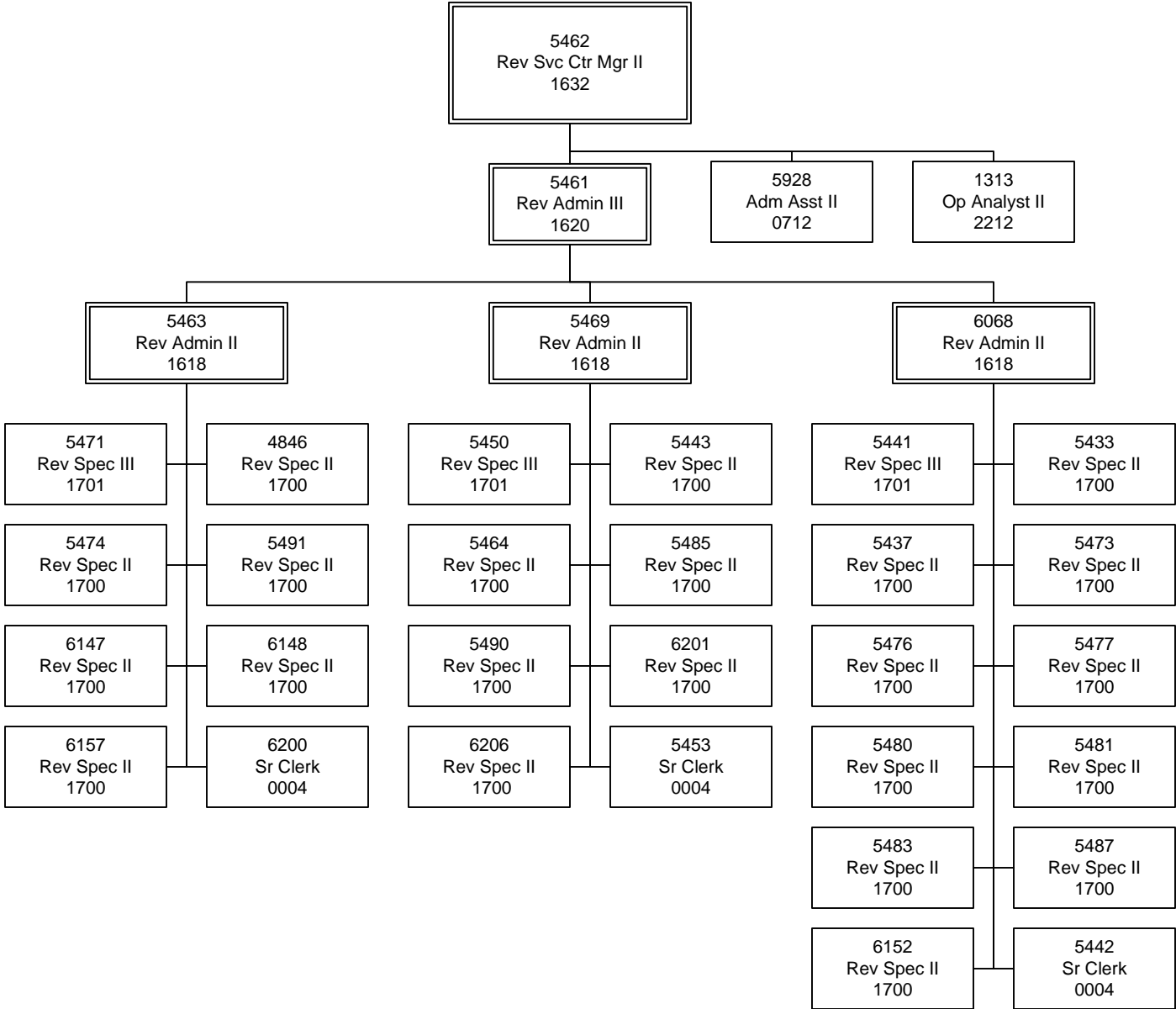
Department of Revenue
 Child Support Program
 Region 4 – Administration (2 of 2)
 Current as of July 1, 2016



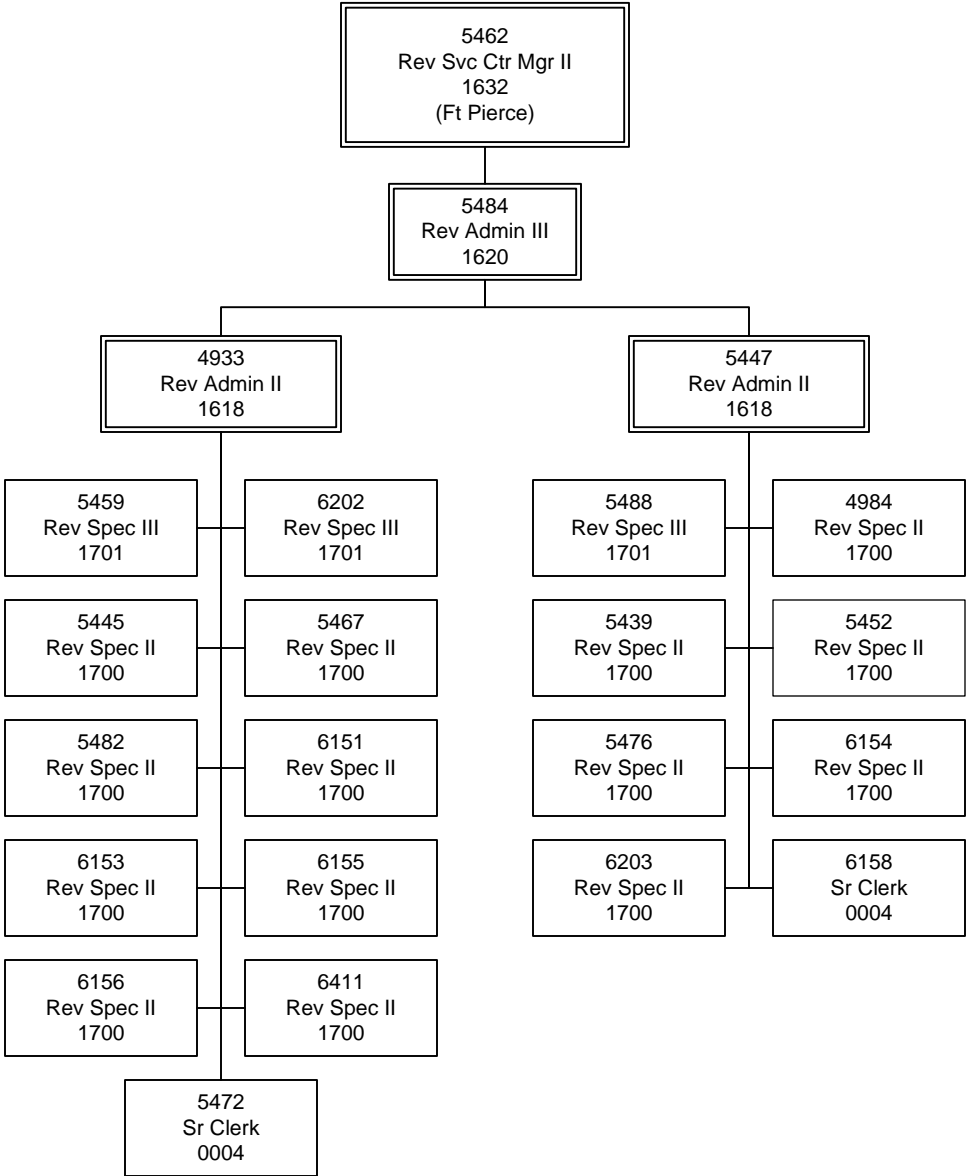
Department of Revenue
Child Support Program
Fort Pierce Service Center – Management
Current as of July 1, 2016



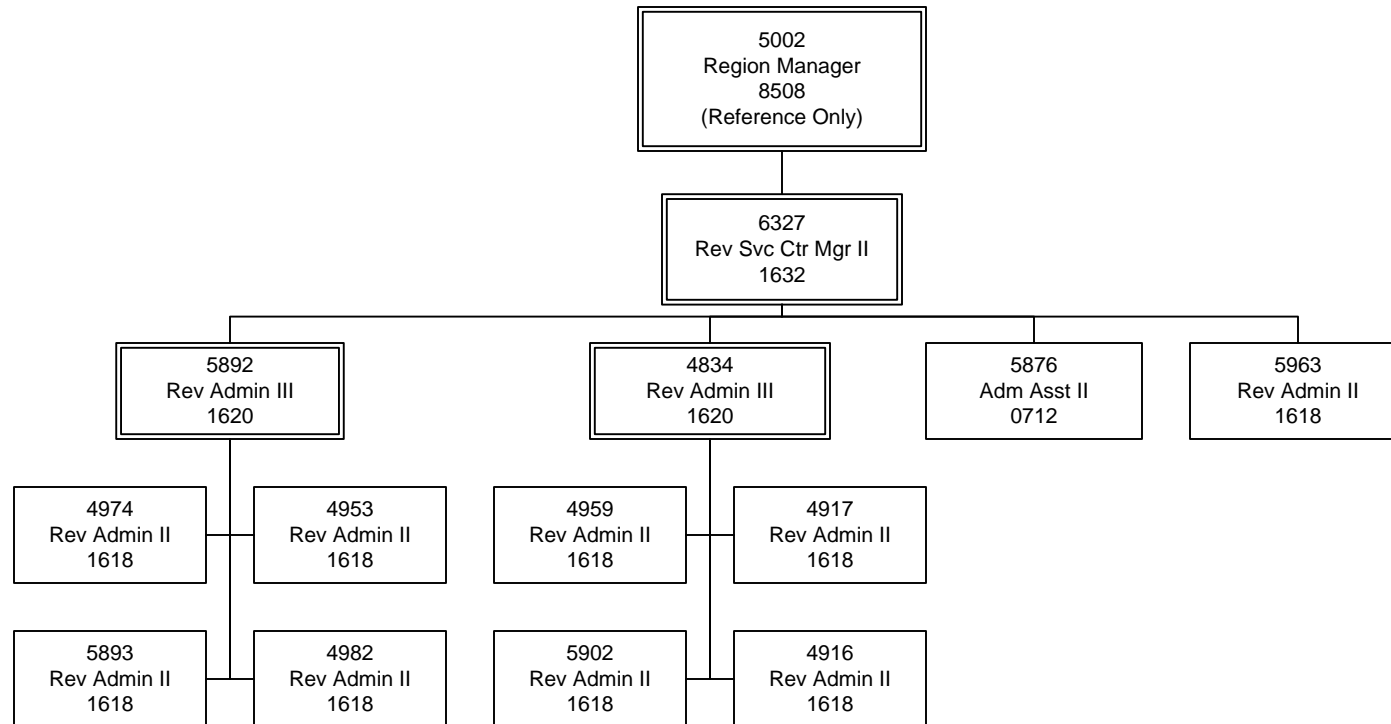
Department of Revenue
 Child Support Program
 Fort Pierce Service Center (1 of 2)
 Current as of July 1, 2016



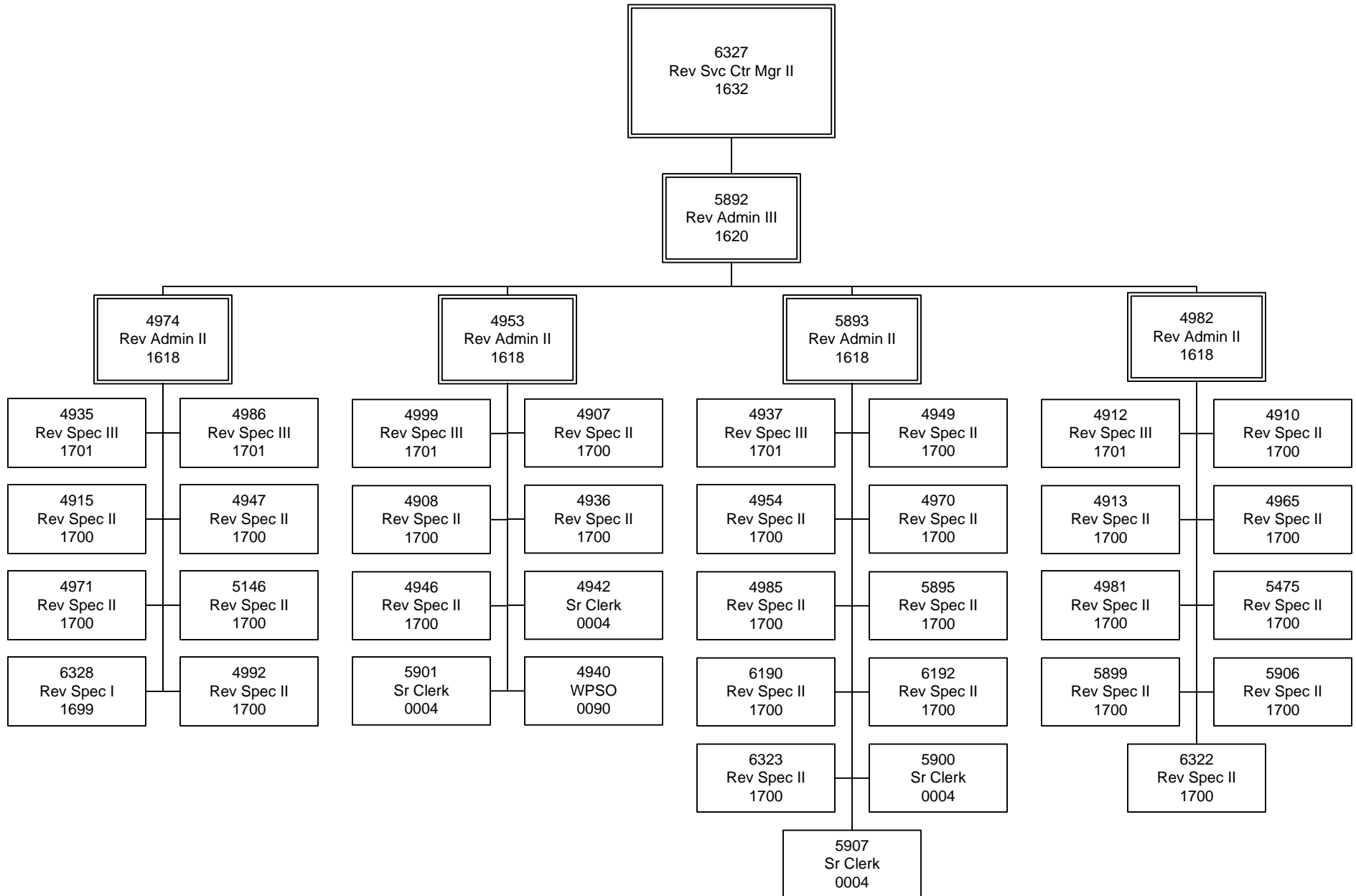
Department of Revenue
 Child Support Program
 Fort Pierce Service Center (2 of 2)
 Current as of July 1, 2016



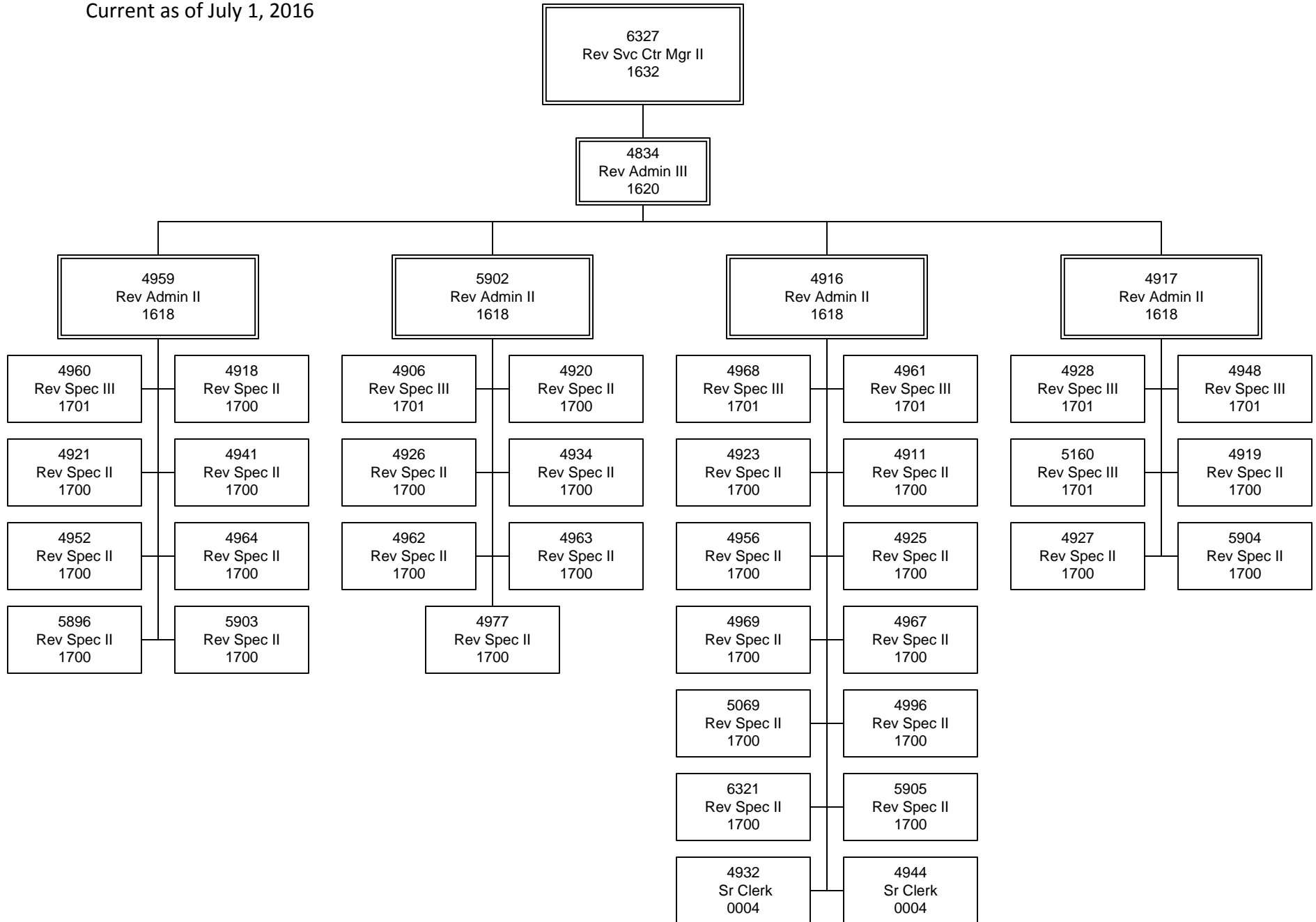
Department of Revenue
Child Support Program
Lakeland/Sebring Service Center – Management
Current as of July 1, 2016

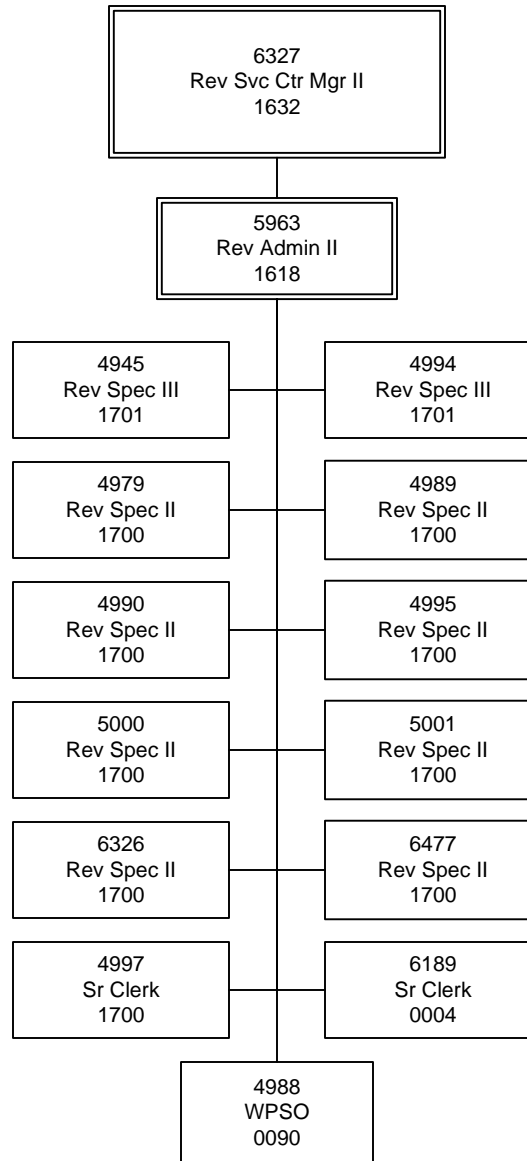


Department of Revenue
 Child Support Program
 Lakeland Service Center (1 of 2)
 Current as of July 1, 2016

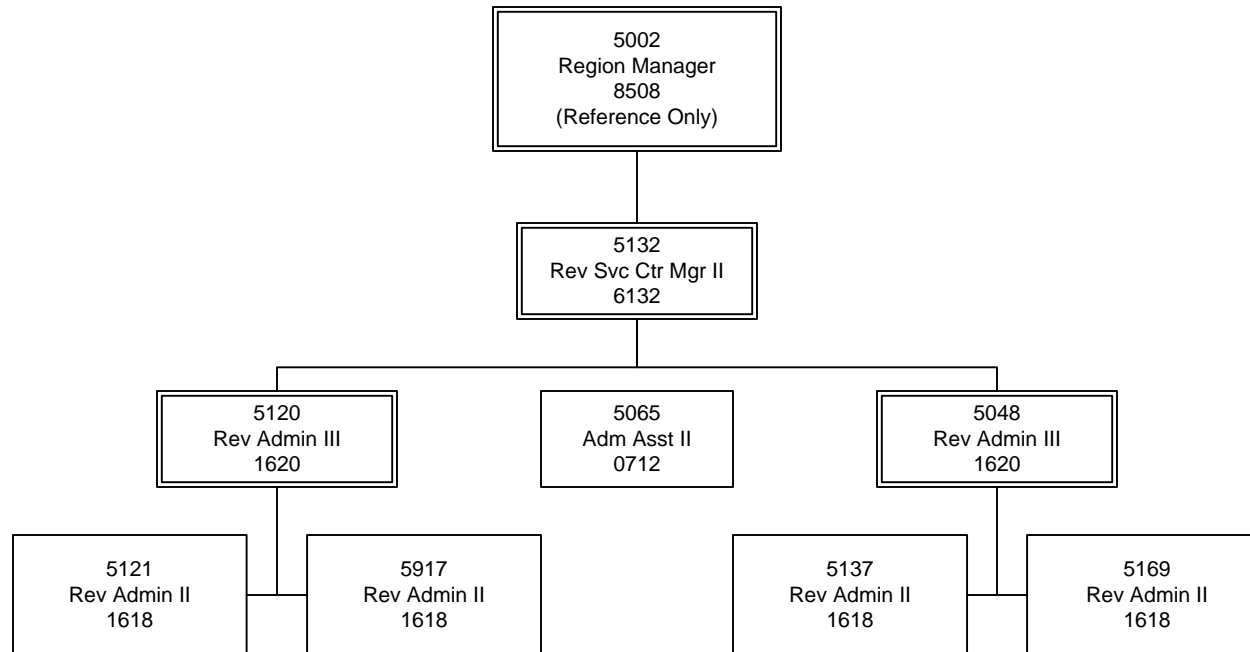


Department of Revenue
 Child Support Program
 Lakeland Service Center (2 of 2)
 Current as of July 1, 2016

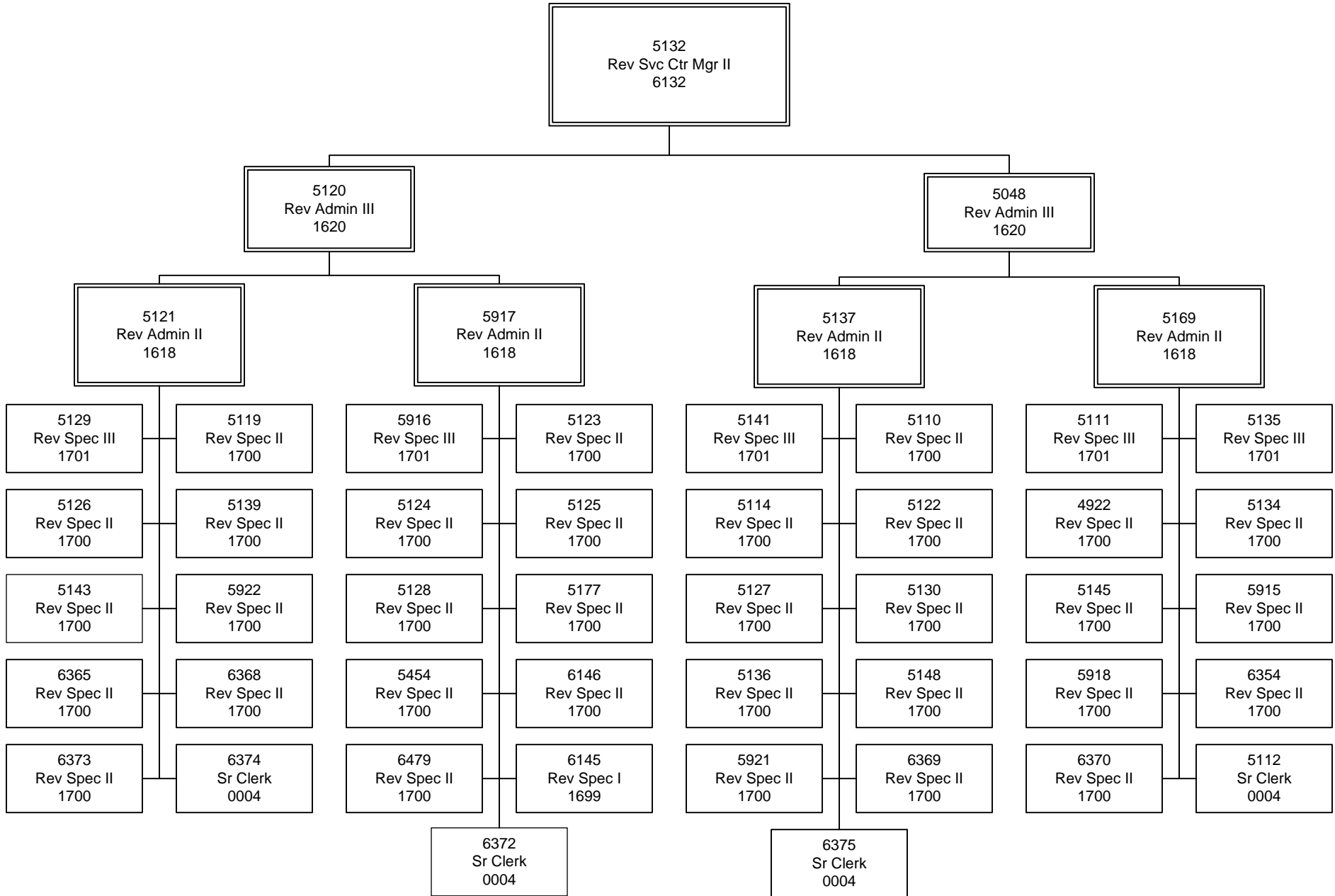




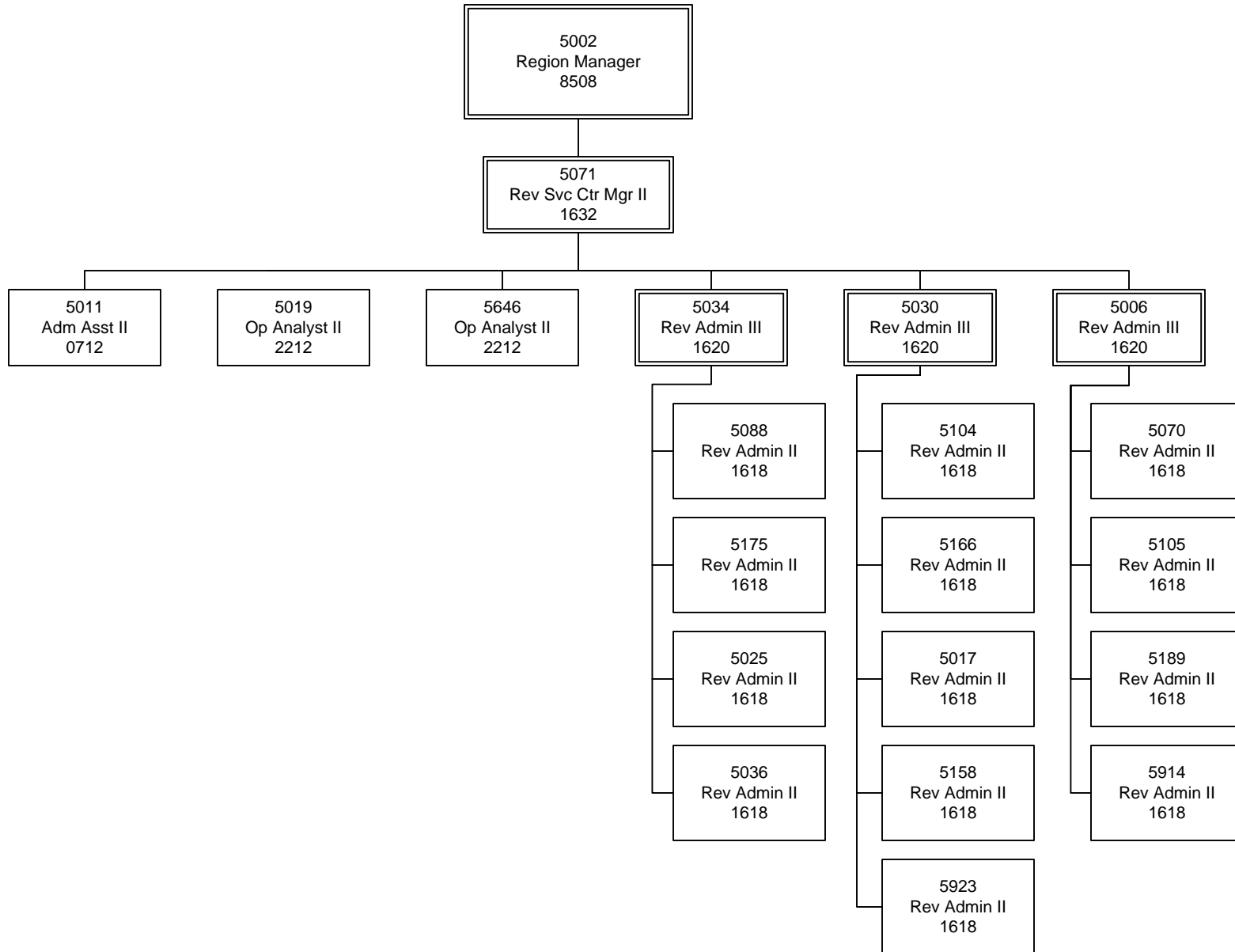
Department of Revenue
Child Support Program
Melbourne Service Center – Management
Current as of July 1, 2016



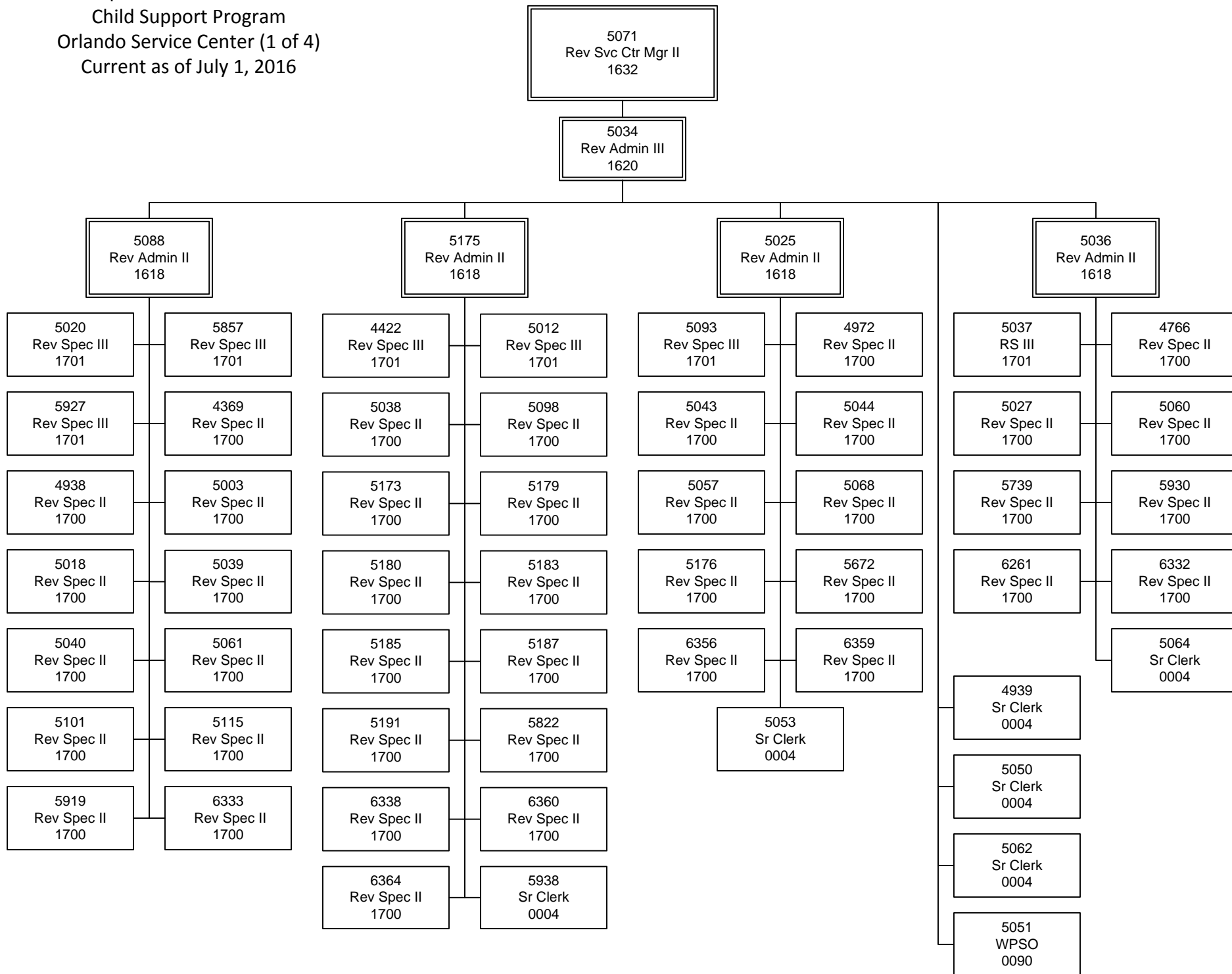
Department of Revenue
 Child Support Program
 Melbourne Service Center
 Current as of July 1, 2016



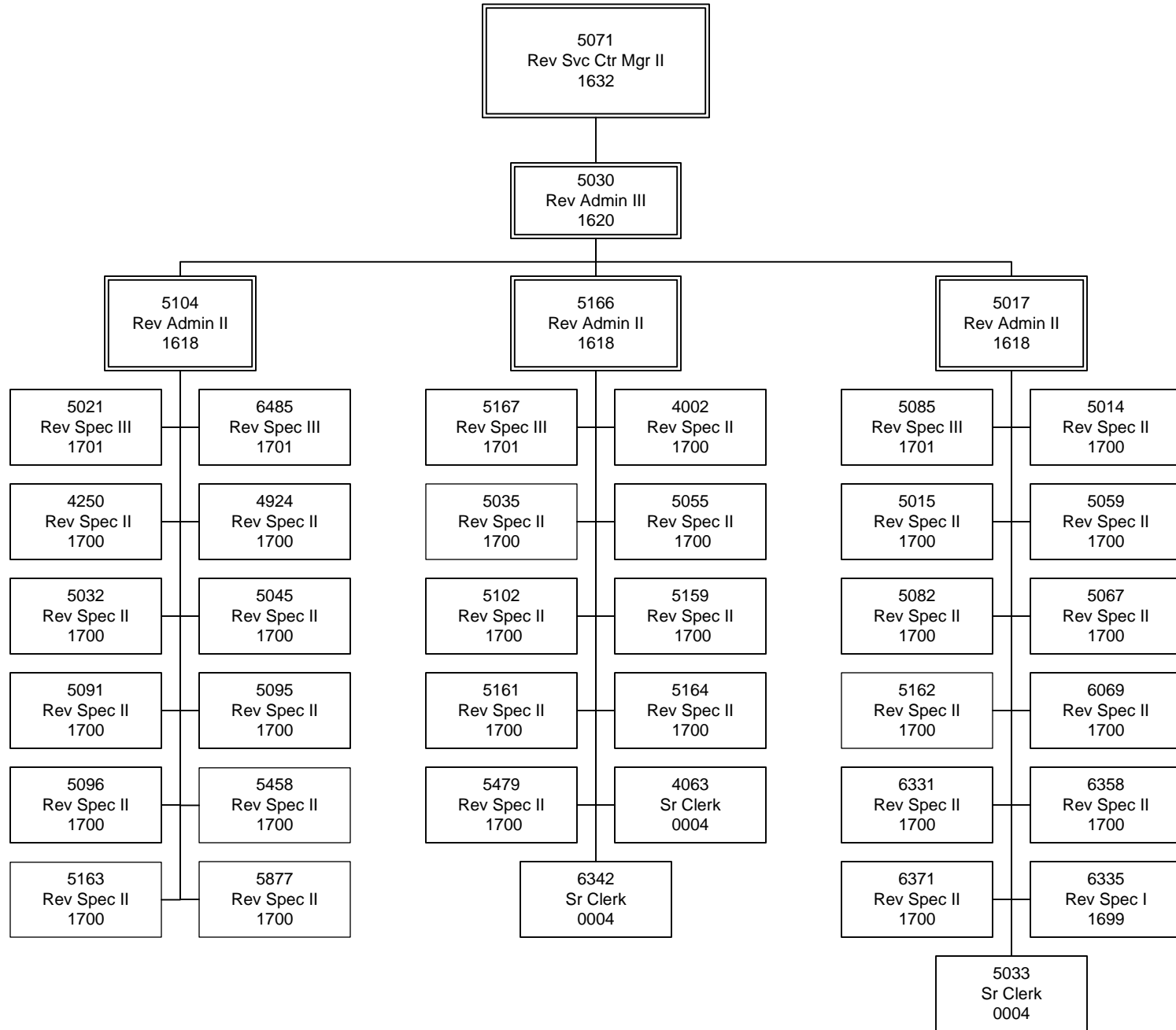
Department of Revenue
Child Support Program
Orlando Service Center – Management
Current as of July 1, 2016

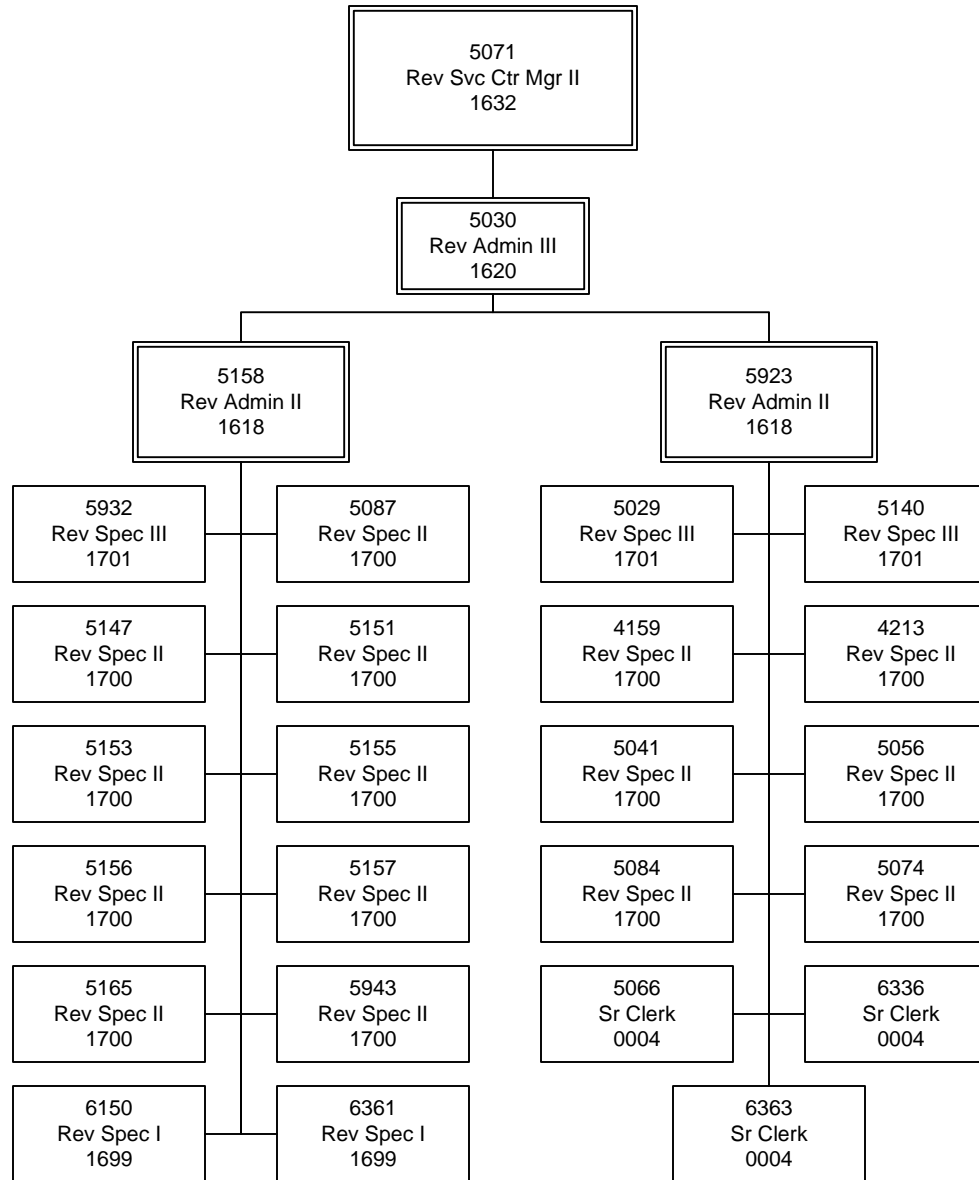


Department of Revenue
 Child Support Program
 Orlando Service Center (1 of 4)
 Current as of July 1, 2016

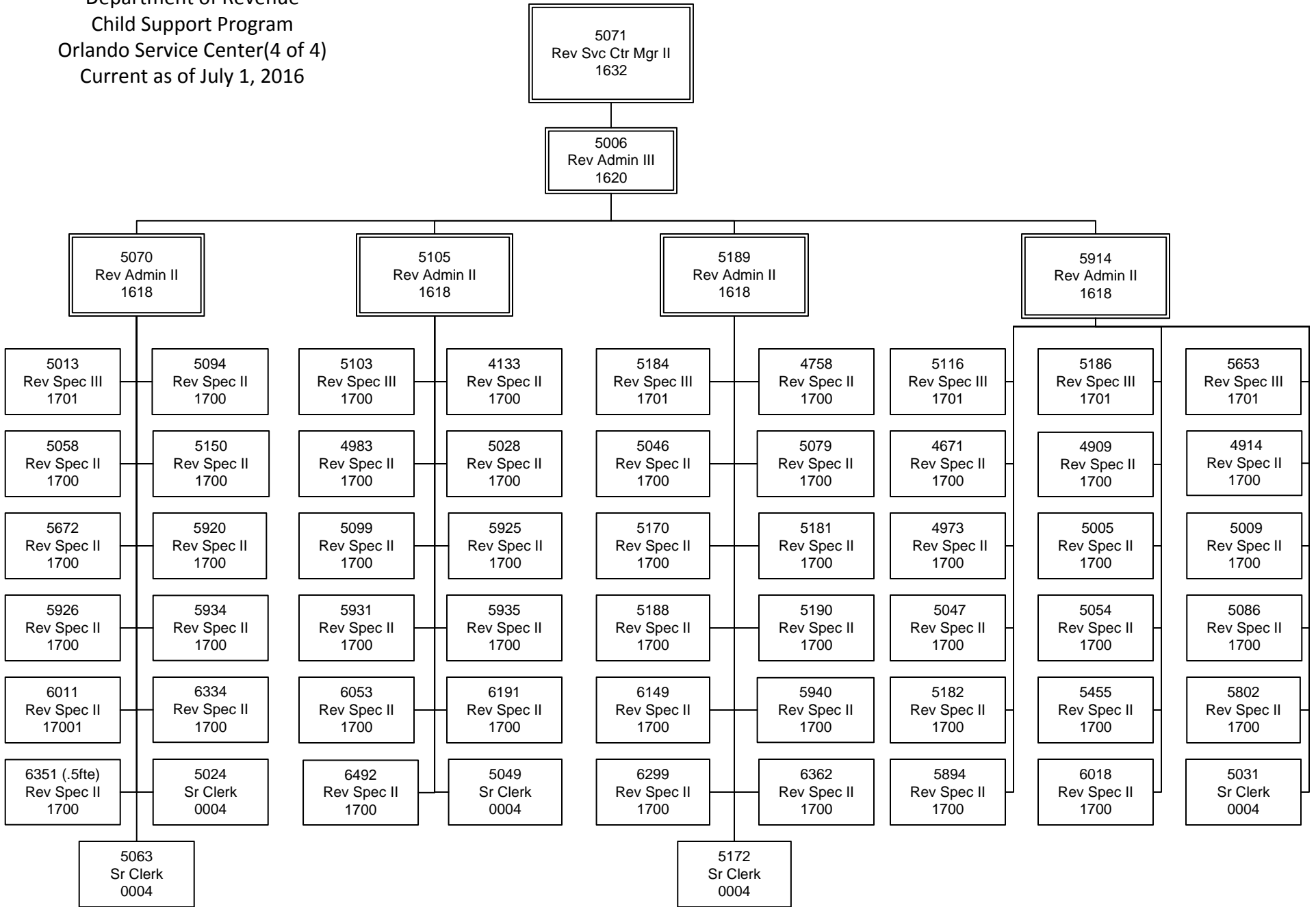


Department of Revenue
 Child Support Program
 Orlando Service Center (2 of 4)
 Current as of July 1, 2016

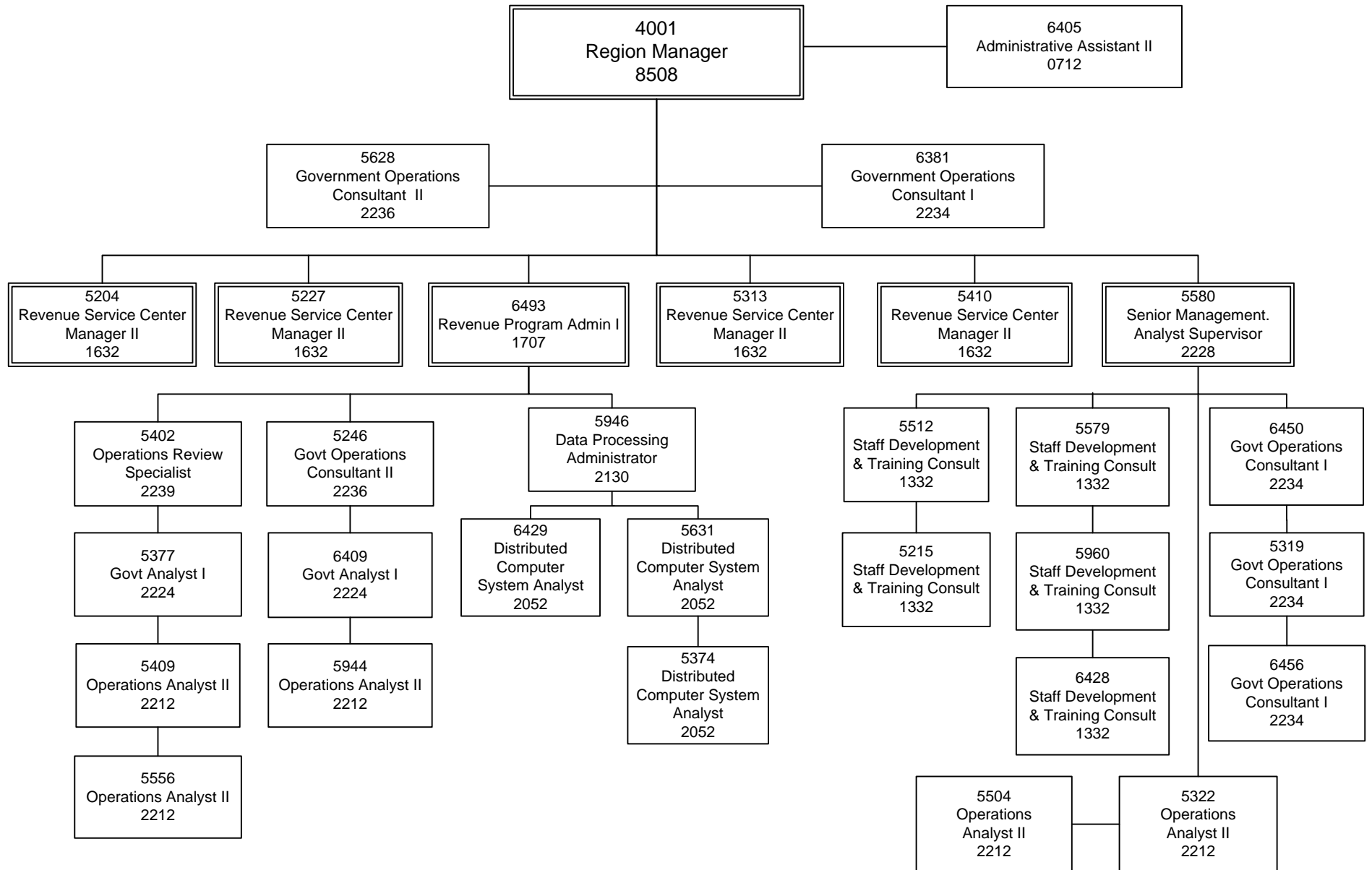




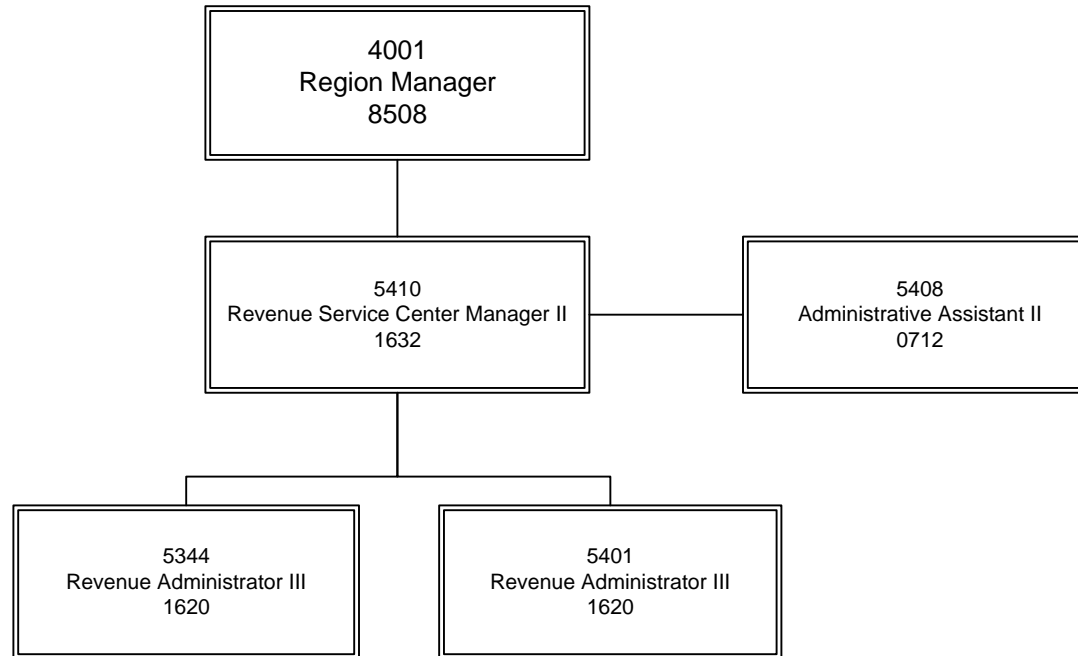
Department of Revenue
 Child Support Program
 Orlando Service Center(4 of 4)
 Current as of July 1, 2016



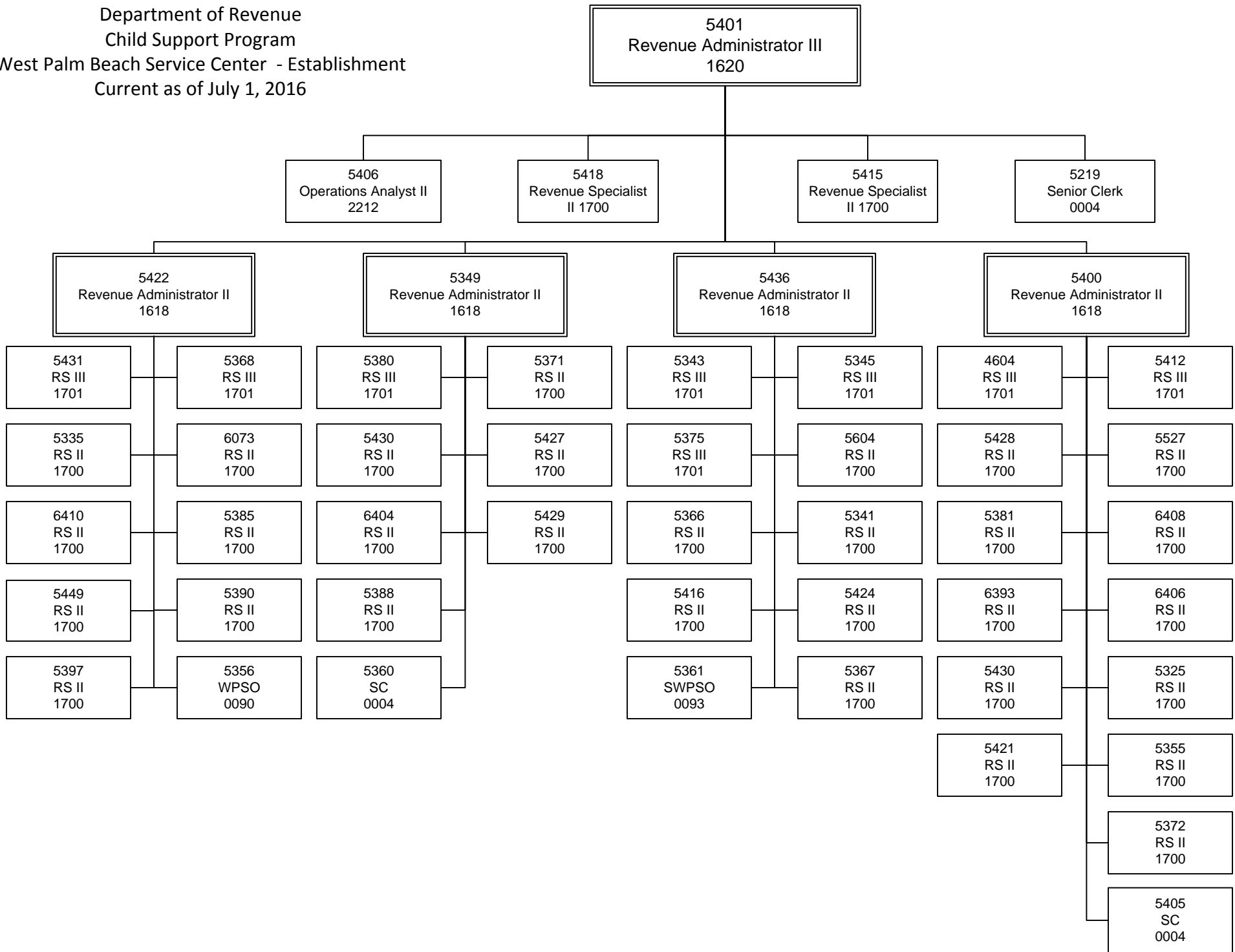
Department of Revenue
 Child Support Program
 Region 5 - Administration
 Current as of July 1, 2016



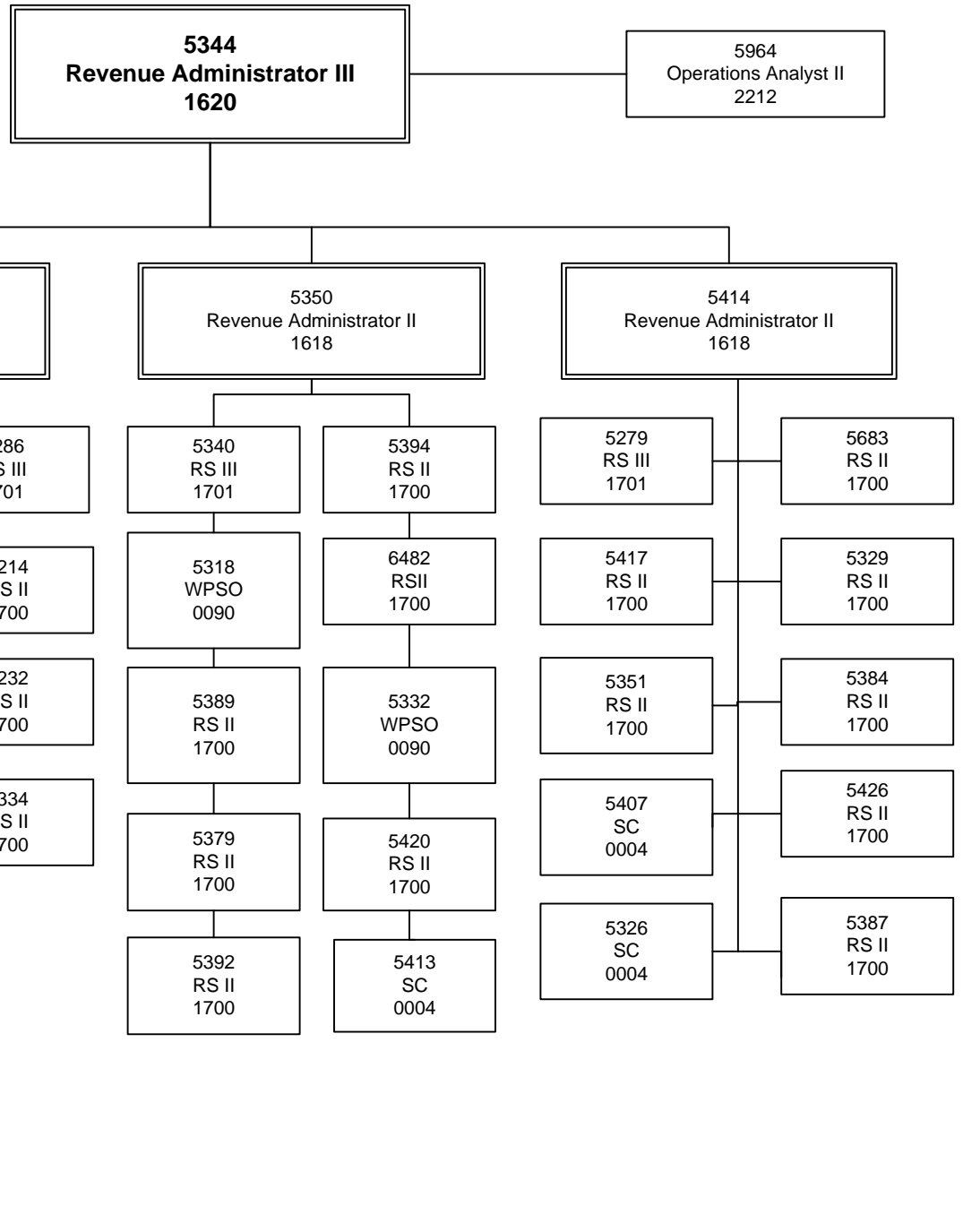
Department of Revenue
Child Support Program
West Palm Beach Service Center - Administration
Current as of July 1, 2016



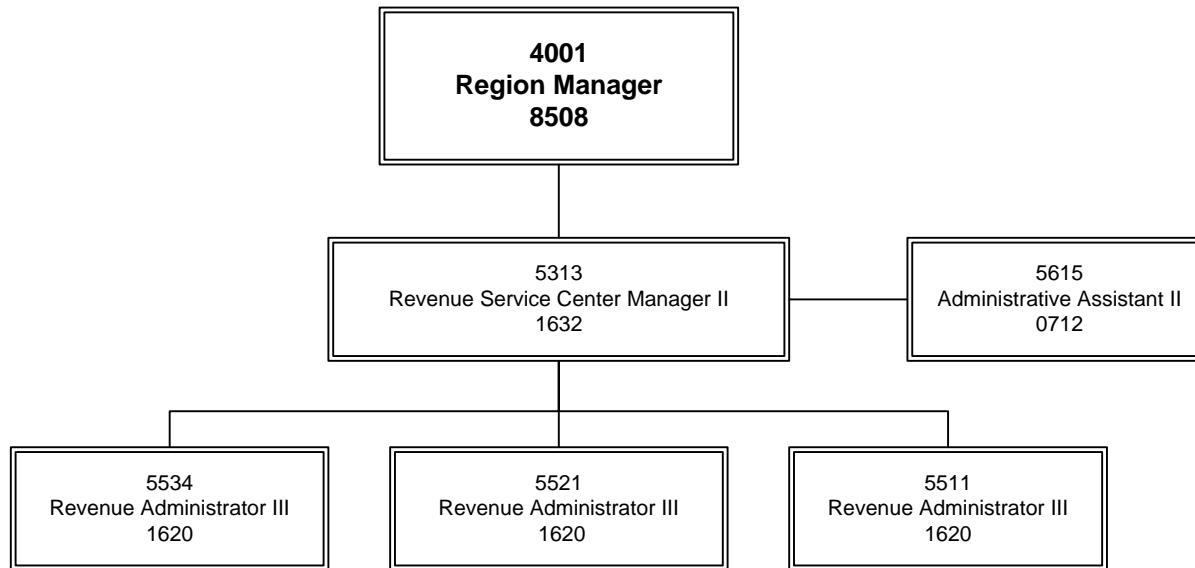
Department of Revenue
 Child Support Program
 West Palm Beach Service Center - Establishment
 Current as of July 1, 2016



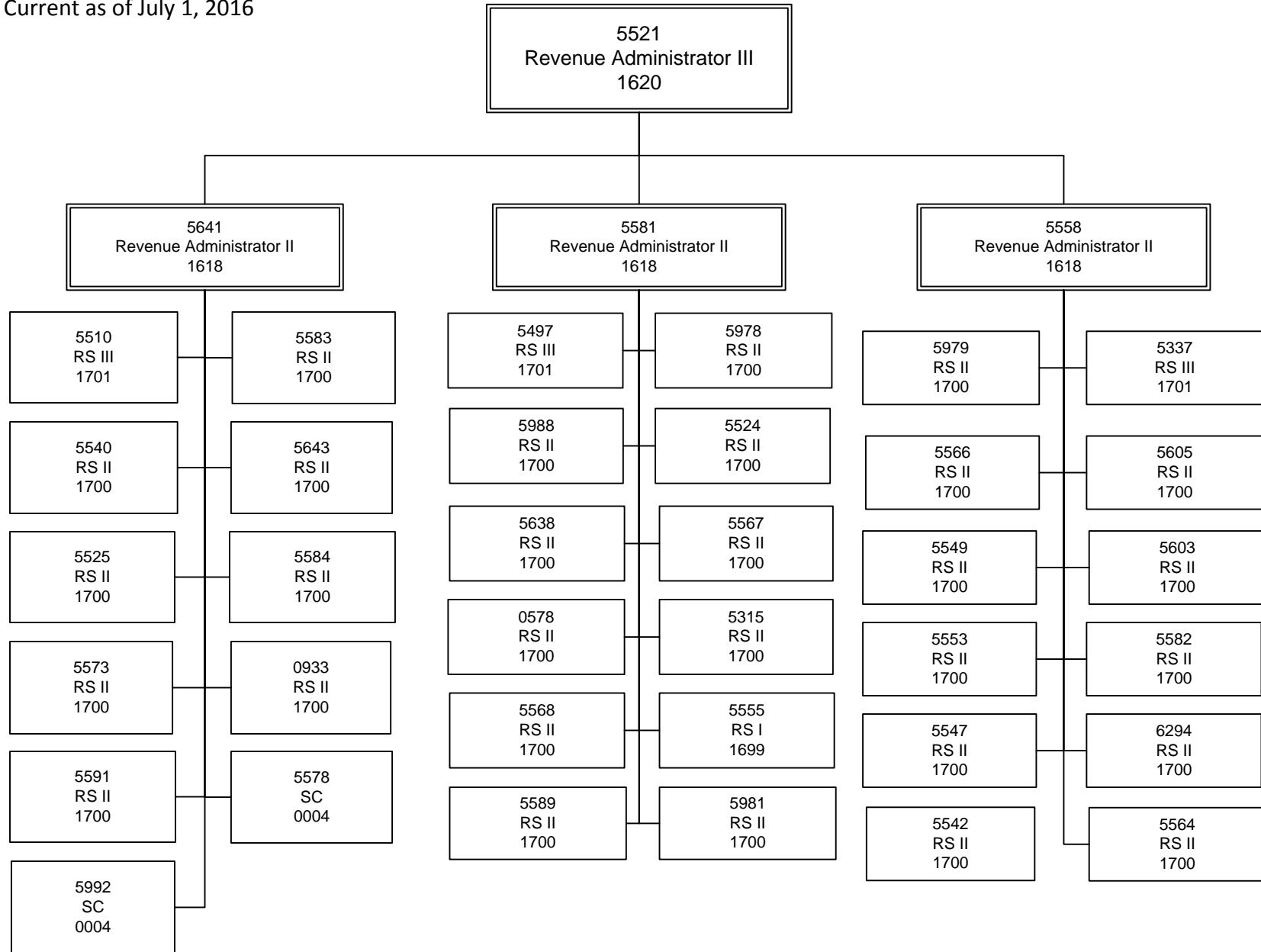
Department of Revenue
 Child Support Program
 West Palm Beach Service Center - Compliance
 Current as of July 1, 2016



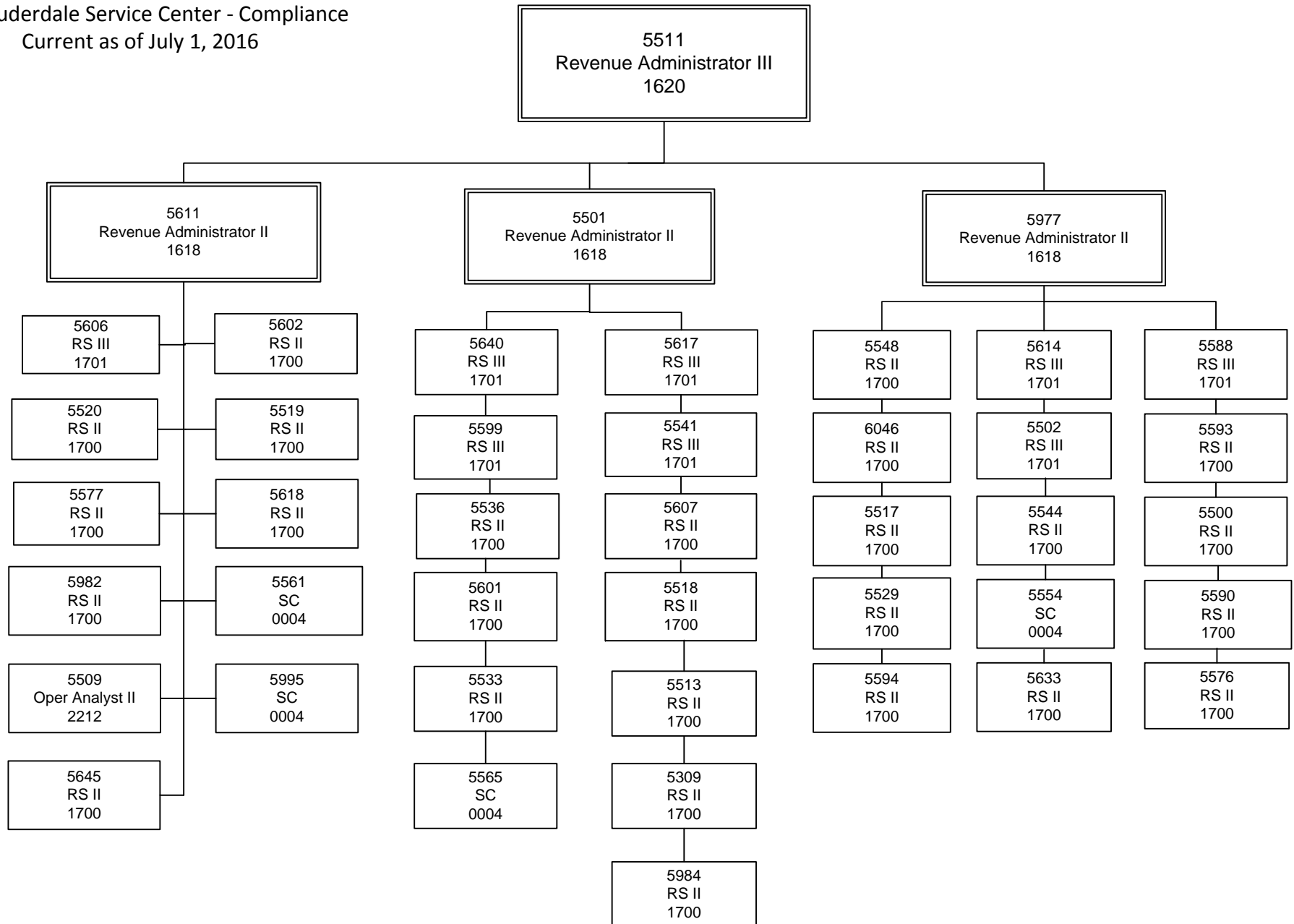
Department of Revenue
Child Support Program
Fort Lauderdale Service Center - Administration
Current as of July 1, 2016



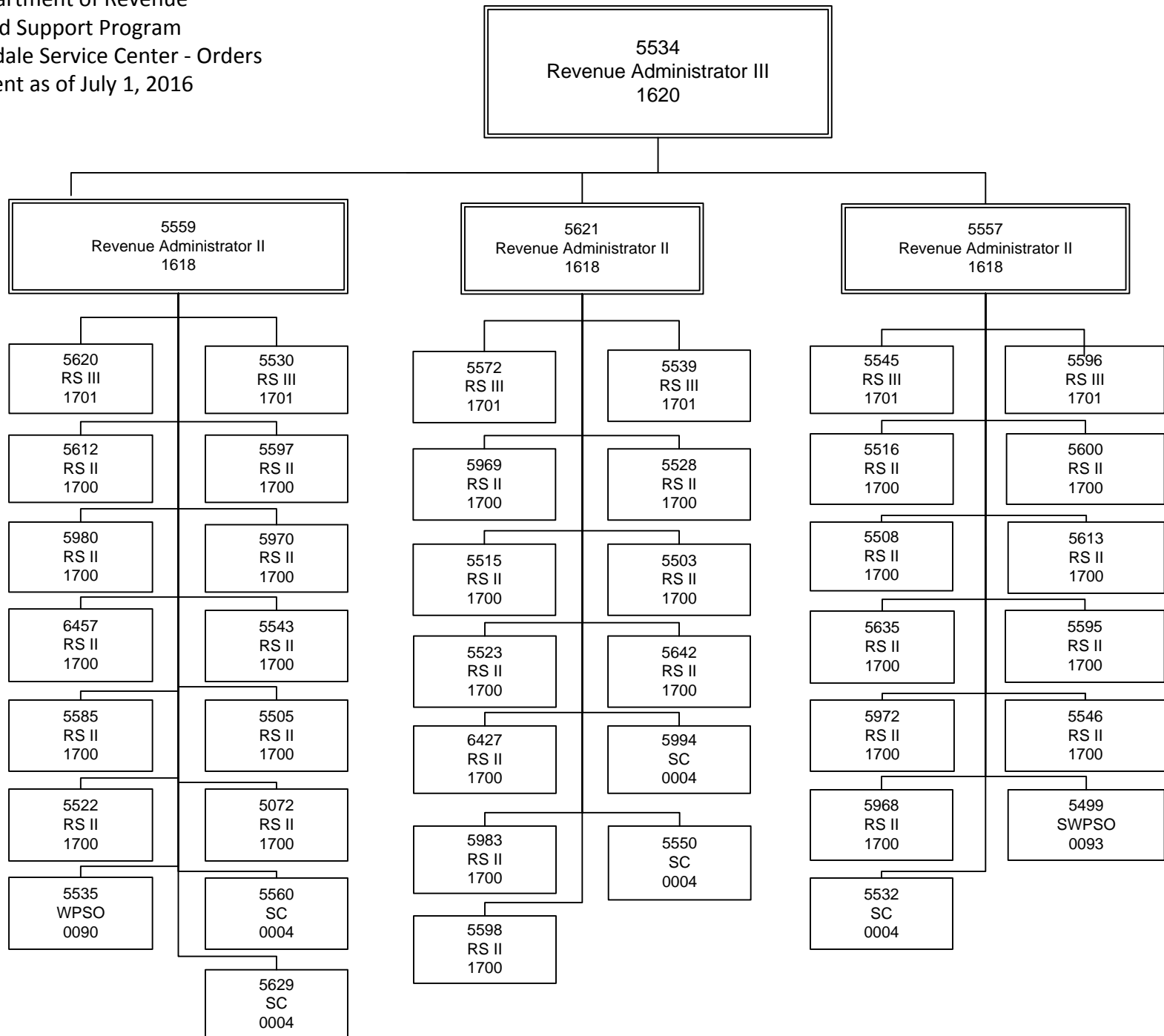
Department of Revenue
 Child Support Program
 Fort Lauderdale Service Center – Customer Service
 Current as of July 1, 2016



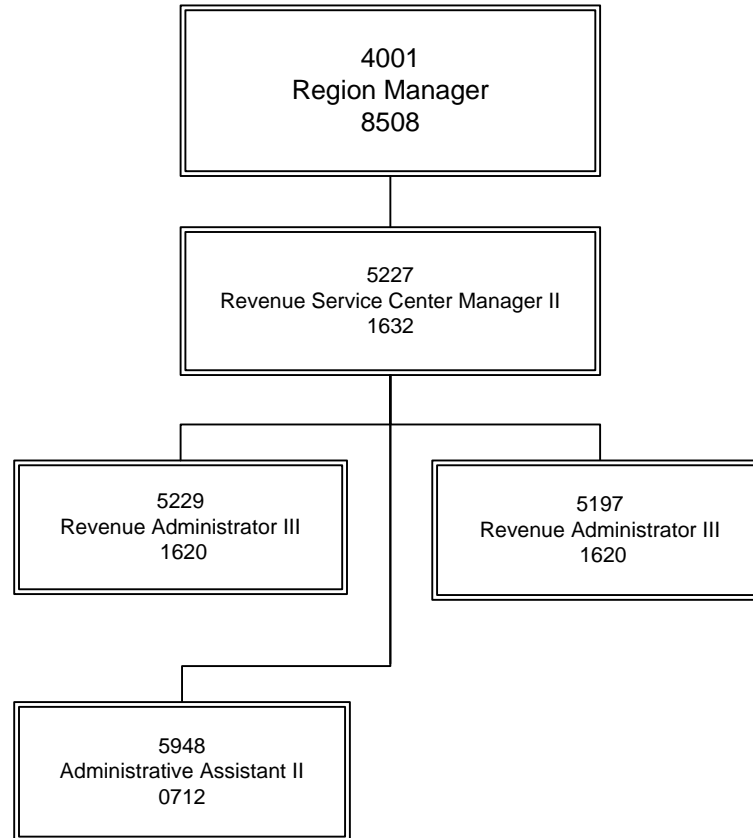
Department of Revenue
 Child Support Program
 Fort Lauderdale Service Center - Compliance
 Current as of July 1, 2016



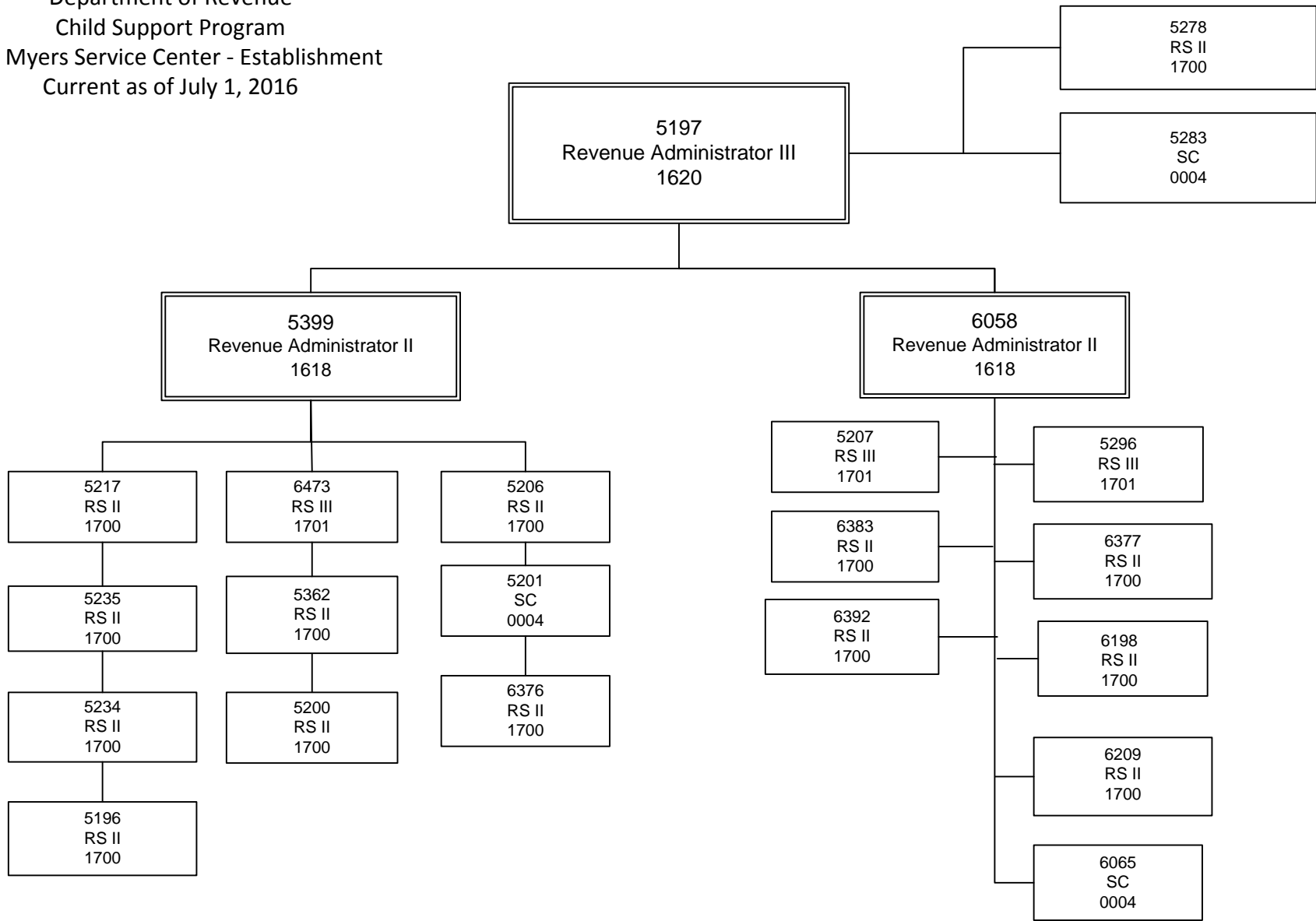
Department of Revenue
 Child Support Program
 Fort Lauderdale Service Center - Orders
 Current as of July 1, 2016



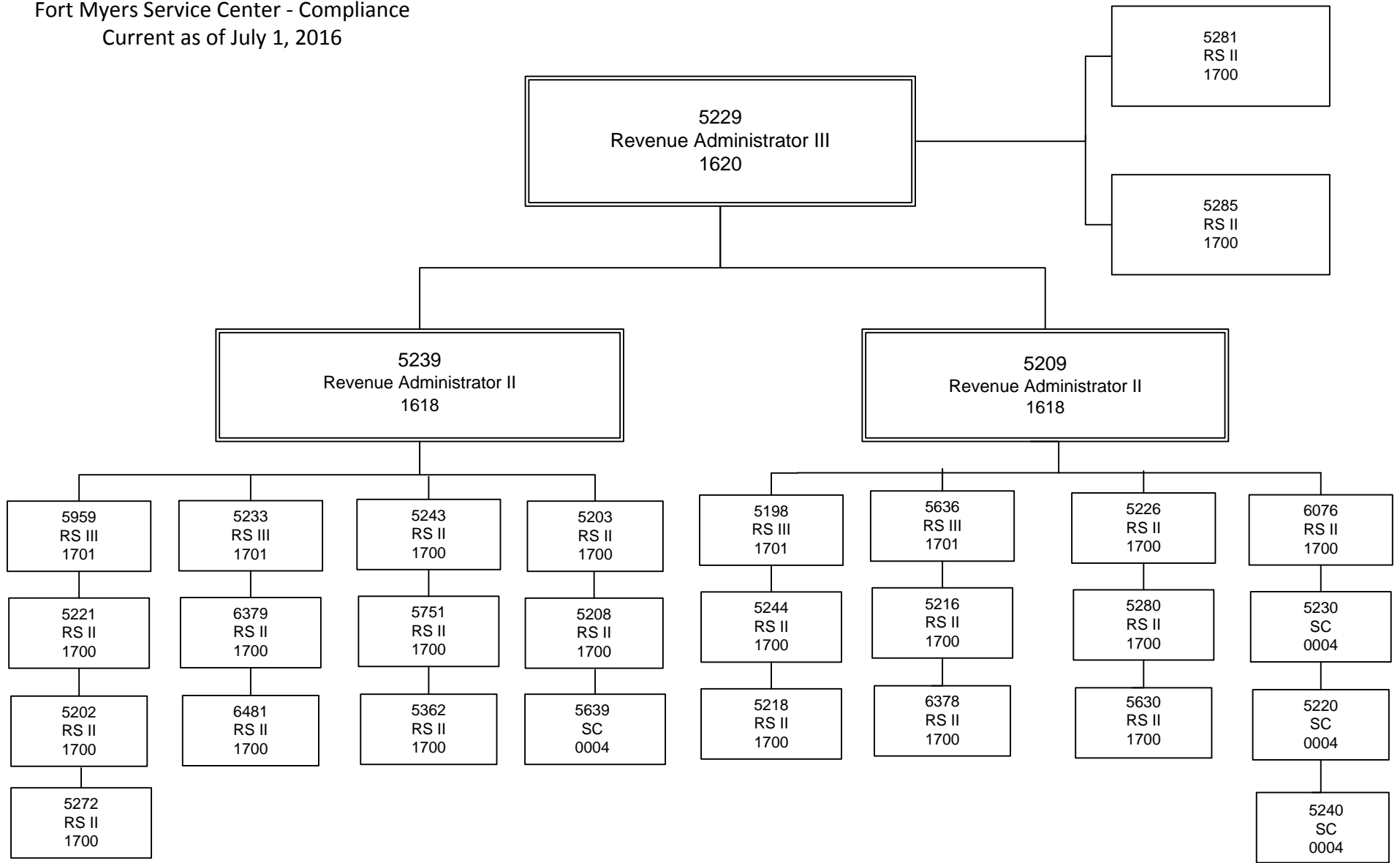
Department of Revenue
Child Support Program
Fort Myers Service Center - Administration
Current as of July 1, 2016



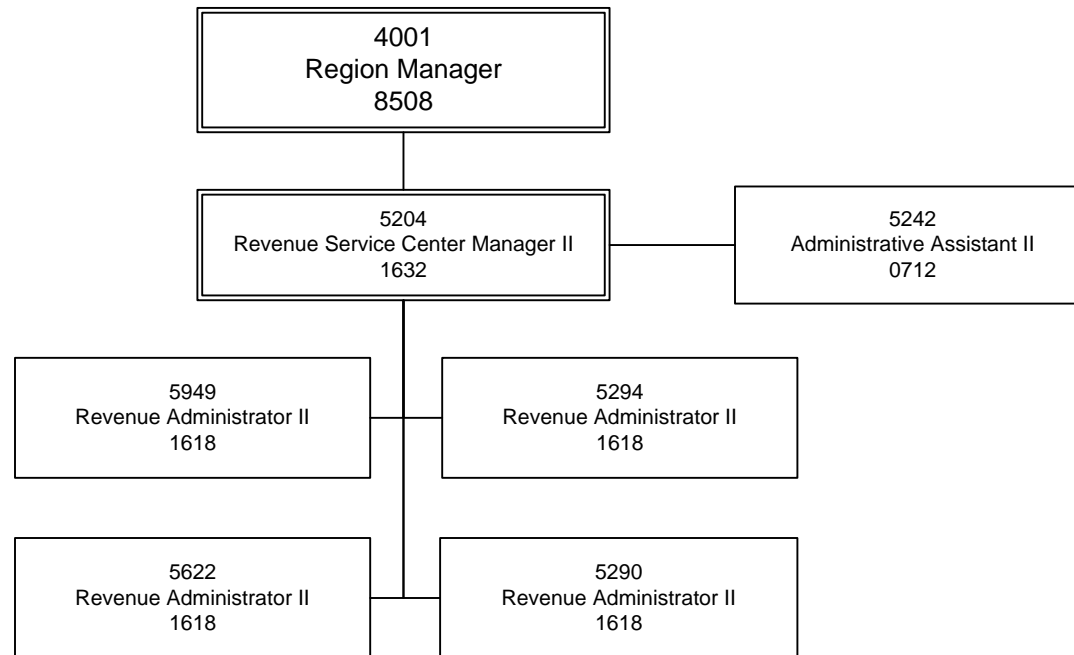
Department of Revenue
 Child Support Program
 Fort Myers Service Center - Establishment
 Current as of July 1, 2016



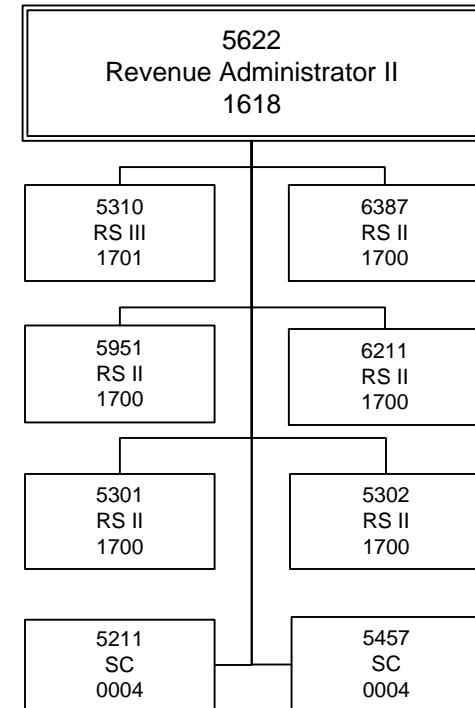
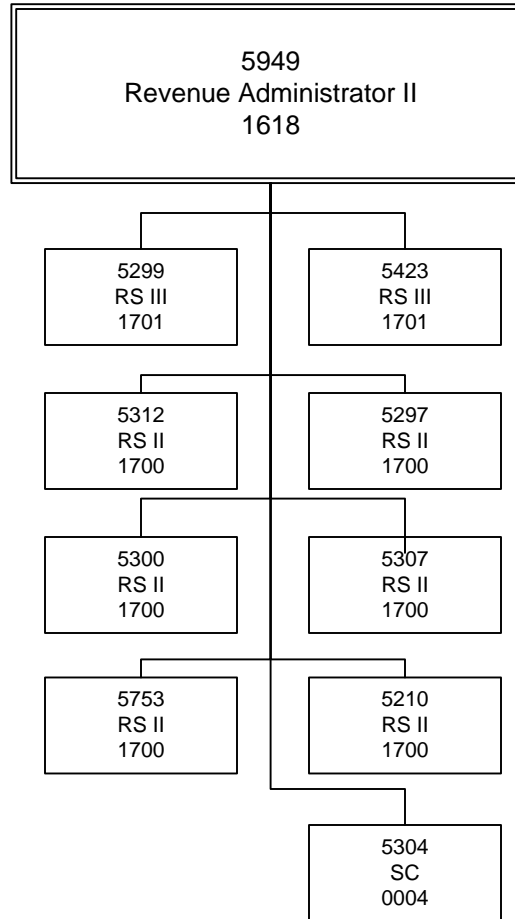
Department of Revenue
 Child Support Program
 Fort Myers Service Center - Compliance
 Current as of July 1, 2016



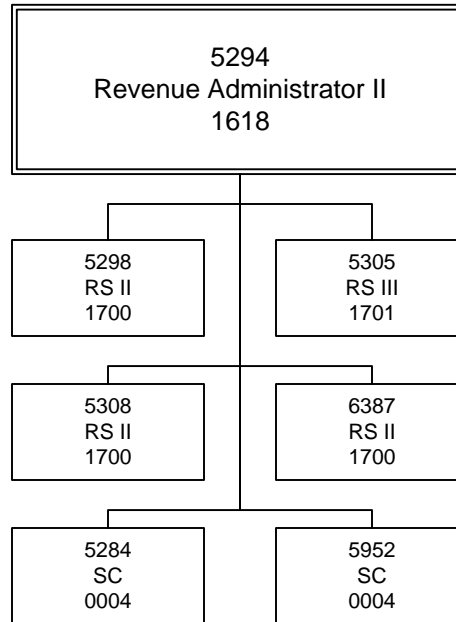
Department of Revenue
Child Support Program
Naples Service Center - Administration
Current as of July 1, 2016



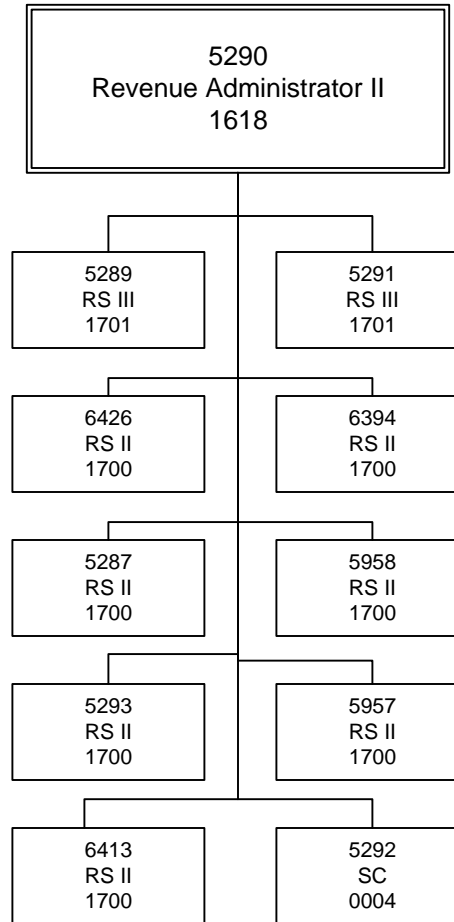
Department of Revenue
Child Support Program
Naples Service Center - Establishment
Current as of July 1, 2016

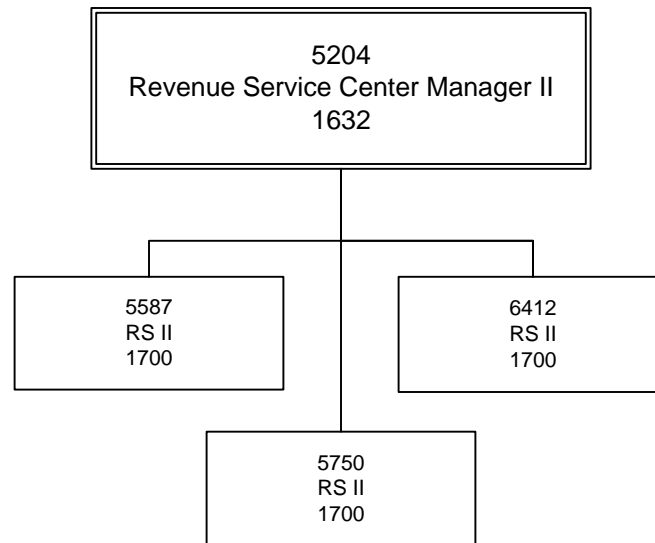


Department of Revenue
Child Support Program
Naples Service Center - Compliance
Current as of July 1, 2016

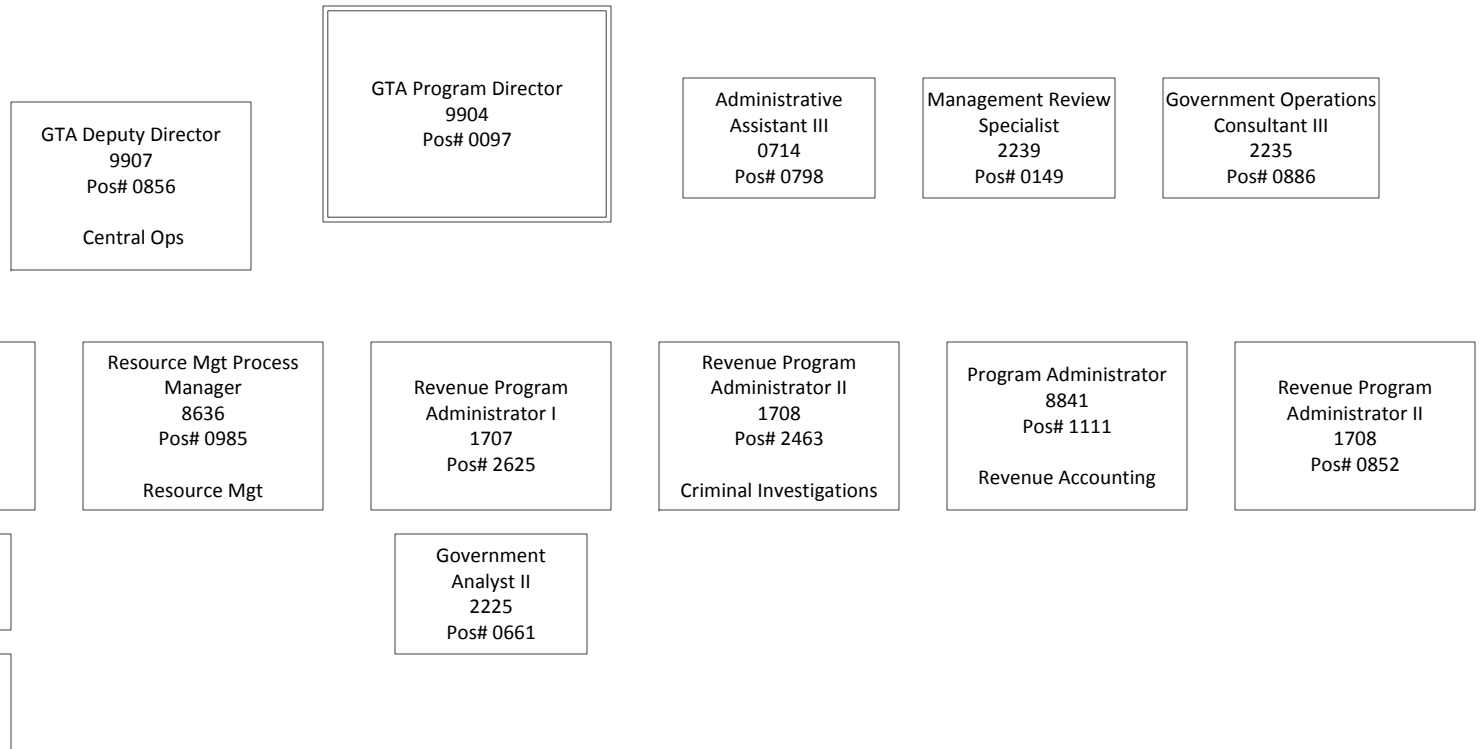


Department of Revenue
Child Support Program
Port Charlotte Service Center
Current as of July 1, 2016





Department of Revenue
General Tax Administration
Director's Office
Current as of July 1, 2016



Department of Revenue
 General Tax Administration
 Business Technology Office
 Current as of July 1, 2016

Intra-Departmental
 Projects Admin
 8575
 Pos# 0376

Administrative
 Assistant II
 0712
 Pos#:
 1949
 2793

Research Economist
 3227
 Pos# 2750

Tech Solutions

Revenue Program
 Administrator I
 1707
 Pos# 0248

Operations & Mgt
 Consultant Mgr
 2238
 Pos# 0706

Government
 Analyst I
 2224

Pos#:
 3343
 6540
 6702
 0409
 3016
 0183
 2036
 6726
 1718
 1737
 6642
 6738

Operations Review
 Specialist
 2239

Pos#:
 0898
 1671
 1979
 2835
 0509
 3122
 2852
 1368
 1890
 2815
 3126
 1355
 6001

Operations Analyst II
 2212

Pos#:
 1143
 2171

Revenue Program
 Administrator I
 1707
 Pos#2044

Revenue Program
 Administrator I
 1707
 Pos# 1263

Revenue Program
 Administrator I
 1707
 Pos# 0117

Sr. Mgt Analyst
 Supervisor
 2228
 Pos# 6499

Revenue Program
 Administrator I
 1707
 Pos# 6573

Revenue Program
 Administrator I
 1707
 Pos# 6559

Revenue Program
 Administrator I
 1707

Revenue Program
 Administrator I
 1707
 Pos#0229

Government
 Analyst II
 2225
 Pos#:
 1162
 0463

Government
 Analyst II
 2225
 Pos#:
 6560
 6597

Government
 Analyst II
 2225
 Pos#:
 3060
 0670
 3018

Systems Project
 Consultant
 2109
 Pos# 0884

Government
 Analyst II
 2225
 Pos#:
 1206
 2440
 6699

Government
 Analyst II
 2225
 Pos#:
 6505
 6557

Pos#:
 0487
 0439
 Government
 Operations
 Consultant III
 2238
 Pos# 2011

Government
 Analyst II
 2225
 Pos# 2603

Government
 Operations
 Consultant III
 2238
 Pos# 6588

Government
 Operations
 Consultant III
 2238
 Pos# 3355

Government
 Operations
 Consultant III
 2238
 Pos# 3054

Government
 Operations
 Consultant III
 2238
 Pos# 0802

Government
 Operations
 Consultant III
 2238
 Pos# 2092

Government
 Analyst II
 2225
 Pos# 0641

Sr. Data Base Analyst
 2122

Operations Review
 Specialist
 2239
 Pos#:
 0033
 0191

Operations Review
 Specialist
 2239
 Pos#:
 6501
 6504

Systems
 Programmer III
 2115
 Pos# 2361

Government
 Analyst I
 2224
 Pos# 6624

Government
 Operations
 Consultant I
 2238
 Pos#:
 6625
 6582
 0087

Government
 Operations
 Consultant II
 2236
 Pos# 0815

Government
 Operations
 Consultant III
 2238
 Pos# 3009

Pos#:
 0898
 1671
 1979
 2835
 0509
 3122
 2852
 1368
 1890
 2815
 3126
 1355
 6001

Government
 Analyst II
 2225
 Pos# 6592

Operations Review
 Specialist
 2239
 Pos#:
 3211
 0288

Government
 Analyst I
 2224
 Pos# 0078

Government
 Operations
 Consultant I
 2238
 Pos# 1382

Government
 Operations
 Consultant I
 2238
 Pos# 1704

Systems
 Programmer III
 2115
 Pos# 3208

Operations Review
 Specialist
 2239
 Pos# 6786

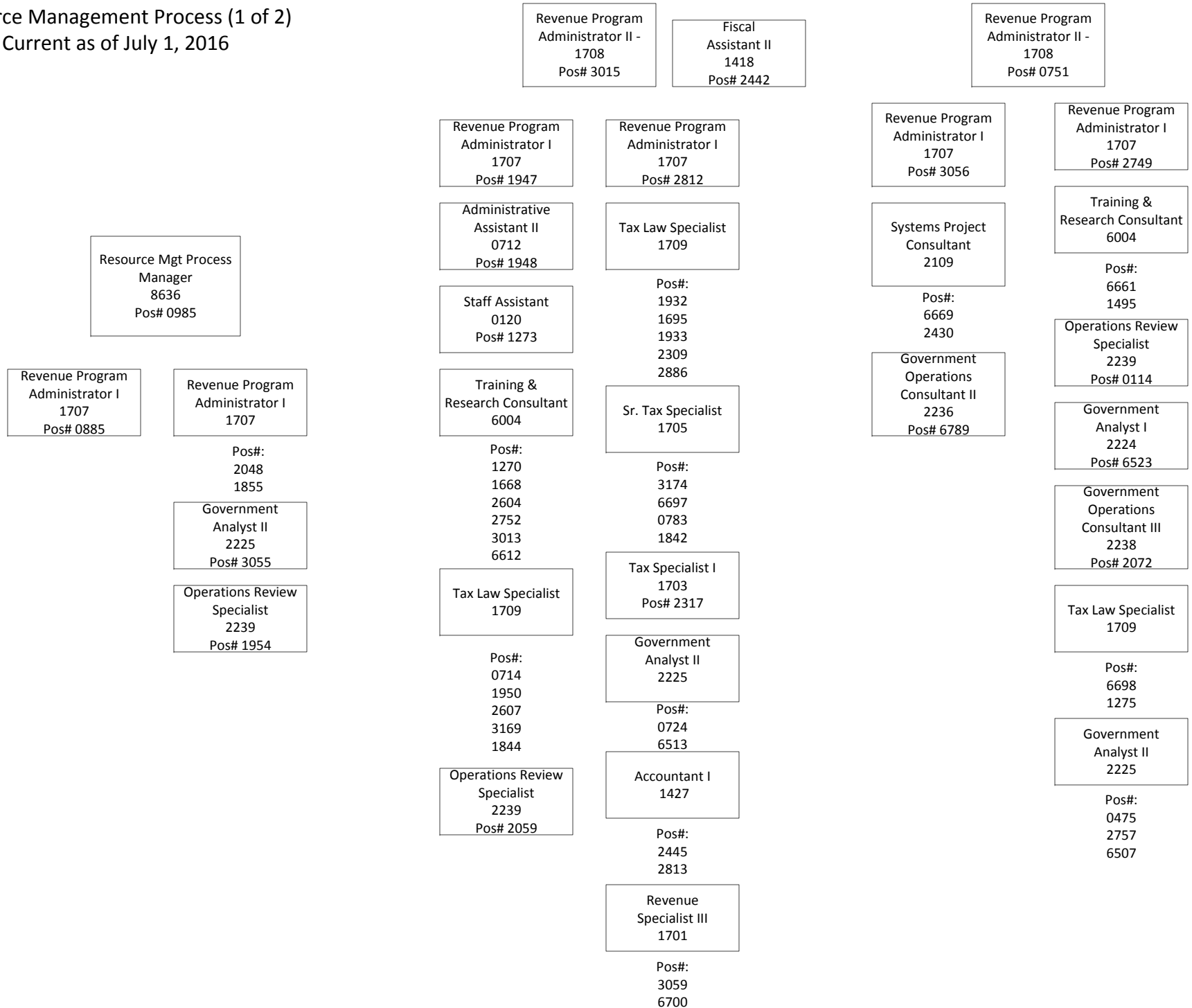
Systems Project
 Analyst
 2107
 Pos# 2970

Government
 Analyst I
 2224
 Pos#:
 1408
 2176

Department of Revenue
 General Tax Administration
 Resource Management Process (1 of 2)
 Current as of July 1, 2016

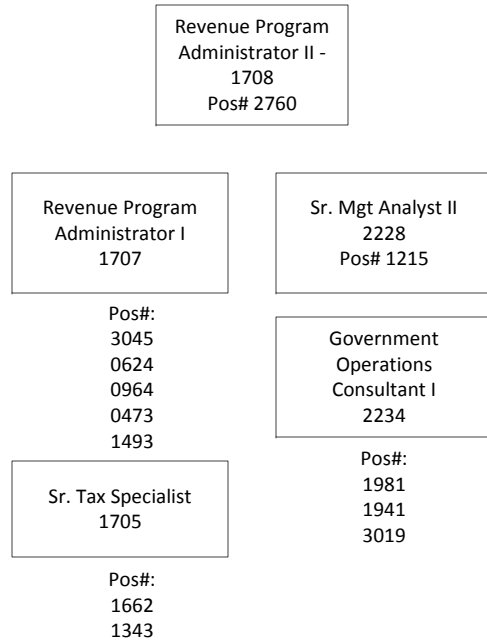
Compliance Standards

Taxpayer Education & Communication

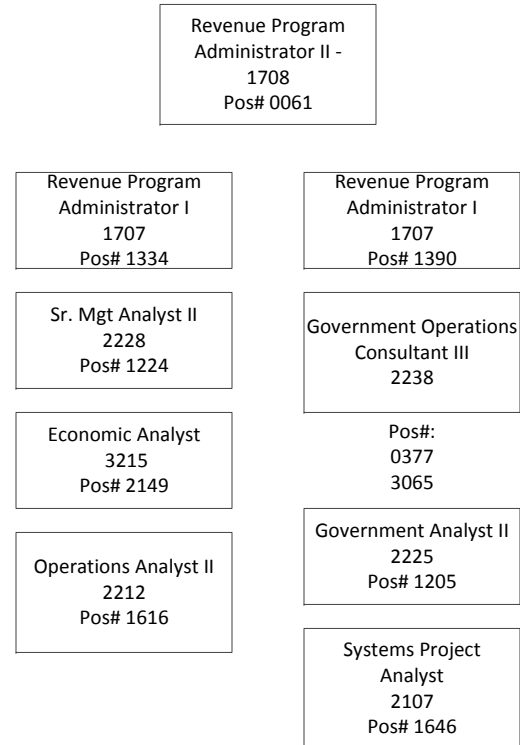


Department of Revenue
 General Tax Administration
 Resource Management Process (2 of 2)
 Current as of July 1, 2016

Program Development



Financial Mgt



Department of Revenue
 General Tax Administration
 Refunds & Distribution
 Current as of July 1, 2016

Sr. Mgt Analyst II 2228 Pos# 6643	Program Administrator 8841 Pos# 1111 Revenue Accounting	Administrative Assistant II 0712 Pos# 0062
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Administrative Assistant II 0712 Pos# 0285	Revenue Program Administrator II 1708 Pos# 0719		Revenue Program Administrator I 1707 Pos# 6695	Revenue Program Administrator I 1707 Pos# 0943
Tax Audit Supervisor 1512 Pos# 1705	Tax Audit Supervisor 1512 Pos# 1116	Tax Audit Supervisor 1512 Pos# 0928	Government Operations Consultant III 2238 Pos# 2144	Sr. Revenue Administrator 1619 Pos# 0360
Staff Assistant 0120 Pos# 0740	Tax Auditor V 1511 Pos# 0478	Tax Auditor V 1511 Pos# 6681	Computer Audit Analyst 2125 Pos# 2393	Staff Assistant 0120 Pos#: 1780 3129
Tax Auditor V 1511 Pos# 3079	Tax Auditor IV 1510 Pos#: 2028 2610	Tax Auditor IV 1510 Pos#: 1464 2007		Tax Law Specialist 1709 Pos#: 1076 3130
Tax Auditor IV 1510 Pos#: 0427 1847	Tax Auditor III 1509 Pos#: 0747 0843 1788 1945 1986 3150	Tax Auditor III 1509 Pos#: 0720 1520 2376 2532 3003 6512		Sr. Tax Specialist 1705 Pos#: 2310 2800 3071 3080 6790 0938 6509 6734
Tax Auditor III 1509 Pos#: 0500 0777 1157 2079 2080	Tax Auditor II 1506 Pos#: 0398 0519 1706 1967 3062	Tax Auditor II 1506 Pos#: 1516 1525 1750 6791		Professional Acct Specialist 1469 Pos#: 0127 0281 0744 (.75 FTE) 0844 (.50 FTE) 1360 (.75 FTE) 6508 6594
Tax Auditor II 1506 Pos#: 1672 1989 2420 6510 6511				Sr. Professional Accountant 1468 Pos# 0935
				Administrative Assistant I 0709 Pos# 1612
				Revenue Mgr 1702 Pos# 1507
				Operations Analyst II 2212 Pos# 1474
				Professional Acct Specialist 1469 Pos# 0425
				Sr. Professional Accountant 1468 Pos#: 1477 1489
				Professional Accountant 1467 Pos# 3002
				Tax Specialist I 1703 Pos# 1391
				Accountant III 1436 Pos#: 3064 3132
				Revenue Specialist III 1701 Pos# 1743

Department of Revenue
 General Tax Administration
 Criminal Investigations
 Current as of July 1, 2016

Revenue Program Administrator I 1707 Pos# 0630	Revenue Program Administrator II 1708 Pos# 2463 Criminal Investigations	Staff Assistant 0120 Pos# 2644
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Investigations Administrator 8355 Pos# 1038	Investigations Administrator 8355 Pos# 1655	Investigations Administrator 8355 Pos# 0968	Investigations Administrator 8355 Pos# 1629	Investigations Administrator 8355 Pos# 1624	Sr. Tax Specialist 1705 Pos# 2944
Revenue Investigations Criminal Enforcement 8337 Pos#: 2040 0294 2639	Revenue Investigations Criminal Enforcement 8337 Pos#: 2157 2946 2646	Revenue Investigations Criminal Enforcement 8337 Pos#: 2912 2647	Staff Assistant 0120 Pos# 1627	Tax Specialist I 1703 Pos# 0254	Tax Specialist I 1703 Pos#: 2782 2198
Sr. Financial Investigator 8351 Pos#: 3212 1630	Sr. Financial Investigator 8351 Pos#: 1622 2189 2911	Tax Specialist I 1703 Pos# 2902	Revenue Investigations Criminal Enforcement 8337 Pos#: 2945 2469	Revenue Investigations Criminal Enforcement 8337 Pos# 2638	Sr. Financial Investigator 8351 Pos#: 1438 2907 0717
Financial Investigator 8324 Pos#: 0967 2651	Financial Investigator 8324 Pos# 2648	Financial Investigator 8324 Pos#: 2369 2913 2910	Sr. Financial Investigator 8351 Pos#: 2650 2942 1625	Sr. Financial Investigator 8337 Pos# 2638	Financial Investigator 8324 Pos# 1931
Investigator 8321 Pos# 2400	Sr. Tax Specialist 1705 Pos# 2901	Sr. Financial Investigator 8351 Pos#: 1623 1631	Financial Investigator 8324 Pos# 0866	Investigator 8321 Pos# 1931	Financial Investigator 8324 Pos# 1931
Sr. Tax Specialist 1705 Pos# 2821	Staff Assistant 0120 Pos# 1019		Investigator 8321 Pos#: 1040 2197	Investigator 8321 Pos# 2943	
			Tax Specialist I 1703 Pos# 3086		

Department of Revenue
 General Tax Administration
 Field Operations
 Current as of July 1, 2016

Government
 Analyst II
 2225
 Pos# 0418

OMC I
 2234
 Pos# 0358

Revenue Program
 Administrator II
 1708
 Pos# 0142
 Field Operations

See individual org charts

In-State Operations –
 Collections

Revenue Service
 Center Manager I
 1631
 Pos# 0378
 Alachua

Revenue Service
 Center Manager II
 1632
 Pos# 0137
 Largo

Revenue Service
 Center Manager II
 1632
 Pos# 3035
 Coral Springs

Revenue Service
 Center Manager I
 1631
 Pos# 3227
 Daytona Bch

Revenue Service
 Center Manager I
 1631
 Pos# 0180
 Ft. Myers & Naples

Revenue Service
 Center Manager I
 1631
 Pos# 1221
 Ft. Pierce

Revenue Service
 Center Manager II
 1632
 Pos# 0676
 Jacksonville

Revenue Program
 Administrator II -
 1708
 Pos# 0970

Revenue Program
 Administrator I
 1707
 Pos# 2934

Revenue Service
 Center Manager II
 1632
 Pos# 2885
 Lake City

Revenue Service
 Center Manager I
 1631
 Pos# 0225
 Lakeland

Revenue Service
 Center Manager I
 1631
 Pos# 3227
 Leesburg & Daytona

Revenue Service
 Center Manager II
 1632
 Pos# 2142
 Orlando & Melbourne

Revenue Service
 Center Manager I
 1631
 Pos# 0195
 Marianna

Revenue Service
 Center Manager II
 1632
 Pos# 0244
 Miami

Government
 Analyst II
 2225
 Pos# 1337

Revenue Service
 Center Manager I
 1631
 Pos# 0400
 Panama City

Revenue Service
 Center Manager I
 1631
 Pos# 0241
 Pensacola

Revenue Service
 Center Manager I
 1631
 Pos# 2691
 Holiday

Revenue Service
 Center Manager I
 1631
 Pos# 3241
 Sarasota

Revenue Service
 Center Manager I
 1631
 Pos# 0306
 Tallahassee

Revenue Service
 Center Manager II
 1632
 Pos# 0416
 Tampa

Revenue Service
 Center Manager II
 1632
 Pos# 1419
 West Palm Bch

Audit Operations

Revenue Program
 Administrator II -
 1708
 Pos# 1218

Sr. Tax Audit
 Administrator
 1513
 Pos# 1250
 Northern Region

Sr. Tax Audit
 Administrator
 1513
 Pos# 3376
 Central Region

Sr. Tax Audit
 Administrator
 1513
 Pos# 0461
 SW Region

Sr. Tax Audit
 Administrator
 1513
 Pos# 2098
 SE Region

Sr. Tax Audit
 Administrator
 1513
 Pos# 3109
 Southern Region

Sr. Tax Audit
 Administrator
 1513
 Pos# 0199
 Multi State Region

Sr. Tax Audit
 Administrator
 1513
 Pos# 1238
 Multi State Region

Campaigns

Revenue Program
 Administrator II -
 1708
 Pos# 0609

Sr. Tax Audit
 Administrator
 1513
 Pos# 0429
 Tallahassee Central

Revenue Program
 Administrator I
 1707
 Pos# 0934

Department of Revenue
General Tax Administration
Alachua Service Center
Current as of July 1, 2016

Accountant I
1427
Pos# 0846

Administrative
Assistant I
0709
Pos# 1152

Collections

Revenue Service
Center Manager I
1631
Pos# 0378
Alachua

Revenue Administrator
III
1620
Pos# 2668

Tax Specialist I
1703

Pos#:
0198
2211

Revenue Specialist III
1701

Pos#
0196
1418
1550
2210
0134
1813

Revenue Specialist II
1700

Pos#:
2116
6755
6775

Audit

Sr. Tax Audit
Administrator
1513
Pos# 1250
Northern Region

Tax Audit Supervisor
1512
Pos# 2417

Tax Auditor IV
1510

Pos#:
2297
1925

Rev Tax Auditor III
1518

Pos#:
0926
3251

Rev Tax Auditor II
1517
Pos# 6714

Tax Auditor II
1506

Pos#:
1958
1185

Tax Auditor I
1503

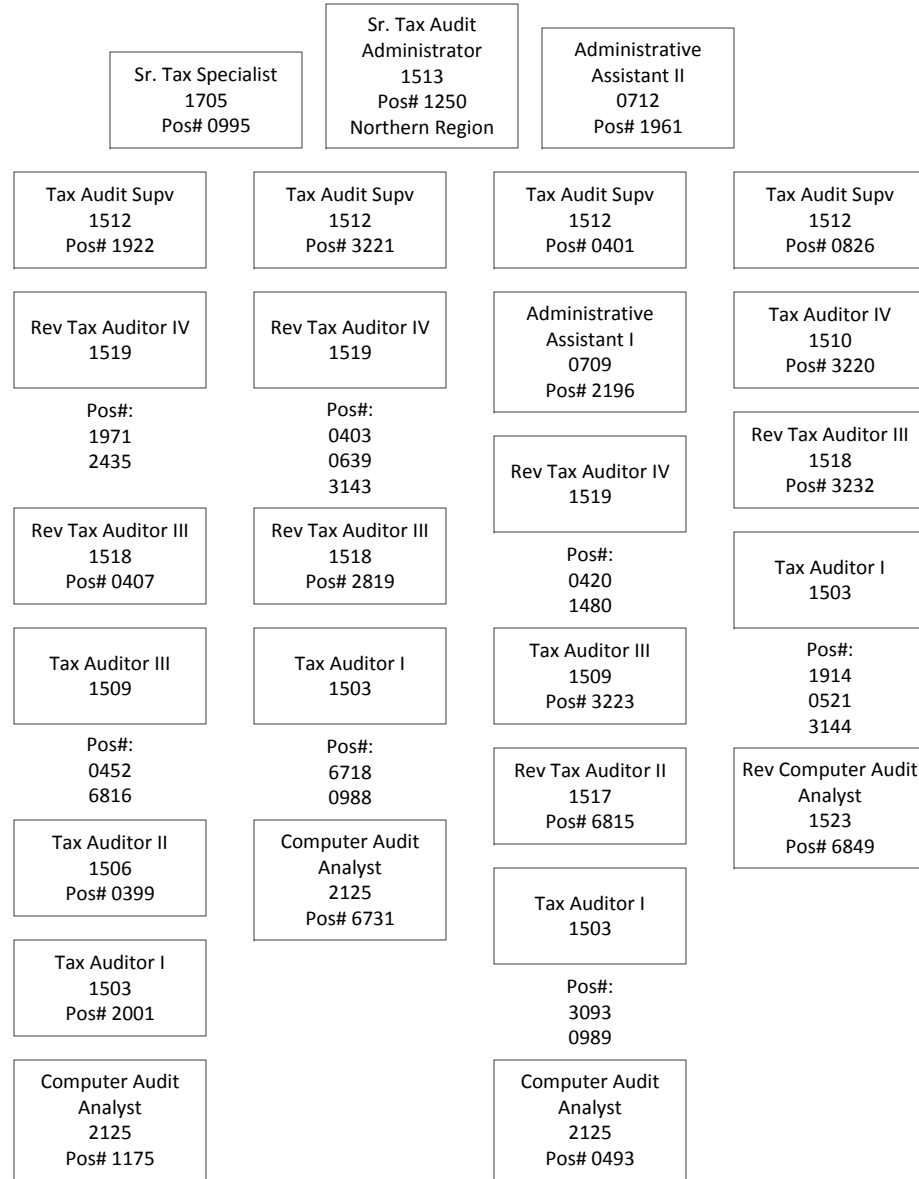
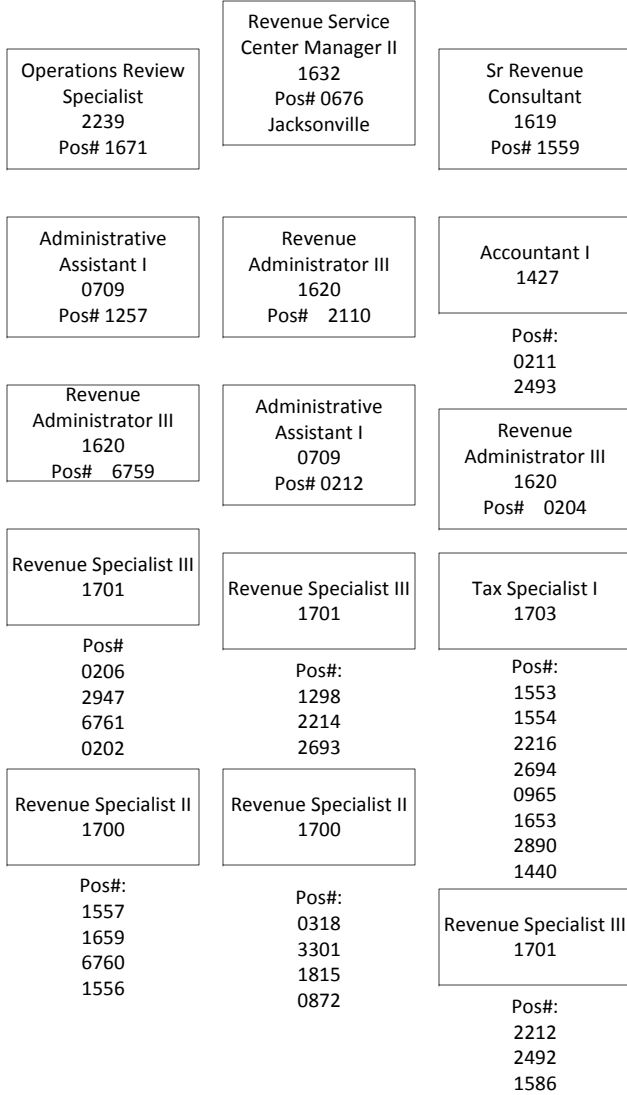
Pos#:
3222
3099

Computer Audit
Analyst
2125
Pos# 1970

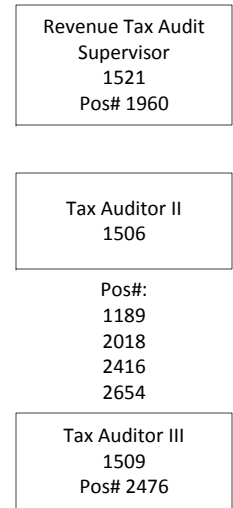
Department of Revenue
 General Tax Administration
 Jacksonville Service Center
 Current as of July 1, 2016

Audit

Collections



Campaigns



Department of Revenue
 General Tax Administration
 Lake City Service Center
 Current as of July 1, 2016

Operations Review
 Specialist
 2239
 Pos# 0898

Revenue Service
 Center Manager I
 1631
 Pos# 2885
 Lake City

Administrative
 Assistant I
 0709
 Pos# 0415

Accountant I
 1427
 Pos# 1535

Collections

Revenue
 Administrator III
 1620
 Pos# 2288

Revenue
 Administrator III
 1620
 Pos# 0718

Tax Audit Supv
 1512
 Pos# 1960

Revenue Specialist III
 1701

Tax Specialist I
 1703

Pos#:
 0239
 1658
 1814
 1690
 1686
 1739
 3268
 3271
 1561
 3307
 3276

Pos#:
 2015
 3295
 2217
 0109
 0223
 1744
 0222
 0966
 1660
 2892

Revenue Specialist III
 1701

Pos#:
 0647
 6655
 1070
 3369
 0368
 2779

Campaigns

Revenue Tax Audit
 Supervisor
 1521
 Pos# 2234

Tax Auditor III
 1509
 Pos# 2891

Rev Tax Auditor III
 1518
 Pos# 3023

Tax Auditor II
 1506

Pos#:
 1912
 2635
 1066
 6818
 2199

Collections

Revenue Service
Center Manager I
1631
Pos# 0195
Marianna

Accountant I
1427
Pos# 0327

Tax Specialist I
1703
Pos# 2202

Revenue Specialist III
1701
Pos# 0243

Revenue Specialist II
1700
Pos# 1442

Audit

Sr. Tax Audit
Administrator
1513
Pos# 1250
Northern Region

Rev Tax Auditor IV
1519
Pos# 0723

Rev Tax Auditor III
1518
Pos 0283

Computer Audit
Analyst
2125
Pos# 0888

Tax Law Specialist
1709
Pos# 6698

Collections

Revenue Service
 Center Manager I
 1631
 Pos# 0400
 Panama City

Administrative
 Secretary
 0108
 Pos# 0791

Revenue
 Administrator III
 1620
 Pos# 0927

Accountant I
 1427
 Pos# 0146

Tax Specialist I
 1703

Pos#:
 2203
 2204

Revenue Specialist III
 1701

Pos#:
 2260
 1425
 0287
 1153

Revenue Specialist II
 1700

Pos#:
 0108
 0289
 1787

Audit

Sr. Tax Audit
 Administrator
 1513
 Pos# 1250
 Northern Region

Tax Audit Supv
 1512
 Pos# 1056

Tax Auditor IV
 1510

Pos#:
 1013
 3252
 0408

Rev Tax Auditor IV
 1519
 Pos# 2834

Rev Tax Auditor III
 1518
 Pos# 0406

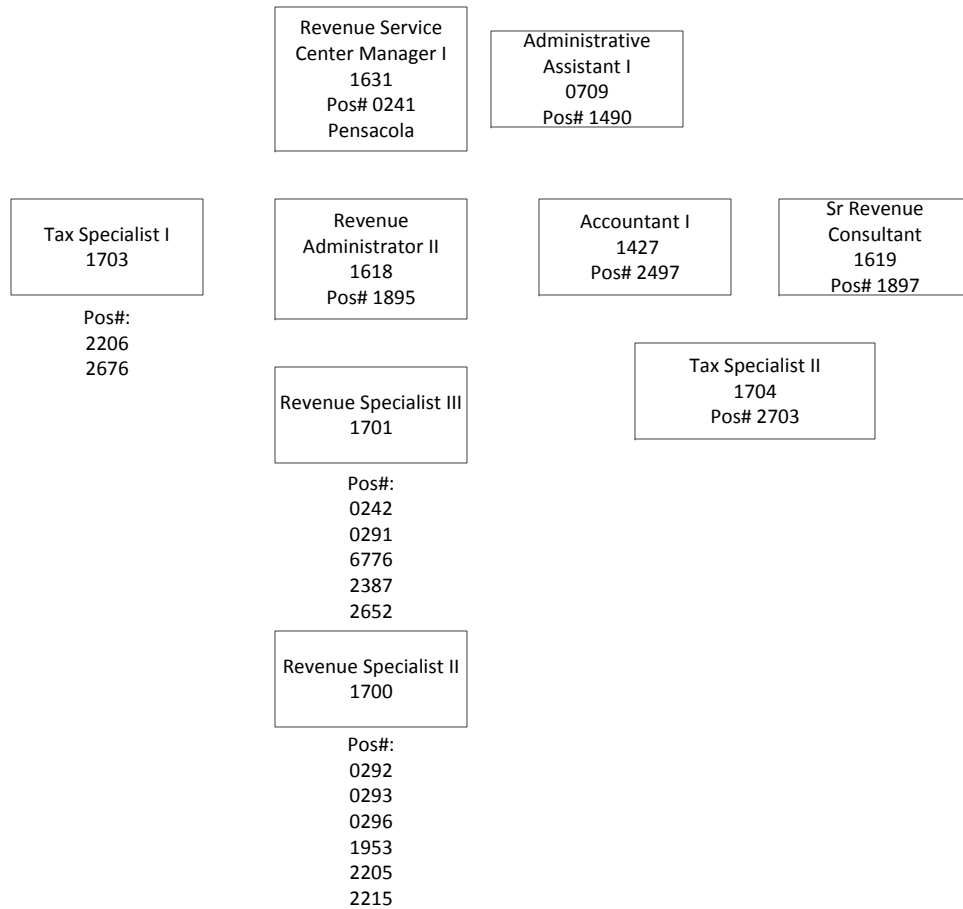
Tax Auditor II
 1506
 Pos# 6732

Pos#:
 6732
 6701

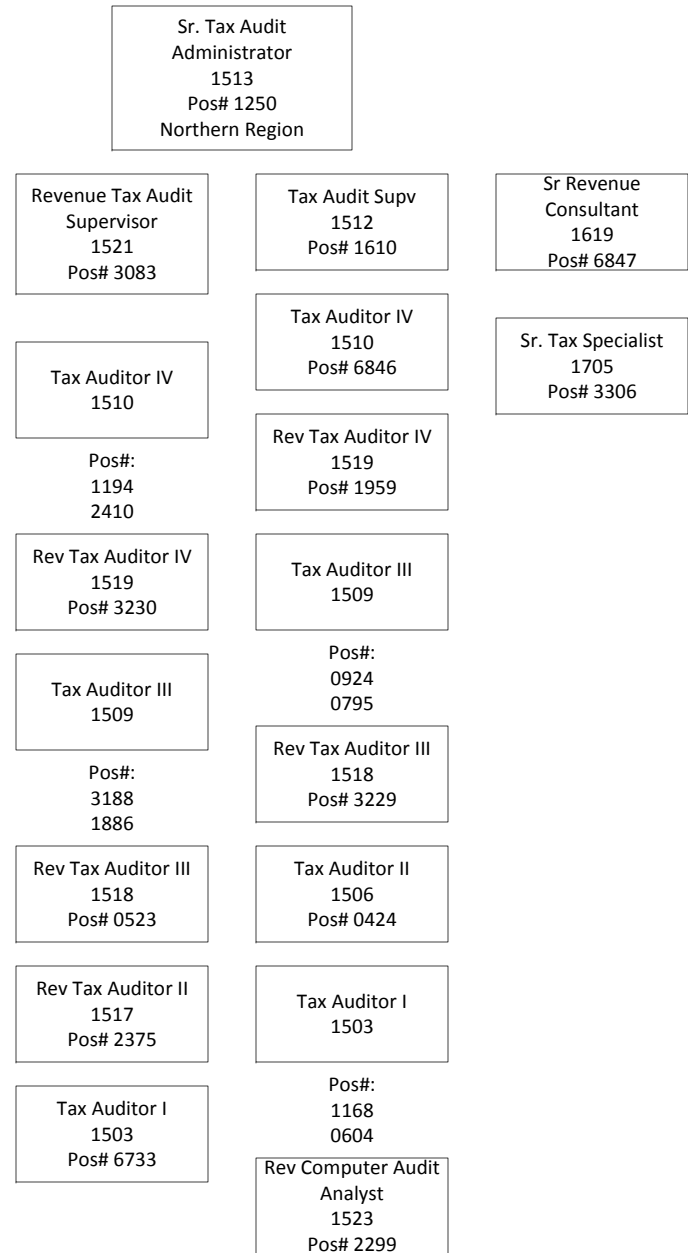
Tax Auditor I
 1503
 Pos# 1244

Department of Revenue
 General Tax Administration
 Pensacola Service Center
 Current as of July 1, 2016

Collections



Audit



	Collections	Audit
Administrative Secretary 0108 Pos# 2380	Revenue Service Center Manager I 1631 Pos# 0306 Tallahassee	Sr. Tax Audit Administrator 1513 Pos# 1250 Northern Region
	Revenue Administrator III 1620 Pos# 2413	Tax Audit Supv 1512 Pos# 0925
	Tax Specialist I 1703	Tax Auditor IV 1510 Pos# 1237
	Pos#: 1650 1850	Tax Auditor III 1509 Pos# 0766
	Revenue Specialist III 1701	Rev Tax Auditor III 1518 Pos# 0428
	Pos#: 1666 2504 6744	Tax Auditor II 1506 Pos# 1955
	Revenue Specialist II 1700	
	Pos#: 1593 2236	

Department of Revenue
 General Tax Administration
 Tallahassee – Campaigns (1 of 2)
 Current as of July 1, 2016

Sr. Revenue
 Consultant
 1619
 Pos# 1335

Administrative
 Assistant I
 0709
 Pos# 2893

Revenue Program
 Administrator II -
 1708
 Pos# 0609

Government
 Operations Consultant
 III
 2238
 Pos# 2502

Tax Specialist I
 1703
 Pos# 1644

Accountant I
 1427
 Pos# 1155

Sr. Tax Audit
 Administrator
 1513
 Pos# 0429
 Tallahassee Central

Computer Audit
 Analyst
 2125

Pos#:
 1678
 1648
 1963

Revenue
 Specialist II
 1700
 Pos# 3024

Revenue
 Specialist III
 1701
 Pos# 3024

Tax Audit Supv 1512 Pos# 2884	Tax Audit Supv 1512 Pos# 1667	Tax Audit Supv 1512 Pos# 3066	Tax Audit Supv 1512 Pos# 3137	Tax Audit Supv 1512 Pos# 3136	Tax Audit Supv 1512 Pos# 2041	Revenue Tax Audit Supervisor 1521 Pos# 1641	Revenue Tax Audit Supervisor 1521 Pos# 5859	Revenue Tax Audit Supervisor 1521 Pos# 1209
Administrative Secretary 0108 Pos# 2897	Sr. Tax Specialist 1705	Administrative Secretary 0108 Pos# 1635	Tax Auditor III 1509 Pos# 0334	Secretary Specialist 0105 Pos# 2473	Secretary Specialist 0105 Pos# 1549	Secretary Specialist 0105 Pos# 0650	Sr. Tax Specialist 1705 Pos# 1441	Sr. Tax Specialist 1705 Pos# 2895
Sr. Tax Specialist 1705 Pos# 1332	Pos#: 2899 2900	Sr. Tax Specialist 1705 Pos# 2475	Rev Tax Auditor II 1517 Pos# 1652	Sr. Tax Specialist 1705 Pos# 0882	Tax Auditor IV 1510	Sr. Tax Specialist 1705 Pos# 1677	Rev Sr. Tax Specialist 1522	Tax Auditor IV 1510 Pos# 0449
Rev Sr. Tax Specialist 1522	Rev Sr. Tax Specialist 1522 Pos# 0397	Rev Sr. Tax Specialist 1522 Pos# 1649	Tax Auditor II 1506 Pos# 2077	Tax Auditor IV 1510 Pos# 2070	Pos#: 2301 3141	Tax Auditor IV 1510	Pos#: 1336 1665	Rev Tax Auditor IV 1519 Pos# 3217
Pos#: 1636 2200	Tax Auditor IV 1510	Tax Auditor IV 1510 Pos# 2894	Tax Auditor I 1503	Tax Auditor III 1509	Rev Tax Auditor IV 1519 Pos# 0716	Pos#: 0434 3026	Tax Auditor IV 1510	Rev Tax Auditor III 1518 Pos# 3078
Rev Tax Auditor IV 1519	Pos#: 1640 1567	Rev Tax Auditor IV 1519 Pos# 1638	Pos#: 1996 6823 6830 0124 1437 3159	Pos#: 2397 3209 3216	Rev Tax Auditor III 1518	Rev Tax Auditor IV 1519 Pos# 3025	Pos#: 3246 2655	Tax Auditor I 1503
Pos#: 2192 6857	Tax Auditor III 1509	Tax Auditor III 1509 Pos# 6858		Rev Tax Auditor III 1518 Pos# 3076	Pos#: 1182 1892 3021	Rev Tax Auditor III 1518 Pos# 1541	Tax Auditor III 1509	Pos#: 3051 3199 1969 2286
Rev Tax Auditor III 1518	Pos#: 1643 3139	Tax Auditor III 1509 Pos# 6858		Tax Auditor II 1506 Pos# 2194	Tax Auditor II 1506	Tax Auditor II 1506 Pos# 2093	Pos#: 3142	Rev Tax Auditor III 1518 Pos# 2307
Pos#: 3218 2785 3255 3020	Rev Tax Auditor III 1518 Pos# 3373	Rev Tax Auditor III 1518		Rev Tax Auditor II 1517 Pos# 6859	Pos#: 0890 3166	Tax Auditor II 1506 Pos# 2093	Rev Tax Auditor III 1518 Pos# 2307	Tax Auditor I 1503
Rev Tax Auditor II 1517 Pos# 1632	Rev Tax Auditor II 1517 Pos# 1220	Pos#: 2896 1862 2308		Tax Auditor I 1503	Rev Tax Auditor II 1517 Pos# 0395	Tax Auditor I 1503	Pos#: 1674 3181 3182 3036	Pos#: 1521 2472
		Tax Auditor II 1506 Pos# 2074		Tax Auditor I 1503 Pos#: 0680 2037	Tax Auditor I 1503 Pos# 3077			

Revenue Program
Administrator II -
1708
Pos# 0609

Lead Development

Revenue Program
Administrator I
1707
Pos# 0934

Tax Law Specialist
1709
Pos# 0905

Government
Analyst II
2225

Pos#:
6696
1719
0634

Government
Operations
Consultant III
2238
Pos# 1906

Sr. Tax Specialist
1705

Pos#:
0949
2455

Rev Sr. Tax Specialist
1522
Pos# 3006

Tax Specialist II
1704
Pos# 3215

Collections

Revenue Service
Center Manager II
1632
Pos# 2142
Orlando & Melbourne

Accountant I
1427
Pos# 0329

Revenue
Administrator III
1620
Pos# 0381

Tax Specialist I
1703

Pos#:
2228
1980

Revenue Specialist III
1701

Pos#
6747
0781
1486

Revenue Specialist II
1700

Pos#:
0328
0896

Audit

Sr. Tax Audit
Administrator
1513
Pos# 3376
Central Region

Rev Sr. Tax Specialist
1522
Pos# 2906

Tax Audit Supv
1512
Pos# 0208

Rev Tax Auditor IV
1519
Pos# 3081

Tax Auditor III
1509

Pos#:
1976
3257

Tax Auditor I
1503
Pos# 3228

Department of Revenue
 General Tax Administration
 Daytona Service Center
 Current as of July 1, 2016

Collections

Revenue Service
 Center Manager I
 1631
 Pos# 3227
 Leesburg & Daytona

Accountant I
 1427
 Pos# 1295

Revenue
 Administrator III
 1620
 Pos# 0383

Tax Specialist I
 1703

Pos#:
 2208
 2673
 1917
 1434

Revenue Specialist III
 1701

Pos#
 2209
 6753
 0158
 0695
 0156

Revenue Specialist II
 1700

Pos#:
 1534
 3224

Audit

Sr. Tax Audit
 Administrator
 1513
 Pos# 3376
 Central Region

Admin Asst II
 0712
 Pos# 0355

Tax Audit Supv
 1512
 Pos# 2061

Tax Auditor IV
 1510
 Pos# 0449

Rev Tax Auditor IV
 1519

Pos#:
 1165
 1889
 1973

Tax Auditor III
 1509

Pos#:
 1913
 1265

Tax Auditor I
 1503
 Pos# 2389

Rev Computer Audit
 Analyst
 1523
 Pos# 0900

Department of Revenue
General Tax Administration
Lakeland Service Center
Current as of July 1, 2016

Collections

Revenue Service
Center Manager I
1631
Pos# 0225
Lakeland

Administrative
Assistant I
0709
Pos# 0273

Accountant I
1427
Pos# 0230

Revenue
Administrator III
1620
Pos# 2667

Tax Specialist I
1703

Pos#:
0227
1424
0161

Revenue Specialist III
1701

Pos#
1562
1565
2219

Revenue Specialist II
1700

Pos#:
0226
1858
2218
0683

Audit

Sr. Tax Audit
Administrator
1513
Pos# 3376
Central Region

Tax Audit Supv
1512
Pos# 2613

Tax Auditor IV
1510

Pos#:
0492
3029

Tax Auditor III
1509

Pos#:
0906
1246

Rev Tax Auditor III
1518
Pos# 1983

Tax Auditor III
1509
Pos# 6854

Tax Auditor I
1503

Pos#:
1574
2612

Sr. Tax Specialist
1705
Pos# 0520

Sr. Revenue
Consultant
1619
Pos# 0873

Department of Revenue
General Tax Administration
Leesburg Service Center
Current as of July 1, 2016

Collections

Revenue Service
Center Manager I
1631
Pos# 3227
Leesburg & Daytona

Accountant I
1427
Pos# 2659

Revenue
Administrator III
1620
Pos# 0986

Tax Specialist I
1703

Pos#:
1609
2675
1599
1026

Revenue Specialist III
1701

Pos#
0994
2114
2664

Revenue Specialist II
1700

Pos#:
2045
2656
2705

Audit

Sr. Tax Audit
Administrator
1513
Pos# 3376
Central Region

Tax Audit Supv
1512

Pos#:
0270
2000

Tax Auditor IV
1510

Pos#:
1978
3038

Rev Tax Auditor III
1518

Pos#:
0838
6729

Tax Auditor I
1503

Pos#
6712
1196
6730

Department of Revenue
 General Tax Administration
 Orlando Service Center (1 of 2)
 Current as of July 1, 2016

Collections

Administrative Assistant I 0709	Revenue Service Center Manager II 1632 Pos# 2142 Maitland	Administrative Secretary 0108 Pos# 3152	Accountant I 1427 Pos# 2501
Pos#: 0157 2643			
Revenue Administrator III 1620 Pos# 6771	Revenue Administrator III 1620 Pos# 1435	Revenue Administrator III 1620 Pos# 1977	Revenue Administrator III 1620 Pos# 0344
Tax Specialist I 1703 Pos# 1774	Revenue Specialist III 1701	Tax Specialist I 1703	Revenue Specialist II 1700
Revenue Specialist III 1701	Pos#: 2143 0742 0326 3300 2706 6773 3226	Pos#: 0390 2162 1570 2118 2220 0352 2112	Pos#: 1569 2115 2117 0350 1436 3070 1894 2515 0349 2370 2402 0345 1563
Pos#: 1416 0877 2488 2249 1527 6772 6785 0693	Tax Specialist I 1703 Pos# 1571	Revenue Specialist III 1701	Tax Specialist I 1703 Pos# 2220
		Pos#: 2961 2419	

In-State Operations – Collections

Tax Specialist II 1704	Sr. Revenue Consultant 1619	Sr. Revenue Administrator 1619 Pos# 0343	Revenue Program Administrator II - 1708 Pos# 0970	Government Analyst II 2225 Pos# 2490
Pos#: 0193 2256 2279 2720 2282 2703	Pos#: 1849 0870 1540 1307 2014 2422 1897 2102 6762 6787 3104 1559			

Audit

	Sr. Tax Specialist 1705	Sr. Tax Audit Administrator 1513 Pos# 3376 Central Region	
	Pos#: 1982 0875		
Tax Audit Supv 1512 Pos# 2372	Tax Audit Supv 1512 Pos# 0692	Revenue Tax Audit Supervisor 1521 Pos# 2822	Tax Audit Supv 1512 Pos# 1491
Computer Audit Analyst 2125	Tax Auditor V 1511 Pos# 3101	Tax Auditor IV 1510 Pos# 2826	Administrative Assistant I 0709 Pos# 1376
Pos#: 2434 3236	Tax Auditor IV 1510 Pos# 0481	Rev Tax Auditor IV 1519 Pos# 2824	Computer Audit Analyst 2125 Pos# 6850
Tax Auditor IV 1510 Pos# 0470	Rev Tax Auditor III 1518 Pos# 3225	Tax Auditor III 1509 Pos# 2388	Tax Auditor IV 1510 Pos# 3042
Tax Auditor III 1509	Tax Auditor II 1506	Tax Auditor II 1506 Pos# 0829	Rev Tax Auditor IV 1519 Pos# 0636
Pos#: 6860 1186	Pos#: 0976 3186 6821	Tax Auditor I 1503	Tax Auditor III 1509
Tax Auditor I 1503	Tax Auditor I 1503	Pos#: 6820 0516 0324 2418 6855 6827	Pos#: 0386 0987
Pos#: 6824 3096 2424 0858	Pos#: 6576 3121 6855 2404		Tax Auditor II 1506
			Pos#: 6822 3160 2089
			Tax Auditor I 1503 Po# 6826
			Pos#: 6826 0952

Department of Revenue
 General Tax Administration
 Largo Service Center
 Current as of July 1, 2016

Collections

Administrative Secretary 0108 Pos# 2503	Administrative Assistant I 0709 Pos# 0147	Revenue Service Center Manager II 1632 Pos# 0137 Clearwater	Tax Specialist I 1703 Pos# 0143	Accountant I 1427 Pos# 2489
	Revenue Administrator III 1620 Pos# 1306	Revenue Administrator III 1620 Pos# 1531		
	Tax Specialist I 1703 Pos#: 0138 1530 2137 2680 2232	Administrative Secretary 0108 Pos# 0148		
	Revenue Specialist II 1700 Pos#: 2231 2955 6745 2681 2954	Revenue Specialist III 1701 Pos#: 0527 1529 1856 2233 6779 6746 1533 2487		

Audit

Administrative Assistant II 0712 Pos# 2195	Sr. Tax Audit Administrator 1513 Pos# 0461 SW Region	Sr. Tax Specialist 1705 Pos# 2833	Sr. Revenue Consultant 1619 Pos# 6841
Tax Audit Supv 1512 Pos# 1984	Tax Audit Supv 1512 Pos# 2002	Tax Audit Supv 1512 Pos# 0494	
Tax Auditor IV 1510 Pos# 0993	Administrative Secretary 0108 Pos# 3149	Tax Auditor IV 1510 Pos#: 1255 2377	
Rev Tax Auditor III 1518 Pos# 1012	Tax Auditor IV 1510 Pos# 3040	Tax Auditor III 1509 Pos# 2909	
Tax Auditor I 1503 Pos#: 6713 2880 2004 6706	Tax Auditor III 1509 Pos# 3041	Rev Tax Auditor III 1518 Pos# 3242	
Computer Audit Analyst 2125 Pos# 2854	Tax Auditor II 1506 Pos#: 2016 1511	Tax Auditor II 1506 Pos# 6739	
	Tax Auditor I 1503 Pos#: 6829 0496 6742 2378	Tax Auditor I 1503 Pos#1180	

Department of Revenue
 General Tax Administration
 Ft. Myers Service Center
 Current as of July 1, 2016

Collections

Administrative
 Assistant I
 0709
 Pos# 2658

Revenue Service
 Center Manager I
 1631
 Pos# 0180
 Ft. Myers

Accountant I
 1427
 Pos# 2506

Revenue Specialist III
 1701
 Pos# 2239

Revenue
 Administrator III
 1620
 Pos# 2914

Revenue
 Administrator III
 1620
 Pos# 2672

Administrative
 Secretary
 0108
 Pos# 1885

Tax Specialist I
 1703

Pos#:
 2237
 1590

Revenue Specialist III
 1701

Revenue Specialist III
 1701

Pos#:
 2663
 1896

Pos#:
 0447
 0848
 2239

Revenue Specialist II
 1700

Revenue Specialist II
 1700

Pos#:
 0232
 1002
 2480
 2684

Pos#:
 0181
 0462
 1545

Tax Specialist I
 1703

Pos#:
 2238
 6754

Audit

Sr. Tax Audit
 Administrator
 1513
 Pos# 0461
 SW Region

Tax Audit Supv
 1512
 Pos# 1884

Tax Auditor V
 1511
 Pos# 0688

Tax Auditor IV
 1510
 Pos# 2477

Rev Tax Auditor III
 1518
 Pos# 3146

Tax Auditor II
 1506

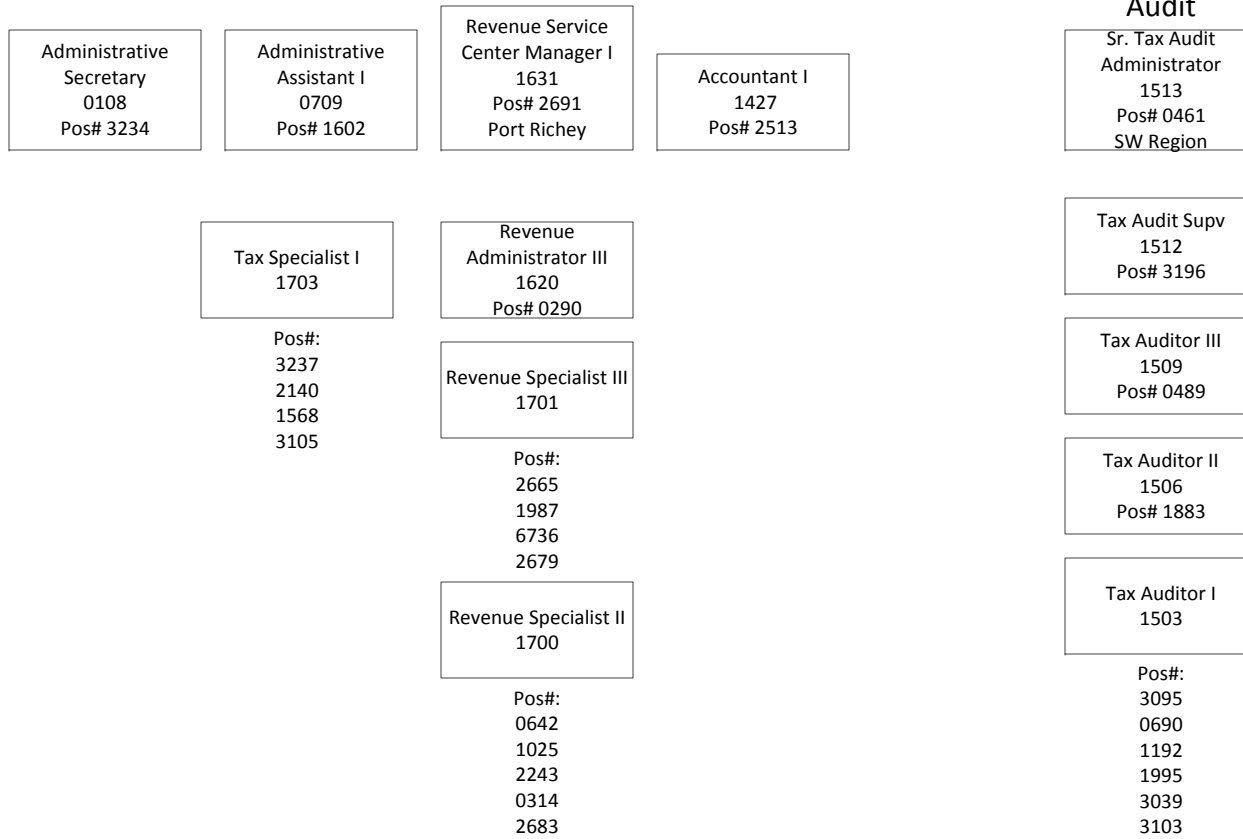
Pos#:
 1918
 0468

Tax Auditor I
 1503

Pos#:
 0640
 6529
 2381
 2836

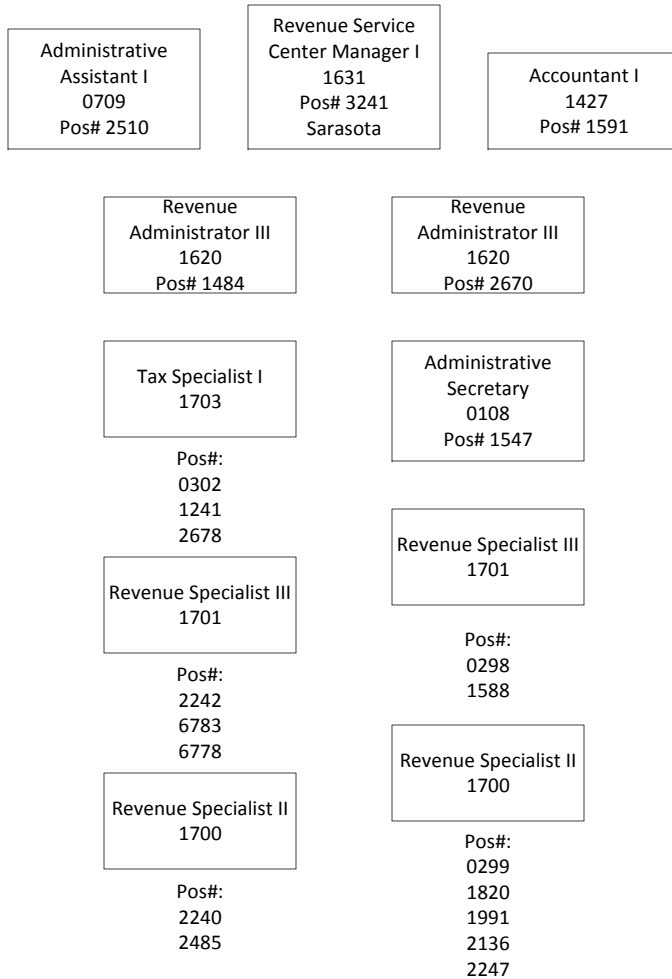
Computer Audit
 Analyst
 2125
 Pos# 2421

Collections

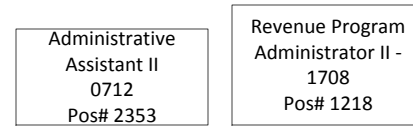


Department of Revenue
 General Tax Administration
 Sarasota Service Center
 Current as of July 1, 2016

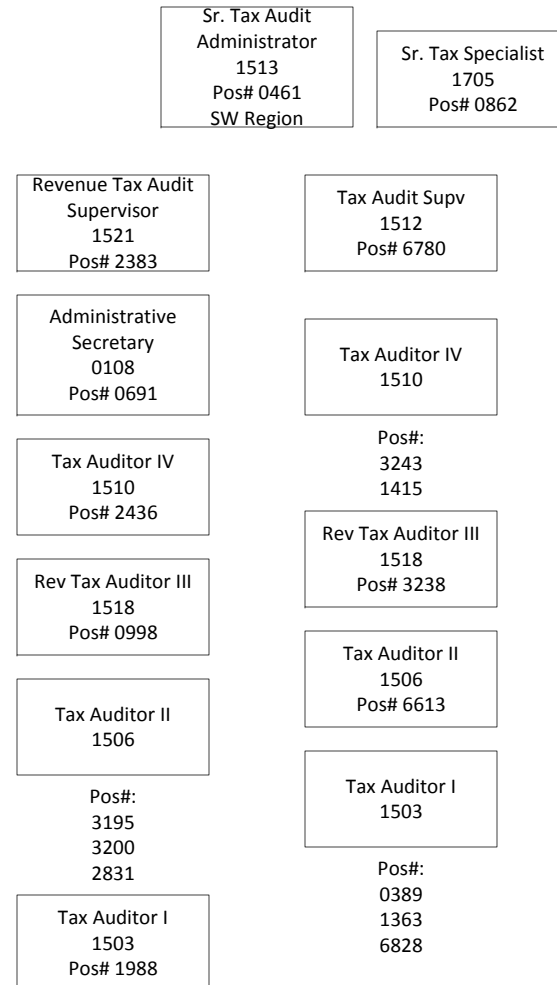
Collections



Audit Operations



Audit



Department of Revenue
 General Tax Administration
 Tampa Service Center
 Current as of July 1, 2016

Collections

Accountant I 1427 Pos#: 0323 2498	Administrative Assistant I 0709 Pos# 1023	Revenue Service Center Manager II 1632 Pos# 0416 Tampa	Sr. Tax Specialist 1705 Pos# 0316
	Revenue Administrator III 1620 Pos# 1430	Revenue Administrator III 1620 Pos# 0312	Revenue Administrator III 1620 Pos# 1821
	Administrative Secretary 0108 Pos#: 0816 2499	Revenue Specialist II 1700 Pos#: 0197 2139 2486 1417 2246 2956 6781	Revenue Specialist III 1701 Pos#: 0502 1596 1597 2250 6782 0321 0864 2248 2692
	Tax Specialist I 1703 Pos#: 1431 1595 2244 2948 0144		

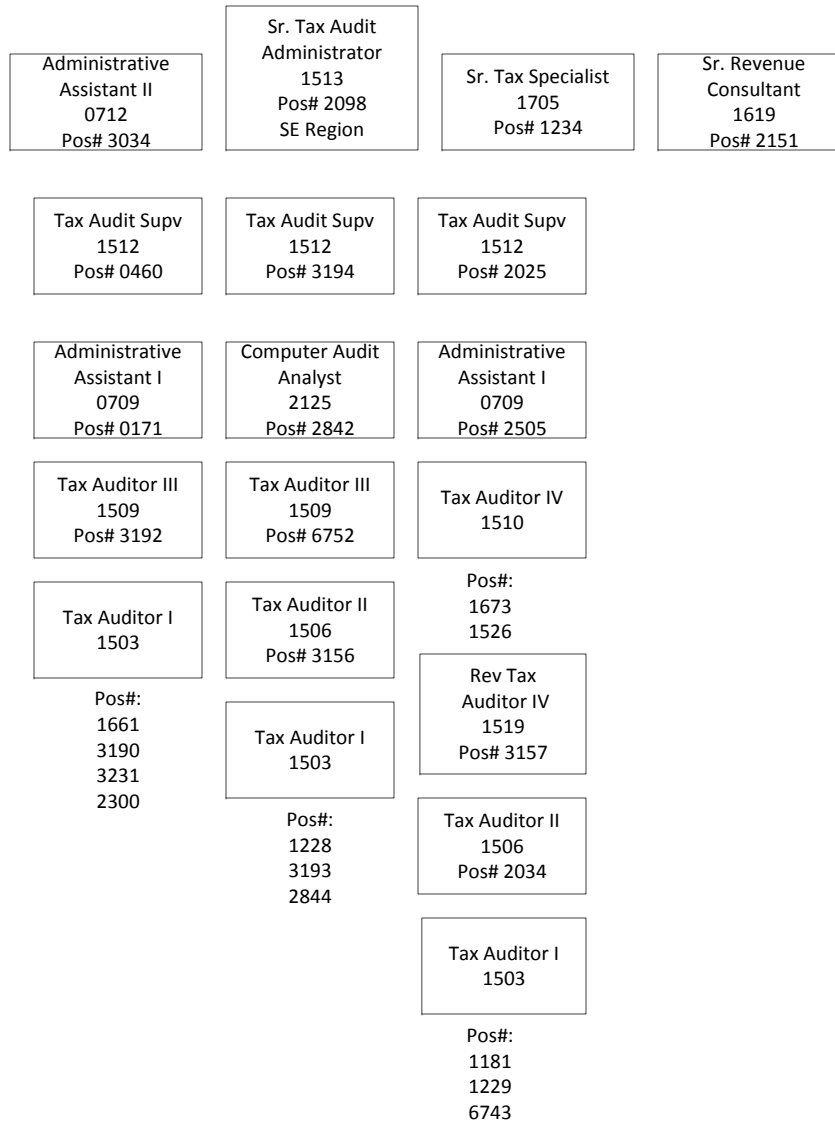
Audit Operations

Government Analyst II 2225 Pos#: 0913 1197	Revenue Program Administrator II - 1708 Pos# 1218	
Sr. Tax Specialist 1705 Pos#: 3097 3187	Audit Sr. Tax Audit Administrator 1513 Pos# 0461 SW Region	
Tax Audit Supv 1512 Pos# 1256 Pos#: 0735 1193	Tax Audit Supv 1512 Pos# 1373	Revenue Tax Audit Supervisor 1521 Pos# 0904
Secretary Specialist 0105 Pos# 0322	Administrative Secretary 0108 Pos# 0342	Tax Auditor IV 1510 Pos# 0445
Tax Auditor V 1511 Pos# 2816	Tax Auditor IV 1510 Pos#: 3233 0689	Tax Auditor III 1509 Pos# 0908
Tax Auditor IV 1510 Pos# 1999 Pos#: 1999 3010	Tax Auditor III 1509 Pos# 1881	Rev Tax Auditor III 1518 Pos# 1882
Tax Auditor II 1506 Pos#: 1483 6740 1261	Tax Auditor I 1503 Pos#: 3094 3155 2828	Tax Auditor I 1503 Pos#: 0499 0727 2423 2305 1619
Tax Auditor I 1503	Computer Audit Analyst 2125 Pos# 0899	

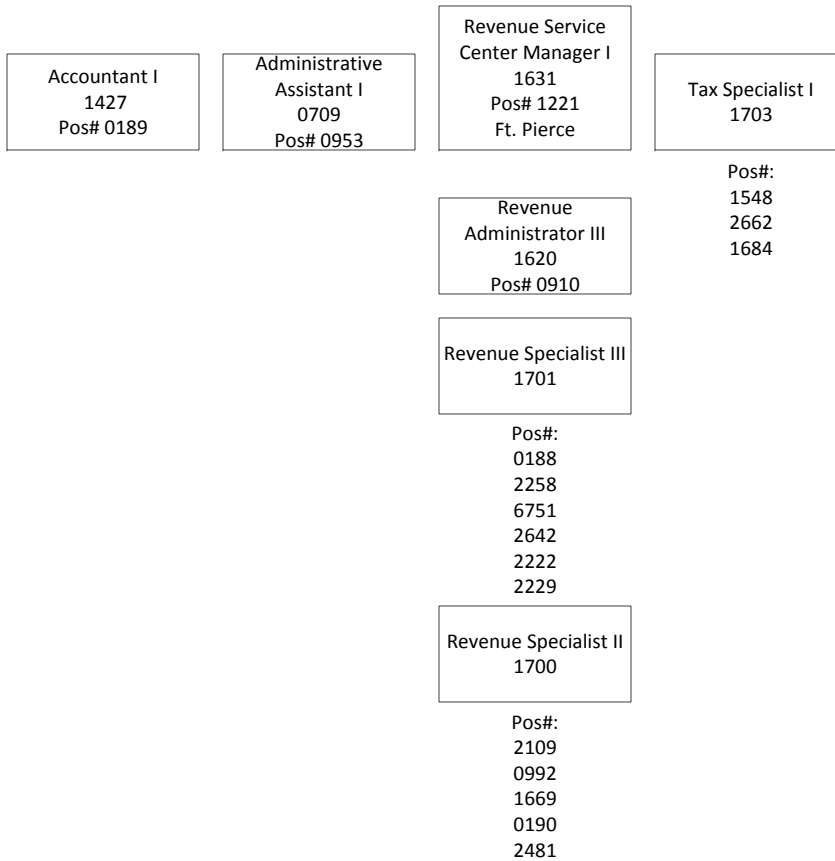
Collections

		Accountant I 1427 Pos#: 0946 0172	Revenue Service Center Manager II 1632 Pos# 3035 Coral Springs	Administrative Assistant I 0709 Pos# 0485		
Revenue Administrator III 1620 Pos# 1338	Revenue Administrator III 1620 Pos# 2105	Revenue Administrator III 1620 Pos# 3090	Revenue Administrator III 1620 Pos# 1230	Revenue Administrator III 1620 Pos# 3258	Revenue Administrator III 1620 Pos# 1537	
Revenue Specialist III 1701 Pos#: 1542 0163 2101 0168 2100 2698 1421 6758	Revenue Specialist III 1701 Pos#: 0167 1536 2103 0160 6777 2294	Revenue Specialist II 1700 Pos#: 2107 2251 6784 6757 2252 1231 0162 2148 2621	Revenue Specialist II 1700 Pos#: 0179 2106	Revenue Specialist II 1700 Pos#: 2699 0175 2508 3298 2255 2254 2957 6749	Administrative Secretary 0108 Pos#: 3111 0849	
Tax Specialist I 1703 Pos#: 0817 2123	Tax Specialist II 1704 Pos# 2161				Tax Specialist I 1703 Pos#: 0169 2958 1539 2029 2941 2104 3185 2687	
	Tax Specialist I 1703 Pos#: 0015 2257					

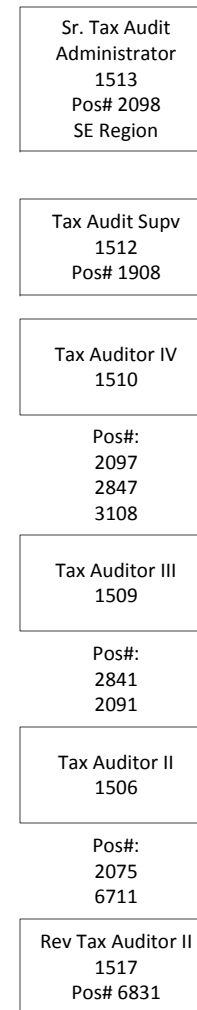
Audit



Collections



Audit



Department of Revenue
 General Tax Administration
 West Palm Beach Service Center
 Current as of July 1, 2016

Collections

Administrative Assistant I 0709	Revenue Service Center Manager II 1632 Pos# 1419 West Palm Bch	Accountant I 1427 Pos# 0338
Pos#: 1898 2500		
Revenue Administrator III 1620 Pos# 1301	Revenue Administrator III 1620 Pos# 0331	Revenue Administrator III 1620 Pos# 0333
Revenue Specialist III 1701	Revenue Specialist II 1700	Tax Specialist I 1703
Pos#: 0210 1608 0262 1063 2688 0335 2019 2265	Pos#: 2146 2689 2145 2261 2696 0025 1422 2147	Pos#: 0325 1299 1637 6750 2262 2264 2263

Audit

Sr. Tax Audit Administrator 1513 Pos# 2098 SE Region	Sr. Tax Specialist 1705 Pos# 3114
Tax Audit Supv 1512 Pos# 1227	
Administrative Assistant I 0709 Pos# 2657	
Tax Auditor IV 1510	
Pos#: 1907 3253 2425	
Tax Auditor II 1506 Pos# 2416	
Pos#: 6552 2843	
Tax Auditor I 1503 Pos# 1169	
Pos#: 1169 3087 1260	
Computer Audit Analyst 2125 Pos# 0837	

Department of Revenue
 General Tax Administration
 Miami Service Center (1 of 2)
 Current as of July 1, 2016

Collections

		Administrative Assistant I 0709 Pos# 0269	Revenue Service Center Manager I 1631 Pos# 0244 Miami			
Revenue Administrator III 1620 Pos# 0247	Revenue Administrator III 1620 Pos# 1575	Revenue Administrator III 1620 Pos# 0245	Revenue Administrator III 1620 Pos# 6722	Revenue Administrator III 1620 Pos# 6767	Revenue Administrator III 1620 Pos# 0246	Revenue Administrator III 1620 Pos# 6572
Tax Specialist I 1703	Revenue Specialist III 1701	Revenue Specialist III 1701	Revenue Specialist II 1700	Revenue Specialist II 1700	Tax Specialist I 1703 Pos# 1857	Revenue Specialist II 1700
Pos#: 0268 1439 3297 1184 0348 2266 2615 2122 2010	Pos#: 2156 0263 1584 2949 3305 2278 2276 2164 0140 1560	Pos#: 0261 2124 2275 1816 1427 2274 3303 0251 3310	Pos#: 2483 2484 2125 2269 0903 2271 2126 0260 2128 2099 2270 1576 0267 1812	Pos#: 0319 2130 6766 2150 0255 1577 1578 0845 2951 0257 1302 2281 6764 2962	Revenue Specialist III 1701 Pos#: 6765 0860 0220 1585 2127 1303 6769	Pos#: 2121 3043 2273 6768 0841 2129 1579 0274 2267 2277 2280 0256 2700
Administrative Secretary 0108 Pos#: 0275 2509 3265				Tax Specialist I 1703 Pos# 2479	Revenue Specialist II 1700 Pos# 0219	
Accountant I 1427 Pos#: 0184 0297 2494						

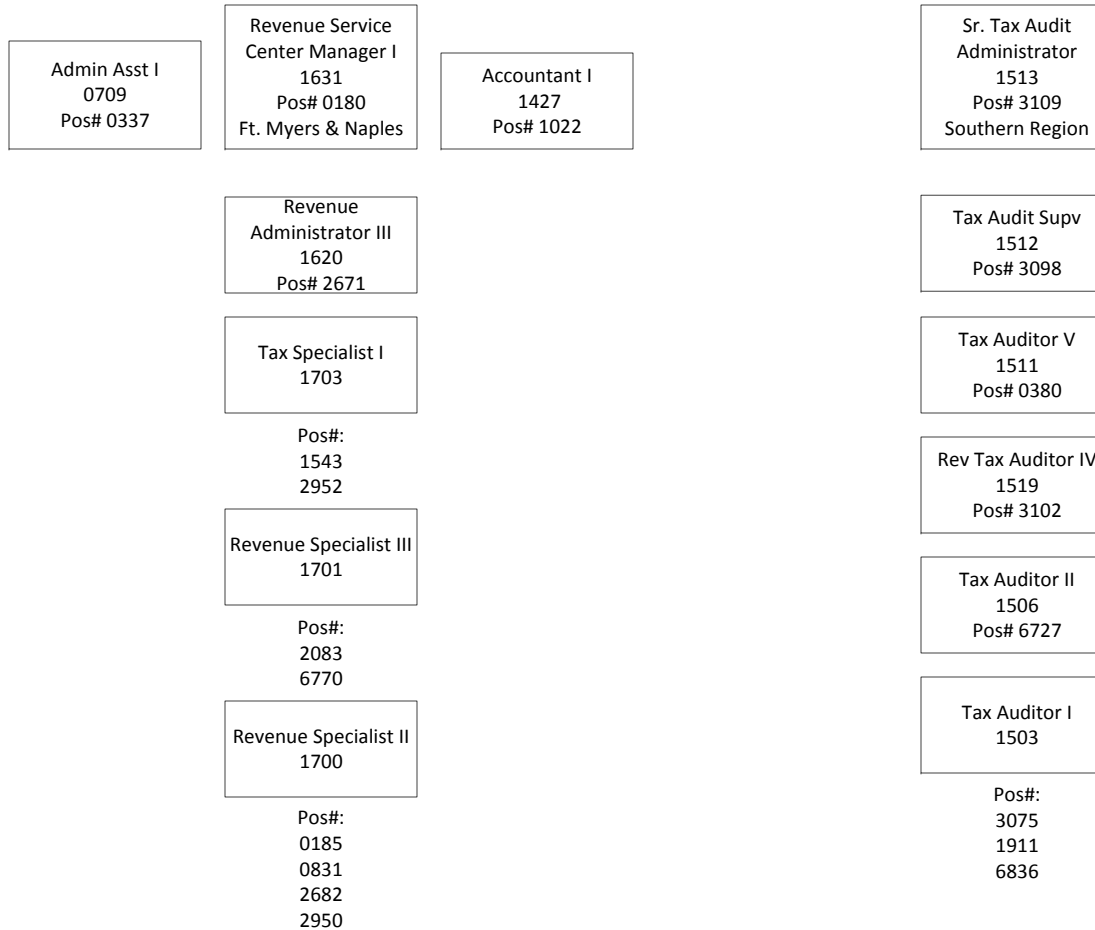
Department of Revenue
 General Tax Administration
 Miami Service Center (2 of 2)
 Current as of July 1, 2016

Audit

	Administrative Assistant II 0712 Pos# 0484	Admin Asst I 0709 Pos#: 0276 2167	Sr. Tax Audit Administrator 1513 Pos# 3109 Southern Region	Sr. Tax Specialist 1705 Pos#: 1904 2158	Sr. Revenue Consultant 1619 Pos#: 0264 0638	Computer Audit Analyst 2125 Pos#: 3128 2618
Tax Audit Supv 1512 Pos# 0897	Tax Audit Supv 1512 Pos# 0455	Tax Audit Supv 1512 Pos# 3248	Tax Audit Supv 1512 Pos# 0833	Tax Audit Supv 1512 Pos# 2850	Tax Audit Supv 1512 Pos# 3264	Tax Audit Supv 1512 Pos# 2367
Tax Auditor IV 1510 Pos#: 1240 2179	Tax Auditor IV 1510 Pos# 2620	Tax Auditor IV 1510 Pos#: 1235 3106 3158	Tax Auditor IV 1510 Pos#: 0414 1475 3262 3263	Tax Auditor IV 1510 Pos#: 2827 3161 3201	Tax Auditor IV 1510 Pos# 2304	Tax Auditor IV 1510 Pos# 2846
Rev Tax Auditor IV 1519 Pos#: 2009 2386	Tax Auditor III 1509 Pos# 6644	Tax Auditor III 1509 Pos#: 0465 6842 6720	Tax Auditor III 1509 Pos#: 6721 3116	Rev Tax Auditor IV 1519 Pos# 0394	Rev Tax Auditor IV 1519 Pos# 2024	Tax Auditor III 1509 Pos#: 0495 3235
Tax Auditor III 1509 Pos# 3245	Tax Auditor II 1506 Pos#: 6832 0391 3247 3304	Rev Tax Auditor II 1517 Pos# 6843	Tax Auditor II 1506 Pos#: 6845 3260 6835	Tax Auditor III 1509 Pos# 6725	Tax Auditor II 1506 Pos#: 2160 0186	Tax Auditor II 1506 Pos# 0839
Tax Auditor II 1506 Pos# 0522	Tax Auditor I 1503 Pos#: 0990 2617 6844	Tax Auditor I 1503 Pos#: 1045 6833		Rev Tax Auditor I 1503 Pos# 2855	Tax Auditor I 1503 Pos#: 2614 2619 0183 1242	Tax Auditor I 1503 Pos#: 3037 0861
Rev Tax Auditor II 1517 Pos#: 6724 1994				Tax Auditor I 1503 Pos# 6834		
Tax Auditor I 1503 Pos# 0522						

Department of Revenue
General Tax Administration
Naples Service Center
Current as of July 1, 2016

Collections



Department of Revenue
 General Tax Administration
 Atlanta Service Center
 Current as of July 1, 2016

Atlanta Service Center

Administrative Secretary 0108 Pos# 3050	Admin Asst I 0709 Pos# 1046	Revenue Service Center Manager II 1632 Pos# 0448 Atlanta, GA	Sr. Tax Specialist 1705 Pos#: 2359 1517	Computer Audit Analyst 2125 Pos#: 1870 2637	Tax Auditor IV 1510 Pos#: 1505 1532
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Tax Audit Supv 1512 Pos# 1200	Tax Audit Supv 1512 Pos# 2350	Tax Audit Supv 1512 Pos# 2628	Tax Audit Supv 1512 Pos# 1199
Tax Auditor V 1511 Pos#: 6852 2864 6851	Tax Auditor IV 1510 Pos# 6817	Tax Auditor IV 1510 Pos#: 2865 1572	Tax Auditor V 1511 Pos# 6852 Pos#: 2882 1868 1226
Tax Auditor IV 1510 Pos# 0621	Tax Auditor III 1509 Pos# 1068	Tax Auditor III 1509 Pos# 2877	Rev Tax Auditor IV 1519 Pos# 1217
Tax Auditor I 1503 Pos#: 3125 2431 1068	Tax Auditor II 1506 Pos#: 6839 2038	Tax Auditor II 1506 Pos#: 6856 2660	Tax Auditor III 1509 Pos# 0736
	Tax Auditor I 1503 Pos# 0620	Tax Auditor I 1503 Pos#: 2068 2853 1499	Tax Auditor II 1506 Pos# 0633
			Tax Auditor I 1503 Pos#: 3067 0620 2360

Audit

Revenue Specialist III 1701 Pos# 0511	Sr. Tax Audit Administrator 1513 Pos# 0199 Multi State Region	Sr. Revenue Consultant 1619 Pos#: 1663 6848
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Department of Revenue
 General Tax Administration
 Chicago Service Center
 Current as of July 1, 2016

Chicago Service Center

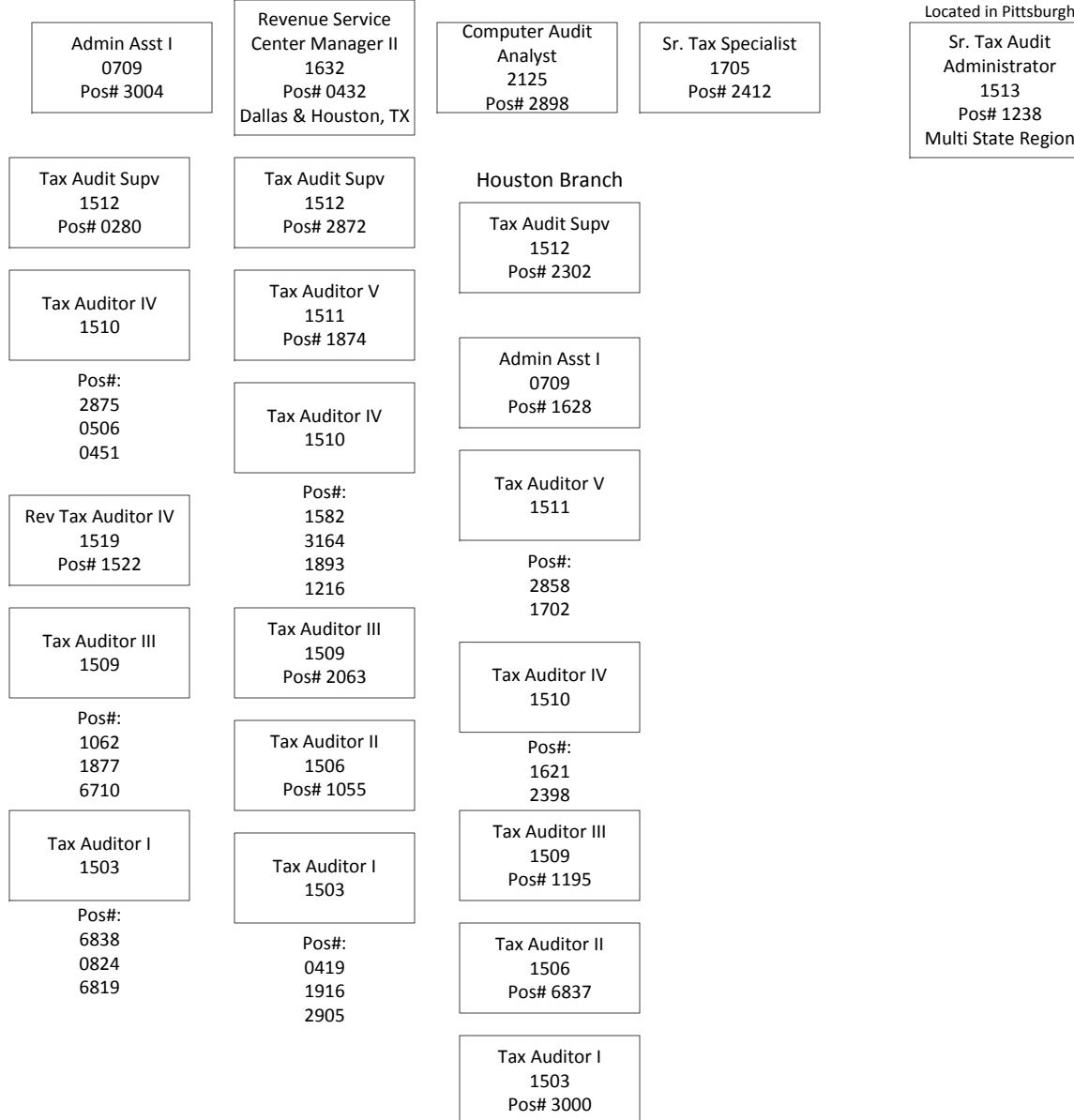
Admin Asst I 0709 Pos# 1470	Revenue Service Center Manager II 1632 Pos# 0430 Chicago, IL	Computer Audit Analyst 2125 Pos# 2630	Sr. Tax Specialist 1705 Pos#: 1867 2869	Audit Located in Pittsburgh	
Tax Audit Supv 1512 Pos# 1198	Tax Audit Supv 1512 Pos# 1077	Tax Audit Supv 1512 Pos# 2054		Sr. Tax Audit Administrator 1513 Pos# 1238 Multi State Region	Administrative Assistant II 0712 Pos# 3053
Tax Auditor V 1511 Pos# 1004	Tax Auditor V 1511 Pos# 1009	Tax Auditor V 1511 Pos# 1670			
Tax Auditor IV 1510 Pos#: 2394 2021 2432	Tax Auditor IV 1510 Pos#: 3202 3207 3203	Tax Auditor IV 1510 Pos#: 2285 2392 2414			
Rev Tax Auditor IV 1519 Pos#: 2357 2064	Rev Tax Auditor IV 1519 Pos# 1508	Tax Auditor III 1509 Pos# 1875			
Tax Auditor II 1506 Pos#: 1876 3047	Tax Auditor II 1506 Pos#1899	Rev Tax Auditor III 1518 Pos# 2051			
Tax Auditor I 1503 Pos# 6704	Tax Auditor I 1503 Pos#: 2053 3162 2633 2298	Tax Auditor II 1506 Pos# 1223			
Rev Tax Auditor I 1516 Pos# 2863		Tax Auditor I 1503 Pos#: 1225 1064			

Department of Revenue
 General Tax Administration
 Dallas Service Center
 Current as of July 1, 2016

Dallas Service Center

Audit

Located in Pittsburgh



Los Angeles Service Center

Administrative
 Secretary
 0108
 Pos# 2066

Admin Asst I
 0709
 Pos# 1044

Revenue Service
 Center Manager II
 1632
 Pos# 1007
 Los Angeles, CA

Computer Audit
 Analyst
 2125
 Pos# 0431

Sr. Tax Specialist
 1705
 Pos# 0653

Audit

Located in Atlanta

Sr. Tax Audit
 Administrator
 1513
 Pos# 0199
 Multi State Region

Tax Audit Supv
 1512
 Pos# 3167

Tax Audit Supv
 1512
 Pos# 2065

Tax Auditor V
 1511
 Pos# 2284

Tax Auditor V
 1511

Tax Auditor IV
 1510

Pos#:
 3204
 2883

Pos#:
 0847
 1501

Tax Auditor IV
 1510

Tax Auditor III
 1509

Pos#:
 1065
 6728

Pos#:
 1873
 0437

Tax Auditor III
 1509

Tax Auditor II
 1506
 Pos# 6688

Pos#:
 1239
 2060

Tax Auditor I
 1503

Rev Tax Auditor II
 1517
 Pos# 2055

Pos#:
 3046
 2049
 2395
 2295

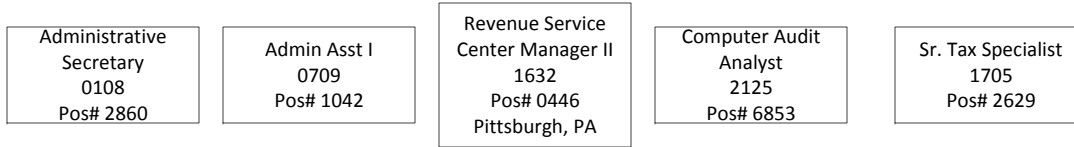
Tax Auditor I
 1503

Pos#:
 1010
 1328
 0627

New York Service Center

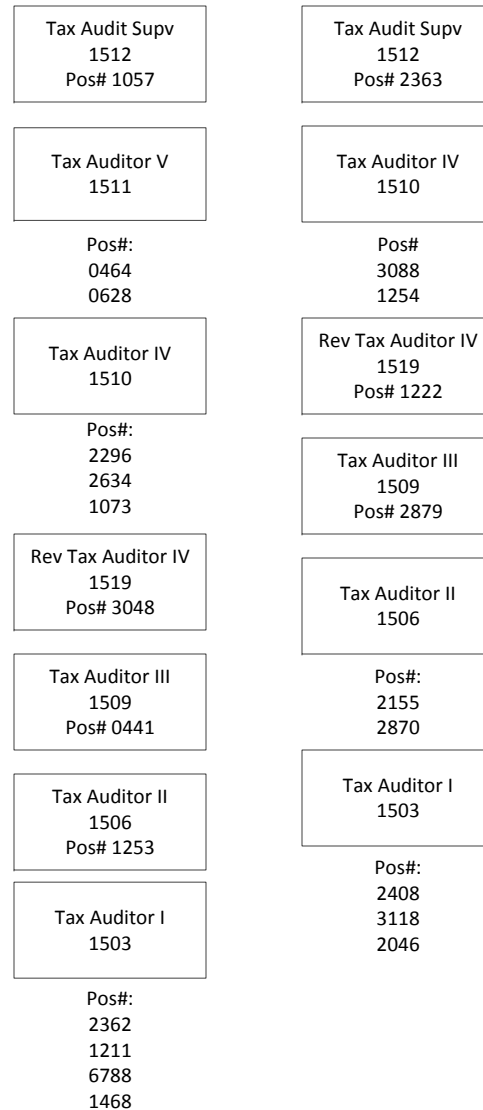
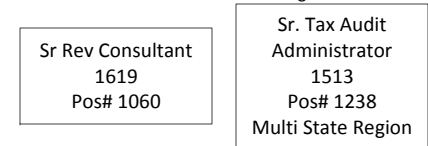
Admin Asst I 0709 Pos# 1041	Revenue Service Center Manager II 1632 Pos# 1209 New York	Computer Audit Analyst 2125 Pos# 0442	Sr. Tax Specialist 1705 Pos# 2396	Audit Located in Atlanta Sr. Tax Audit Administrator 1513 Pos# 0199 Multi State Region
Tax Audit Supv 1512 Pos# 3124	Tax Audit Supv 1512 Pos# 1708	Tax Auditor IV 1510 Pos# 2287		
Tax Auditor IV 1510 Pos#: 2866 1900	Tax Auditor IV 1510 Pos#: 3163 3205	Tax Auditor III 1509 Pos#: 3119 0266		
Tax Auditor III 1509 Pos#: 1699 1546	Tax Auditor III 1509 Pos#: 1701 2861	Tax Auditor I 1503 Pos#: 3219 1069		
Rev Tax Auditor III 1518 Pos# 1519	Tax Auditor I 1503 Pos#: 2039 2050			
Tax Auditor II 1506 Pos# 1251	Computer Audit Analyst 2125 Pos# 1176			
Tax Auditor I 1503 Pos#: 3206 2871 0330				

Pittsburgh Service Center

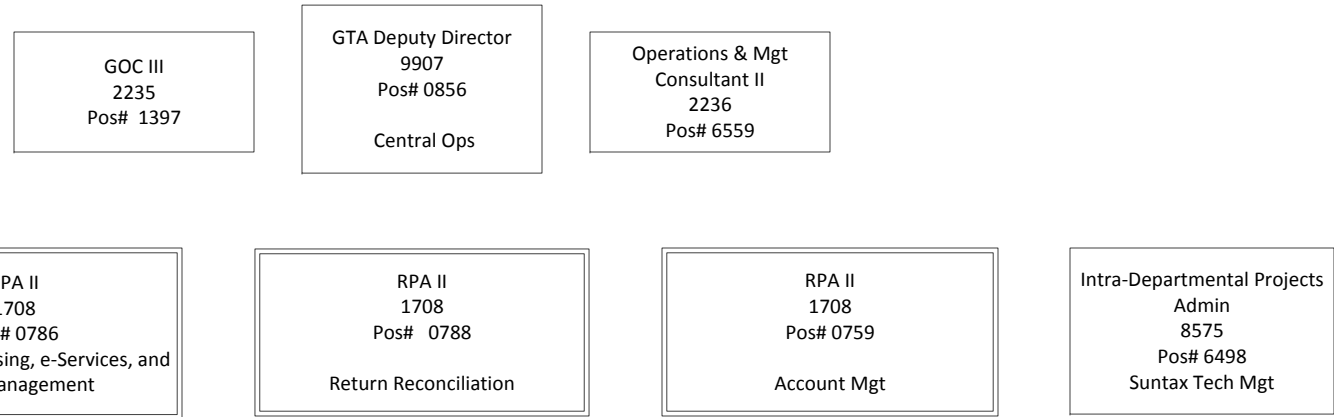


Audit

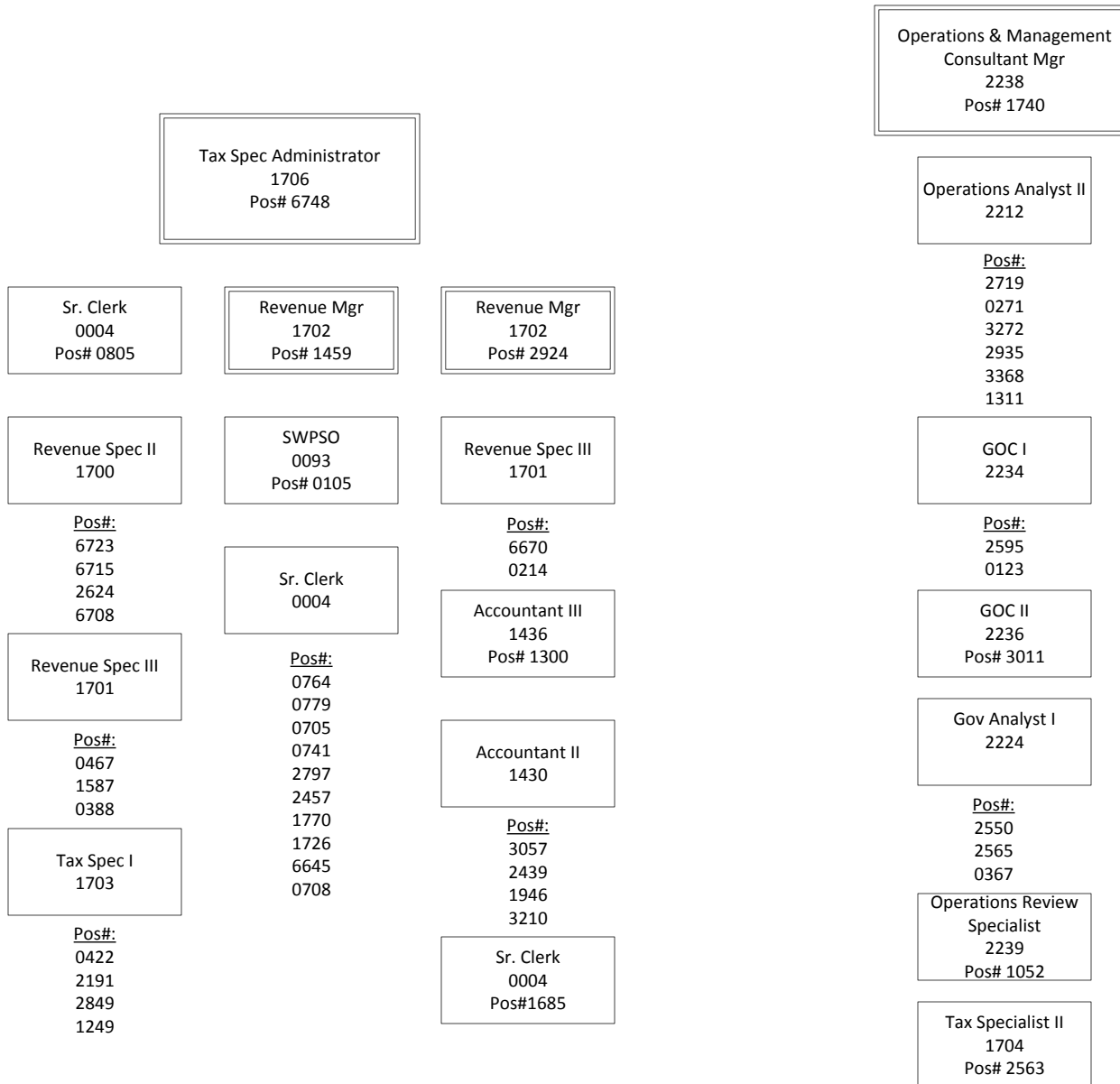
Located in Pittsburgh



Department of Revenue
General Tax Administration
Central Operations (CO)
Current as of July 1, 2016



Department of Revenue
 General Tax Administration
 CO - Taxpayer Services (2 of 2)
 Current as of July 1, 2016



Department of Revenue
General Tax Administration
CO - Revenue Processing (RP)
Current as of July 1, 2016

RPA II
1708
Pos# 0786
Revenue Processing, e-Services, and
Data Management

Administrative Assistant II
0712
Pos# 3366

Senior Revenue Administrator
1619
Pos# 0091

Mail Room

Operations & Management
Consultant Mgr
2238
Pos# 1381

Data Mgt

Revenue Administrator III
1620
Pos# 0100

Info Processing

Government Operations
Consultant III
2238
Pos# 0793

GOC II
2236
Pos# 2791

Operations Analyst II
2212
Pos# 0707

Department of Revenue
 General Tax Administration
 CO – RP – Data Management & Info Processing
 Current as of July 1, 2016

Operations & Management
 Consultant Mgr
 2238
 Pos# 1381
 Data Mgt

Operations Analyst II
 2212
 Pos# 2636

Revenue Manager
 1702
 Pos# 0733

Revenue Manager
 1702
 Pos# 0082

Revenue Manager
 1702
 Pos# 6547

Revenue Administrator III
 1620
 Pos# 0100
 Info Processing

Tax Specialist II
 1704
 Pos# 0665

Operations Analyst I
 2209
 Pos# 6545

Operations Analyst I
 2209
 Pos# 0240

Operations Analyst I
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 Pos# 3168

GOC II
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Operations Analyst II
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GOC I
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Revenue Spec II
 1700

Revenue Spec II
 1700

Revenue Spec II
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 6535
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Revenue Spec I
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Revenue Spec I
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Revenue Spec I
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EDP Technicians
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EDP Technicians
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Department of Revenue
 General Tax Administration
 CO – Return Reconciliation
 Current as of July 1, 2016

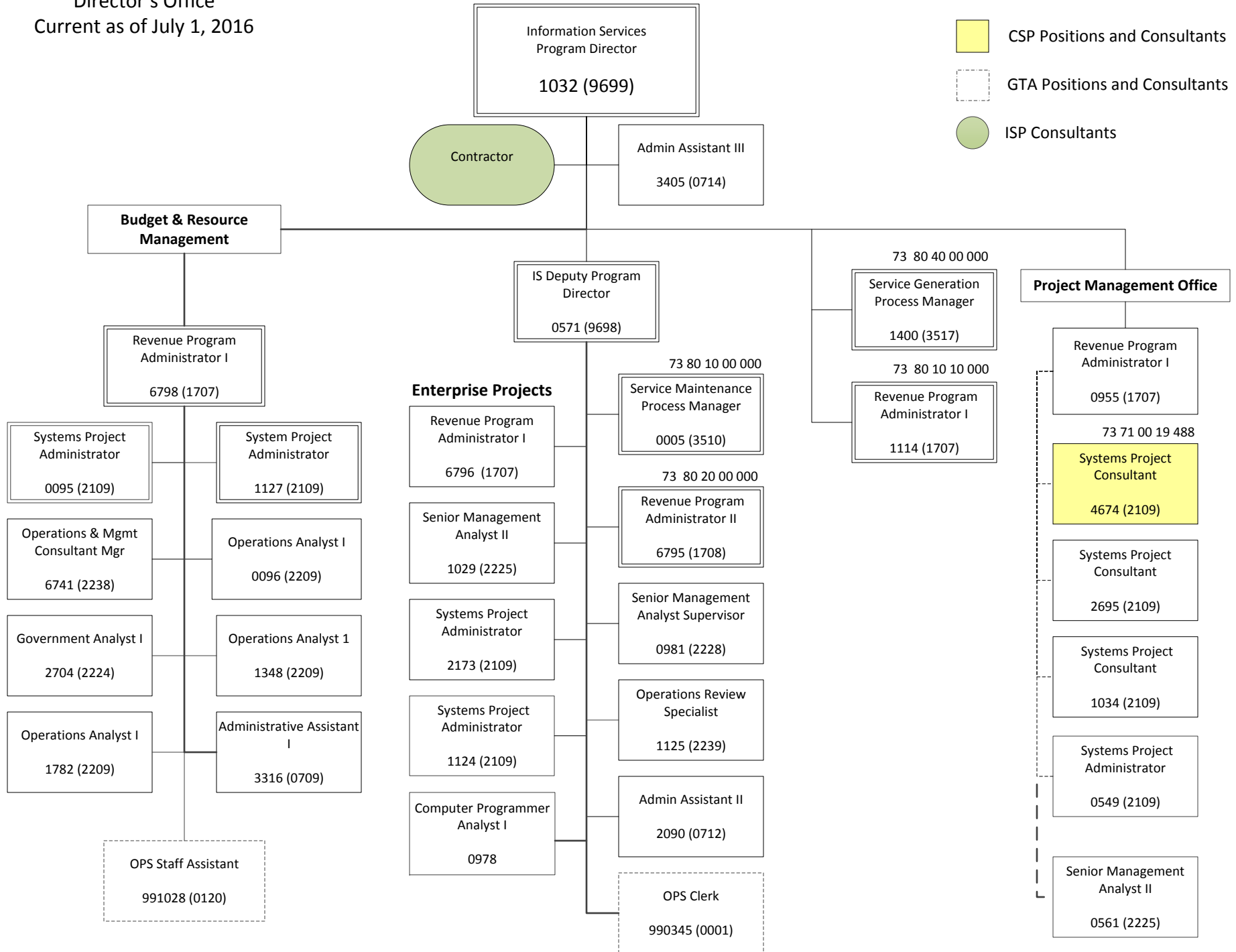
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Pos#: 0760 0821 0827 1053 1279 1324 1404 1406 1443 1692 1720 2108 2795 2927 6567 6635	Pos#: 0657 6525	Sr Clerk 0004 Pos# 0704	Pos#: 0068 0132 0136 0277 2533 (.5 FTE) 2783 3281 6665 6666 6671 6672 6673 6675 6679 6680	
	Revenue Spec II 1700			
	Pos#: 0151 0411 0413 0702 0761 0820 1292 1293 1329 1356 1357 1452 1460 1724 3178 6677 6678			

Department of Revenue
 General Tax Administration
 CO – Account Management
 Current as of July 1, 2016

		Administrative Assistant II 0712 Pos# 1466	RPA II 1708 Pos# 0759 Account Mgt	Operations Review Specialist 2239		Gov Analyst I 2224 Pos# 6598
				Pos#: 0756 2873		
Revenue Administrator II 1618 Pos# 3284	Revenue Administrator I 1616 Pos# 6608	Revenue Administrator I 1616 Pos# 6756	Revenue Administrator II 1618 Pos# 0141	Revenue Administrator I 1616 Pos# 6607		Revenue Administrator I 1616 Pos# 0669
Gov Analyst I 2224 Pos# 6693	Operations Analyst II 2212 Pos# 2539	Operations Analyst II 2212 Pos# 0663	Tax Spec II 1704	Operations Analyst II 2212 Pos# 6581	Operations Analyst II 2212 Pos# 1934	Records Tech 0045 Pos# 6533
Operations Analyst II 2212	Revenue Spec III 1701	Revenue Spec III 1701	Pos#: 1642 1818 6630 6640	Revenue Spec III 1701	Revenue Spec III 1701 Pos# 1607	Sr. Clerk 0004
Pos#: 3322 6541	Pos#: 0106 0936 1768 3074	Pos#: 0098 0659 0773 1120 1361 2534 2536 3288 6568 6604 6605 6627 6651	Tax Specialist I 1703 Pos# 6610	Pos#: 1393 1775 2538 3012	Revenue Specialist II 1700	Pos#: 0125 0278 1716 2178 3172 6550
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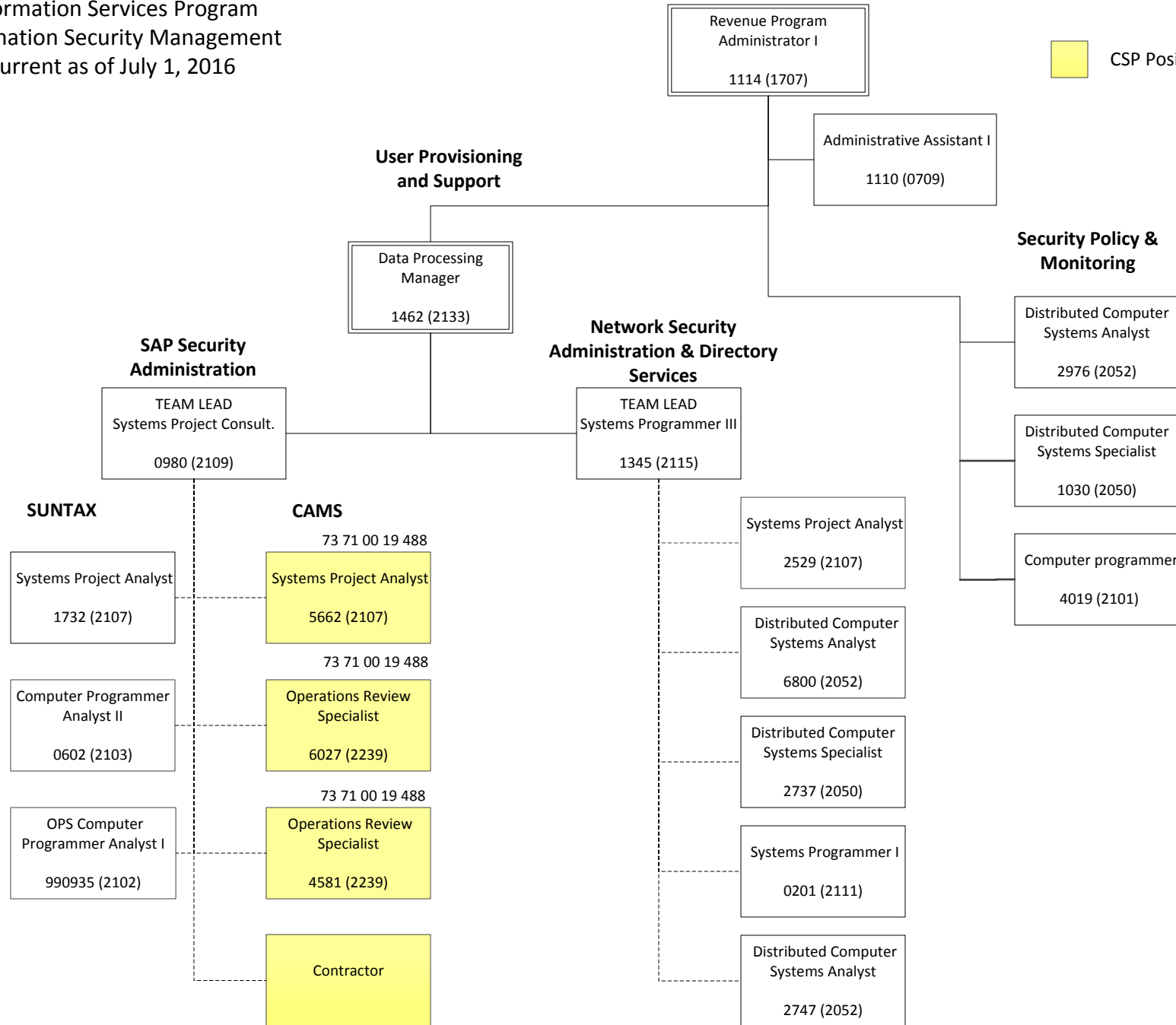
Department of Revenue
 Information Services Program
 Director's Office
 Current as of July 1, 2016

- CSP Positions and Consultants
- GTA Positions and Consultants
- ISP Consultants

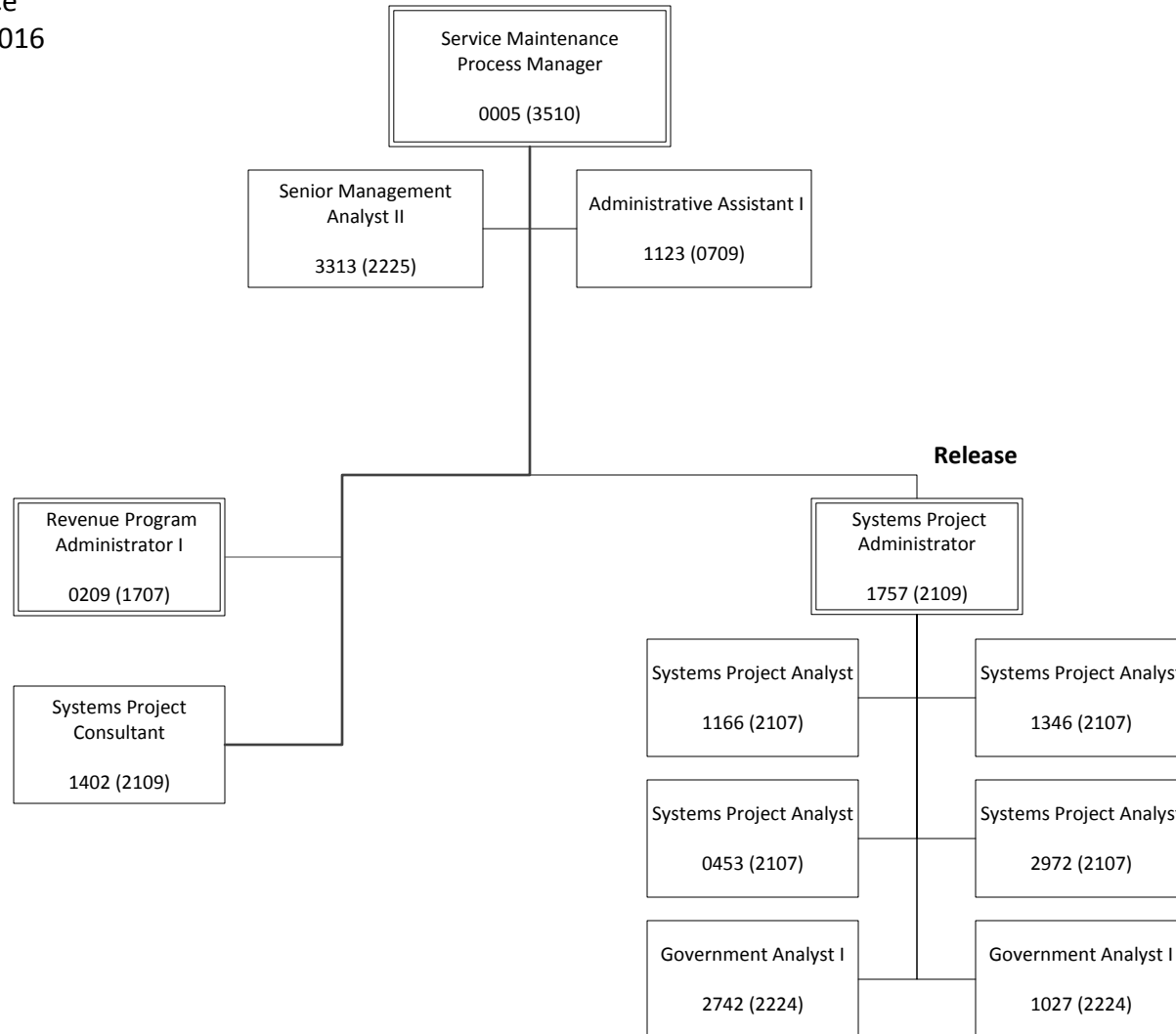


Department of Revenue
 Information Services Program
 Information Security Management
 Current as of July 1, 2016

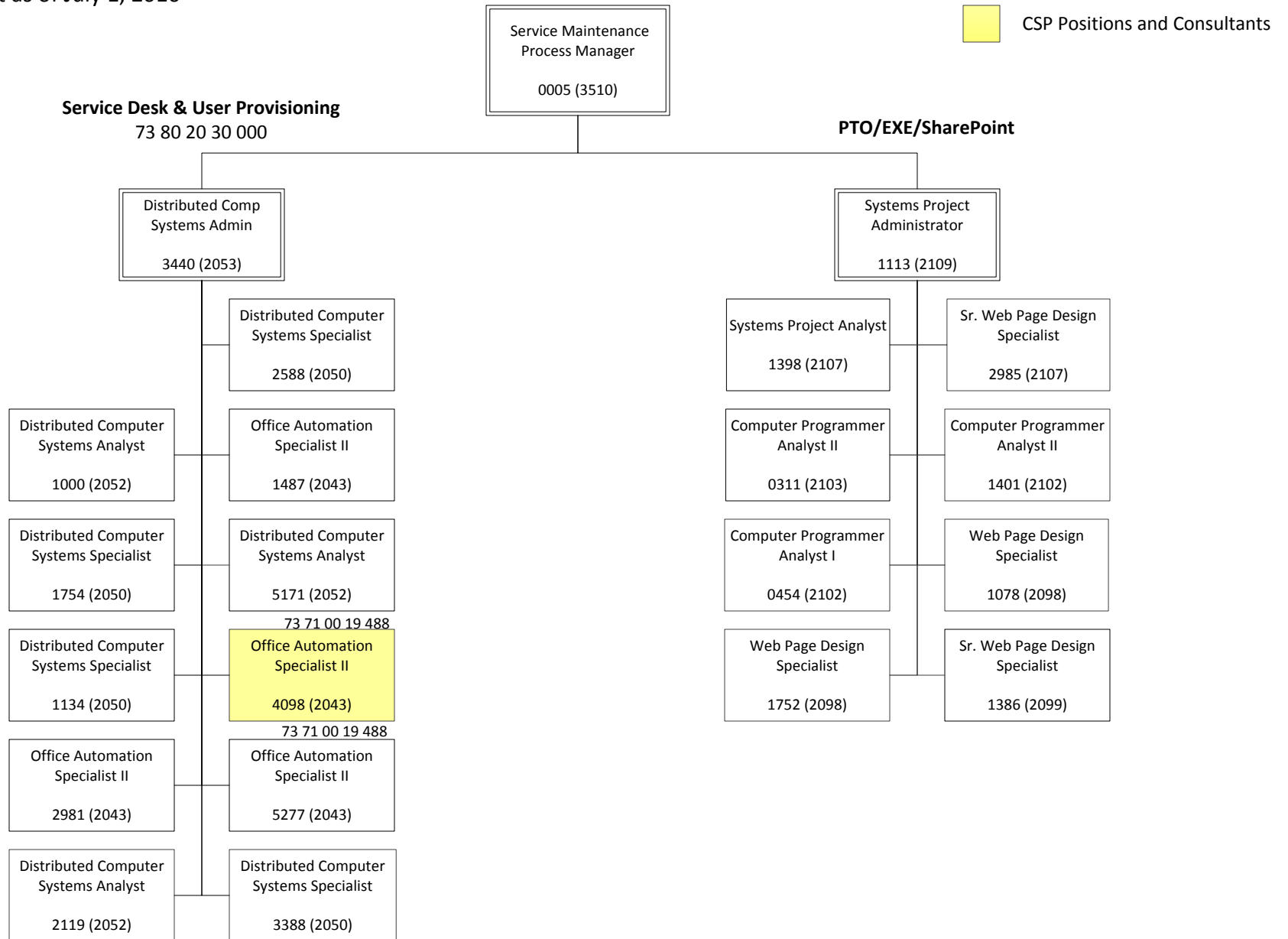
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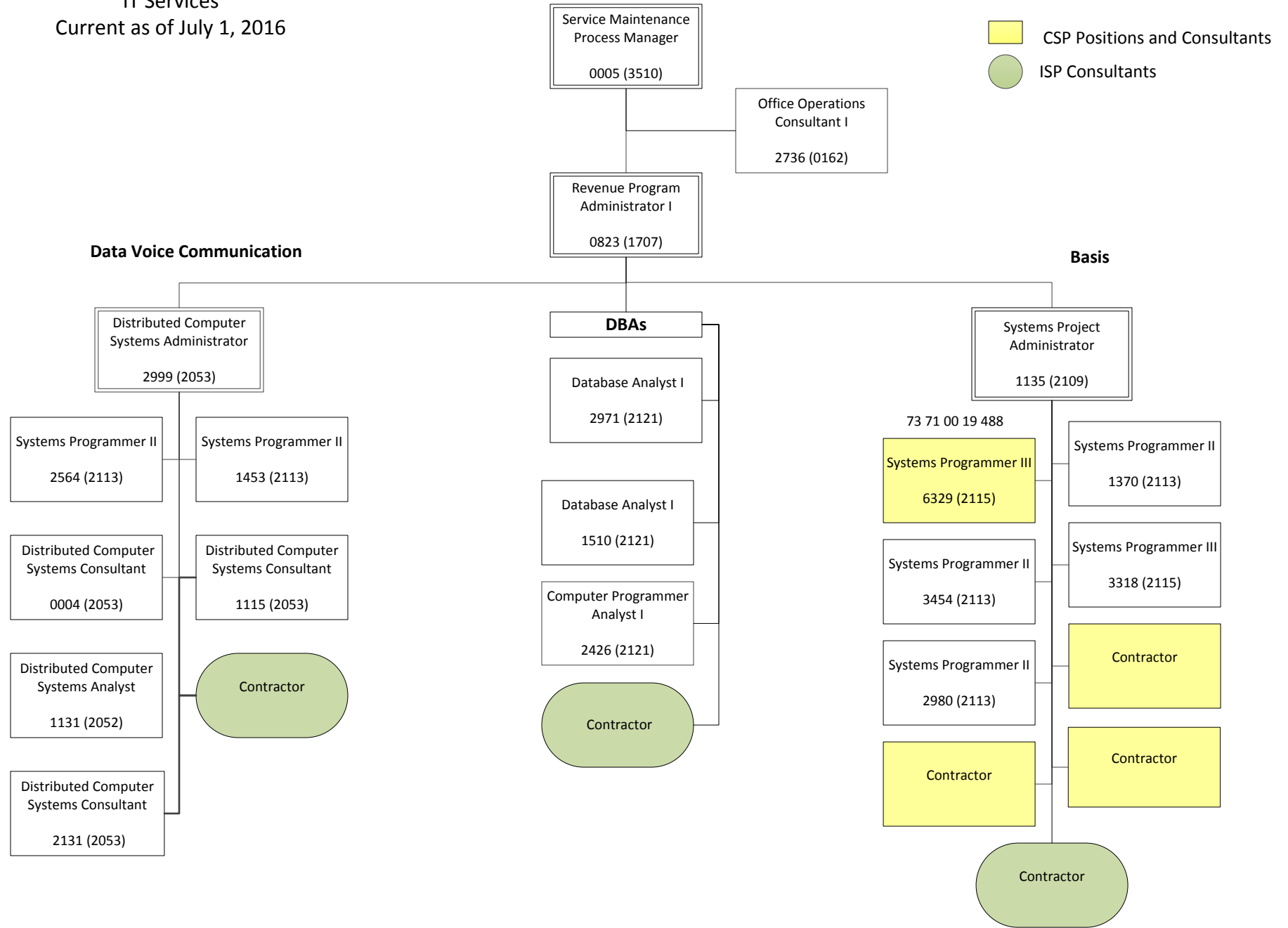
Department of Revenue
Information Services Program
Service Maintenance
Current as of July 1, 2016



Department of Revenue
 Information Services Program
 Service Maintenance II – Service Desk & SharePoint
 Current as of July 1, 2016



Department of Revenue
 Information Services Program
 IT Services
 Current as of July 1, 2016



Department of Revenue
 Information Services Program
 Service Generation
 Current as of July 1, 2016

Service Generation
 Process Manager
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Administrative
 Assistant I
 0032 (0709)

ISP Consultants

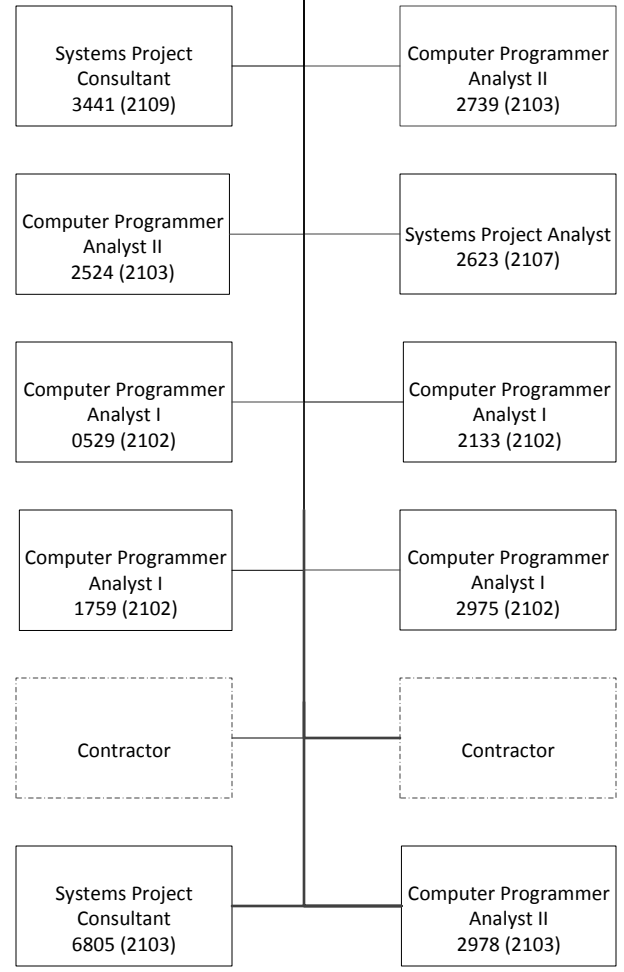
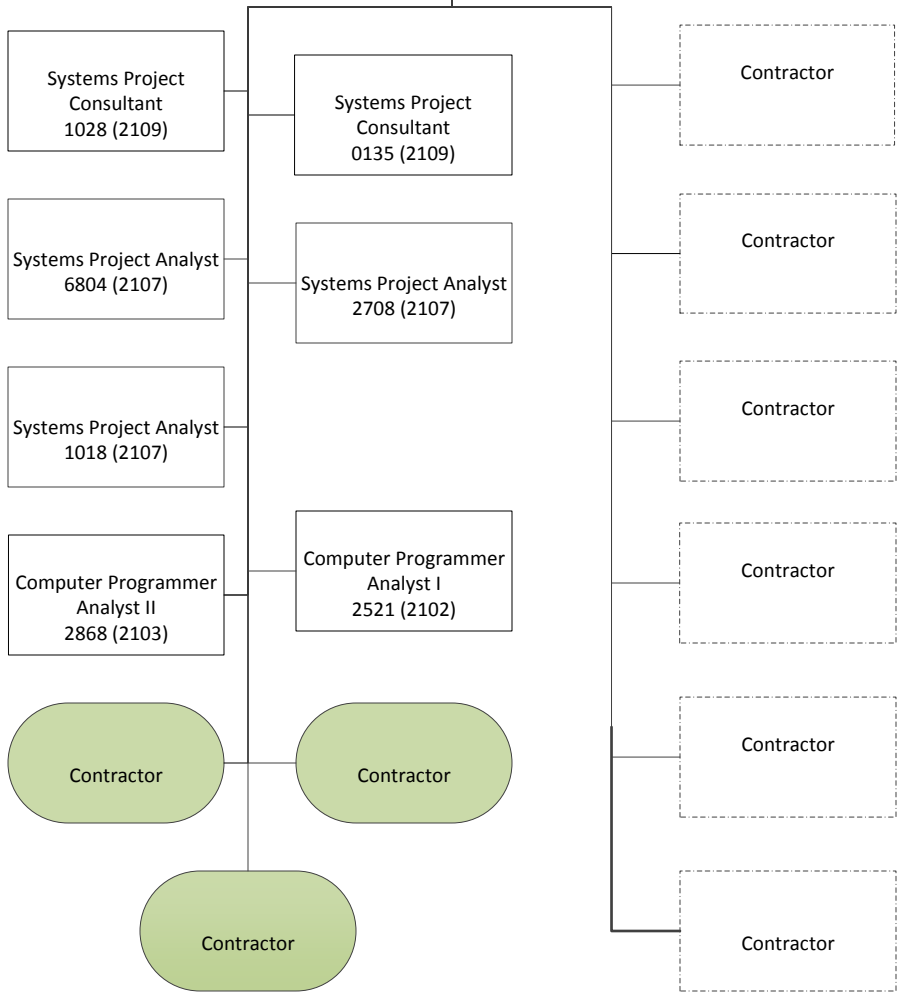
GTA Positions and Consultants

GTA ERP Services



GTA Non ERP Services

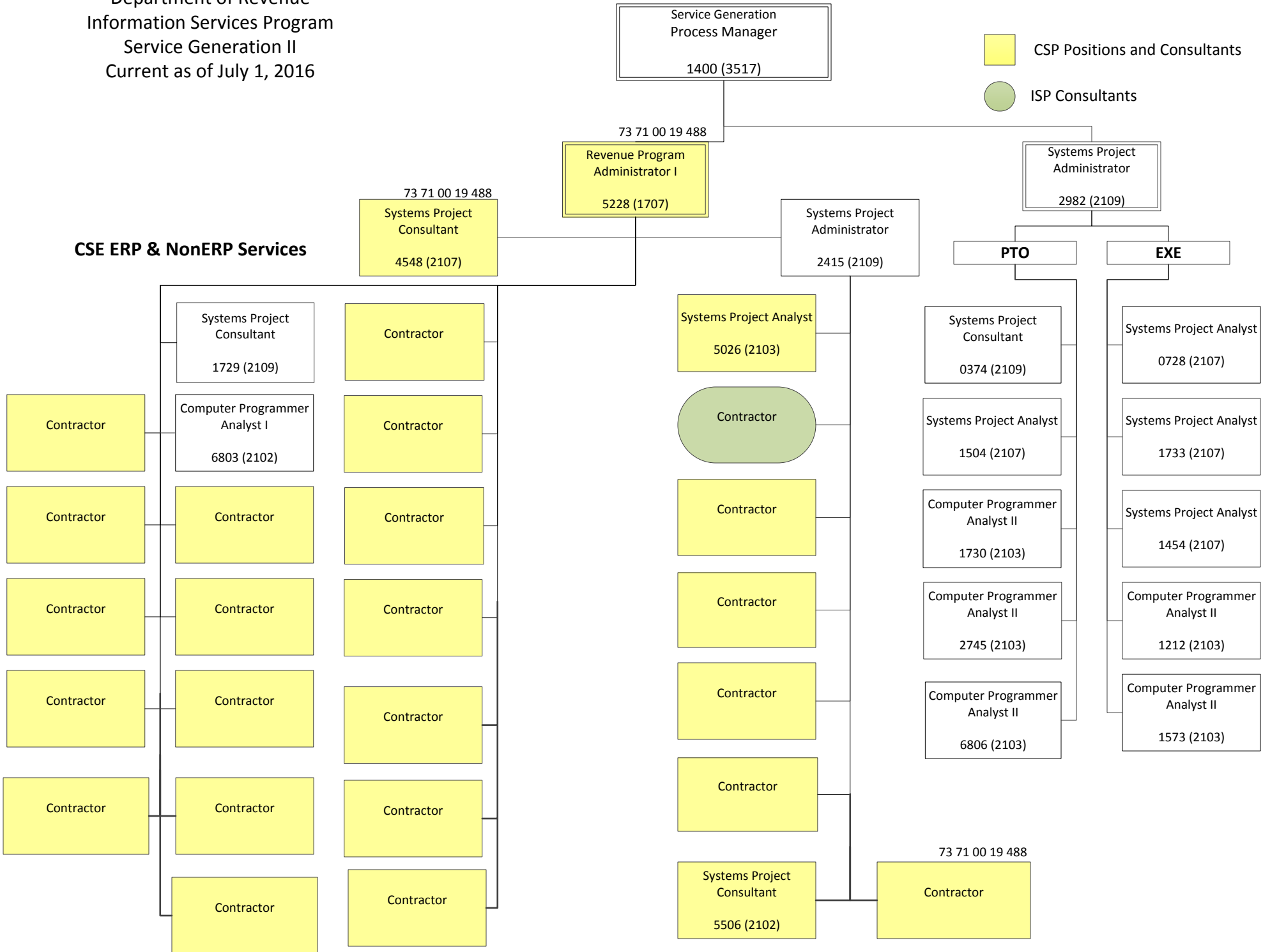
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Systems Project Administrator
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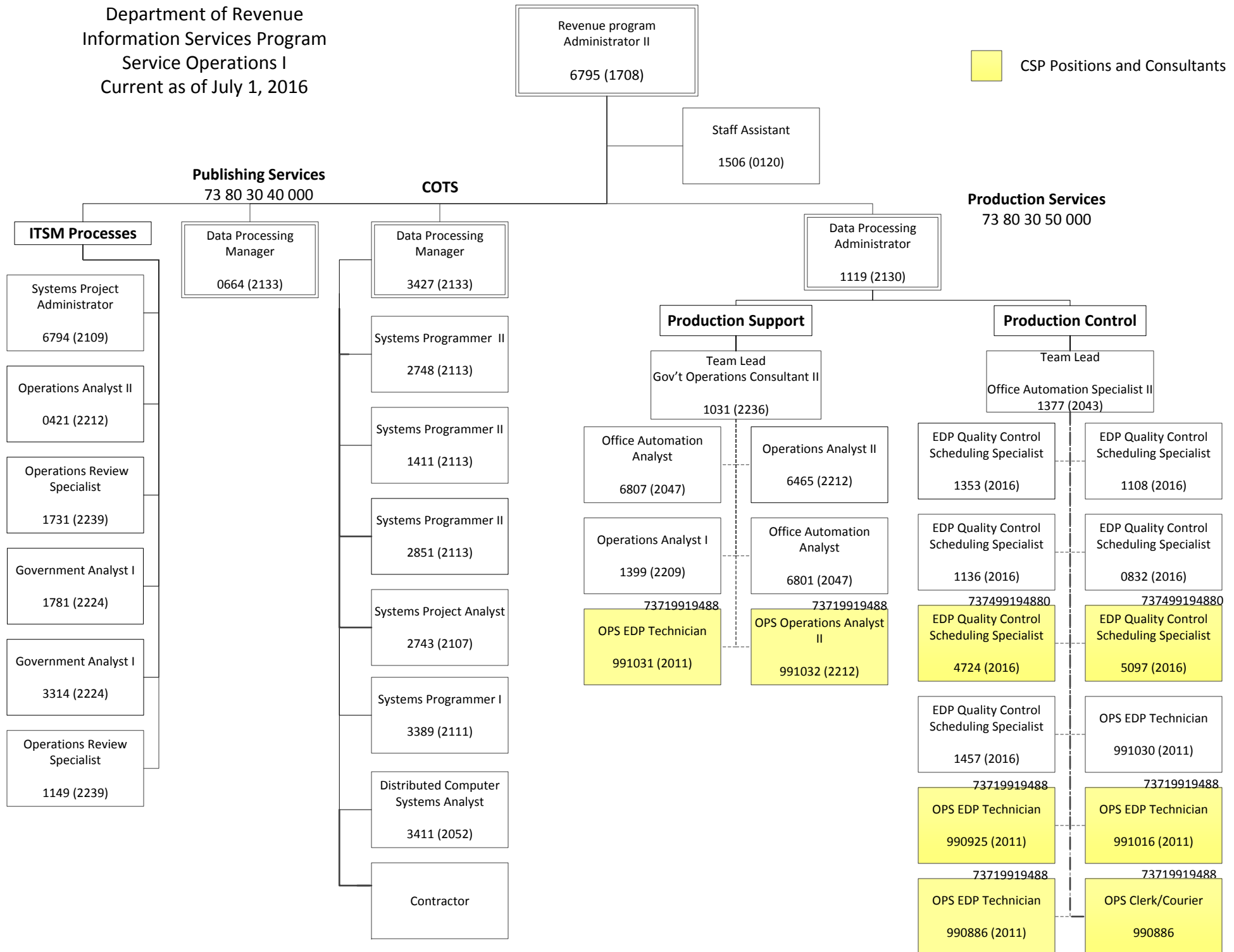
Department of Revenue
 Information Services Program
 Service Generation II
 Current as of July 1, 2016

 CSP Positions and Consultants
 ISP Consultants

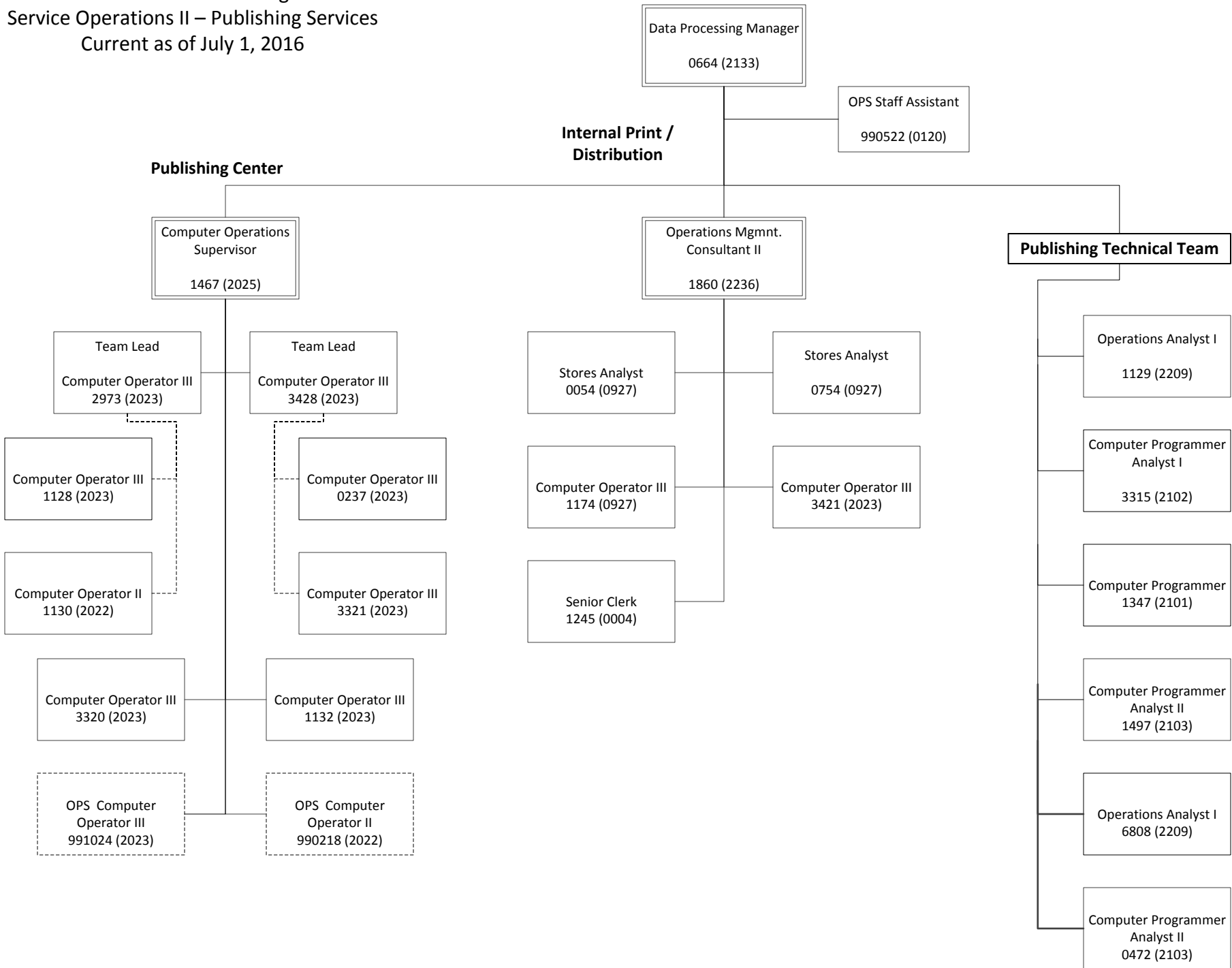


Department of Revenue
 Information Services Program
 Service Operations I
 Current as of July 1, 2016

CSP Positions and Consultants



Department of Revenue
 Information Services Program
 Service Operations II – Publishing Services
 Current as of July 1, 2016



ACTIVITY ISSUE CODES SELECTED:

TRANSFER-STATE AGENCIES ACTIVITY ISSUE CODES SELECTED:

1-8:

AID TO LOCAL GOVERNMENTS ACTIVITY ISSUE CODES SELECTED:

1-8: ACT3350 ACT4200 ACT4370

THE FOLLOWING STATEWIDE ACTIVITIES (ACT0010 THROUGH ACT0490) HAVE AN OUTPUT STANDARD (RECORD TYPE 5)
AND SHOULD NOT:

*** NO ACTIVITIES FOUND ***

THE FCO ACTIVITY (ACT0210) CONTAINS EXPENDITURES IN AN OPERATING CATEGORY AND SHOULD NOT:
(NOTE: THIS ACTIVITY IS ROLLED INTO EXECUTIVE DIRECTION, ADMINISTRATIVE SUPPORT AND INFORMATION
TECHNOLOGY)

*** NO OPERATING CATEGORIES FOUND ***

THE FOLLOWING ACTIVITIES DO NOT HAVE AN OUTPUT STANDARD (RECORD TYPE 5) AND ARE REPORTED AS 'OTHER' IN
SECTION III: (NOTE: 'OTHER' ACTIVITIES ARE NOT 'TRANSFER-STATE AGENCY' ACTIVITIES OR 'AID TO LOCAL
GOVERNMENTS' ACTIVITIES. ALL ACTIVITIES WITH AN OUTPUT STANDARD (RECORD TYPE 5) SHOULD BE REPORTED
IN SECTION II.)

*** NO ACTIVITIES FOUND ***

TOTALS FROM SECTION I AND SECTIONS II + III:

DEPARTMENT: 73	EXPENDITURES	FCO
FINAL BUDGET FOR AGENCY (SECTION I):	561,315,891	
TOTAL BUDGET FOR AGENCY (SECTION III):	561,315,933	
	-----	-----
DIFFERENCE:	42-	
(MAY NOT EQUAL DUE TO ROUNDING)	=====	=====

LEGISLATIVE BUDGET REQUEST

**2017-2018
BUDGET ENTITY LEVEL EXHIBITS
AND SCHEDULES**

STATE OF FLORIDA DEPARTMENT OF REVENUE



SCHEDULE IV-B FOR CHILD SUPPORT DEPARTMENT OF COMMERCE GRANT

For Fiscal Year 2017-18





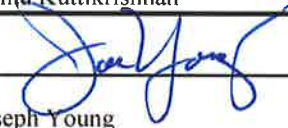
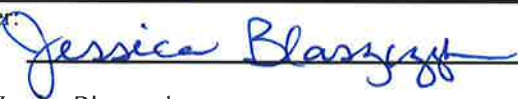
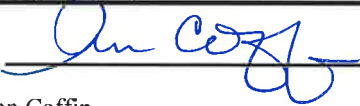
October 1, 2016

FLORIDA DEPARTMENT OF REVENUE
CHILD SUPPORT PROGRAM

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I. Schedule IV-B Cover Sheet

Schedule IV-B Cover Sheet and Agency Project Approval	
Agency: Department of Revenue	Schedule IV-B Submission Date:
Project Name: CSIProof	Is this project included in the Agency's LRPP? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
FY 2017-18 LBR Issue Code: 36202C0	FY 2017-18 LBR Issue Title: Child Support Federal Department of Commerce Grant Spending Authority
Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address):	
AGENCY APPROVAL SIGNATURES	
I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.	
Agency Head: 	Date: 10/12/16
Printed Name: Leon Biegalski	
Agency Chief Information Officer (or equivalent): 	Date: 10/11/2016
Printed Name: Damu Kuttikrishnan	
Budget Officer: 	Date: 10/11/2016
Printed Name: Joseph Young	
Planning Officer: 	Date: 10/12/2016
Printed Name: Jessica Blaszczyk	
Project Sponsor: 	Date: 10/11/16
Printed Name: Ann Coffin	
Schedule IV-B Preparers (Name, Phone #, and E-mail address):	
Business Need:	Pura Ahler, 850-717-6030, AhlerP@dor.sate.fl.us/Heather Sanders, 850-718-0825, SanderHe@dor.state.fl.us
Cost Benefit Analysis:	Chris Ellis, 850-617-8072, EllisC@dor.state.fl.us
Risk Analysis:	Pura Ahler, 850-717-6030, AhlerP@dor.sate.fl.us
Technology Planning:	Pura Ahler, 850-717-6030, AhlerP@dor.sate.fl.us
Project Planning:	Pura Ahler, 850-717-6030, AhlerP@dor.sate.fl.us/Heather Sanders, 850-718-0825, SanderHe@dor.state.fl.us

II. Schedule IV-B Business Case – Strategic Needs Assessment

A. Background and Strategic Needs Assessment

The Department of Revenue’s (Department) Child Support Program (CSP) has been awarded United States Department of Commerce, National Institute of Standards and Technology (NIST) funds under the National Strategy for Trusted identities in Cyberspace State Pilots Cooperative Agreement Program.

The funds will be used to design a new identity and access management process for customers to access the Department’s online customer service portals. The new process will: increase the number of online services available to customers; provide convenience through a single login identity; and improve security by offering customers device registration options. The solution will allow the CSP to increase the efficiency and effectiveness of our services while meeting customer expectations and the growing desire to conduct business more efficiently and effectively through online interactions with government agencies. The new identity and access management solution will be called Child Support Identity Proofing or CSIPProof.

1. Business Need

Three CSP online services will be affected by this project: 1) Child Support eServices, which allows parents to view and edit demographic data and view case and financial data; 2) Web Chat, which connects customers with CSP staff for case information and/or assistance; 3) State Disbursement Unit (SDU) *SMART e-Pay*, which allows customers to make child support payments electronically and view support payment information.

CSP online services give customers access to very sensitive data related to their child support case(s). Security risks, such as issues related to ex-spouses impersonating users to maliciously gain access to protected personal information are possible. CSP online services currently do not offer multi-factor authentication login processes and there is room for improved security and level of assurance in identity proofing processes.

CSP seeks to provide options to customers to improve registration and login processes to increase the security of online applications and reduce customer’s burden for needing to remember and keep track of multiple usernames and passwords to use online services. It is anticipated this will allow the Program to provide more online services which will allow the Program to provide better service in a more economical manner than if contact were made solely through telephone calls and office visits.

2. Business Objectives

CSP seeks to improve authentication processes to increase the security of online applications, reduce risks of impersonation, and reduce customer’s burden for needing to remember and keep track of multiple usernames and passwords to use CSP online services. Business objectives include:

#	Business Objective	Linked Performance Measure	Source
1	Maintain parent and caregiver confidence in the confidentiality, integrity and availability of their data stored within Revenue IT systems.	Increase Voluntary Compliance	Agency Goal which aligns with the Governor’s Priority for ‘Economic Development and Job Creation’
2	Reduce the likelihood of a security breach that would threaten Revenue IT systems.	Reduce IT Risk	Information Services Process (ISP)
3	Reduce the scale and consequences of any security breaches involving Revenue IT systems that may occur.	Reduce IT Risk	Information Services Process (ISP)
4	Add value for customers using the new option by providing more online services which will increase customer participation.	Customer Service Goal	Child Support Program (CSP) Strategic Focus

5	Prevent fraud, reduce rework, and improve customer accessibility	Increase Productivity and Reduce Cost	Agency Goal which aligns with the Governor’s Priorities for ‘Economic Development and Job Creation’ and ‘Maintaining Cost of Living in Florida’
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B. Baseline Analysis

1. Current Business Processes

National Institute of Standards and Technology (NIST) funding opportunity will provide the resources to revise and augment current systems to offer an option for multi-factor authentication, improved security and level of assurance for customers registering for and accessing information through CSP online services. Project outcomes could contribute best practices information to the Identity Ecosystem.

Current high level processes for each online service include:

Child Support eServices:

- The registration process includes verifying sensitive information already held by CSP about the customer (name, date of birth, social security number, mailing address, and email address); and emailing a transient token (temporary password) to the email address already on file with CSP.

Web Chat:

- Customers complete a pre-chat survey which gathers information to be validated with the CSP case management system. If the entered information is validated, CSP can discuss case information with the customer. If the entered information cannot be validated, general child support program information is discussed with the customer.

State Disbursement Unit:

- CSP is transitioning to a new State Disbursement Unit (SDU) provider, Systems & Methods, Inc. (SMI). The current SDU provider does not offer a website for customers to access specific case payment information. The new provider will offer the SMI *SMART e-Pay* website to allow customers to register for and access specific case related payment information as well as make child support payments.

All three of these applications currently require separate registrations and login processes.

2. Assumptions and Constraints

IT systems operated by the Department must be compliant with the following:

- IRS Publication 1075 Tax Information Security Guidelines for Federal, State and Local Agencies
- Florida Statute 282.318, Enterprise Security of Data and Information Technology
- Florida Administrative Code Rule Chapter 74-2: Florida Information Technology Resource
- Security Policies and Standards
- Florida Statute 282.601, Accessibility of Electronic Information and Information Technology
- Florida Administrative Code Chapter 60-8, Accessible and Electronic Information Technology

Florida Statute 119, General State Policy on Public Records CSP systems must comply with the security requirements established by the Social Security Act, the Privacy Act of 1974, the Federal Information Security Management Act of 2002 (FISMA), 42 United States Code (USC) 654(26), 42 USC 654a (d) (1)-(5), the U.S. Department of Health and Human Services (HHS) and the federal Office of Child Support Enforcement (OCSE).

Additionally, CSP must comply with the applicable provisions of the HHS-OCIO Policy for Information Systems Security and Privacy (IS2P) and the Automated Systems for Child Support Enforcement: A Guide for States, dated August 2009 (Federal Certification Guide). CSP must also comply with the Payment Card Industry Data Security

Standard set by the PCI Security Standard Council in the event that CSP or one of its vendor providing online services to customers chooses to process credit card payments directly and not through a merchant.

C. Proposed Business Process Requirements

1. Proposed Business Process Requirements

CSP plans to introduce biometrics to the account registration process and capture some additional knowledge and possession factors to be used during the authentication and authorization process in CSIProof. CSIProof will incorporate an option for the use of photographic data as an option for identity proofing. The biometric component will compare a live image of a customer to the driver license information held by the Department of Highway Safety and Motor Vehicles (DHSMV). This technology also takes advantage of the prevalence of cellular phone cameras and web cameras as a means of establishing and verifying a customer’s identity.

For CSP customers who do not have the technological or physical means to complete the new identity proofing process, they will continue to register with a process very similar to the present one of 1) verifying sensitive information already held by CSP about the customer, and 2) emailing a transient token to the email address already on file with CSP. This process will also include device registration; allowing customer access to the improved authentication process for future logins, described below.

In addition to improving the registration process, CSP will revise the authentication process to ease customer burden of logging into online CSP services. To enable multi-factor authentication, customers logging in with a registered device will be allowed to authenticate using a single additional factor from a federated identity service. Those without a registered device who have already proven their identity will be allowed to authenticate using a multi-factor federated identity service. Either federated option will adhere to the Identity Ecosystem Framework and industry authentication standards (such as OpenID, and/or OAuth). This change will foster interoperability with other authorization providers, add multi-factor authentication, and streamline the login process.

CSP plans to implement the proposed changes in a phased pilot approach by first implementing CSIProof for eServices affecting 1,000 new users and then incrementally expanding to the rest of the eServices customers. During the pilot, new registering customers will be transitioned to a Content page explaining the requirements, benefits and security assurances about the new process, and will be offered the opportunity to participate as beta testers of CSIProof.

After refining and adjusting CSIProof through lessons learned during the pilot, CSP will expand CSIProof to the rest of the new eServices user population expecting to impact about 200,000 customers. During year two and into year three, CSP plans to work with SMI and Parker Software to integrate CSIProof with SMI’s *SMART e-Pay* and Web Chat applications.

Other solution requirements include:

Criteria	Expected Outcome
Privacy-Enhancing Capabilities	
Enable customers to have reliable assumptions about the protected personal information processed by CSP	<p>At the beginning of the CSIProof process, customers will be welcomed by an informational disclosure addressing privacy and use of information by CSP. The informational disclosure will advise customers their protected personal information will not be shared with third-party private companies, credit bureaus, or marketing organizations.</p> <p>The Department of Revenue currently offers a Privacy Notice on the website. (http://dor.myflorida.com/Pages/privacy.aspx) The Notice informs customers that their data is kept private, is gathered over a secured connection and is protected.</p>
Manageability of protected personal information including capabilities for alteration, deletion and selective disclosure	Customers will be allowed to update their authentication related data including federated identity service provider selection, knowledge factor changes, and updating security questions/answers. However, personal identification information

SCHEDULE IV-B FOR CHILD SUPPORT DEPARTMENT OF COMMERCE GRANT

	will not be editable to avoid out of sync scenarios between systems and applications. Customers will also be offered the option to delete their online account.
Manner in which protected personal information or events can be processed without association with individuals beyond operational requirements	Once authenticated, no personal information exists in the authentication token that is passed between the Authentication Provider and the Relying Party. Any protected personal information gathered during account registration would be retained for its original purposes of identification, and authentication, and would not be used for other purposes. Activity and transactions within the account would remain private, and would not be shared with other agencies and would not be included in data used for the purposes of authentication.
Controls to mitigate privacy and civil liberties risks including whether policy or technical measures are used for each risk and why	<u>Policy Controls:</u> Policies and employee training are in place to ensure that customer's data is not disclosed to any outside party, or viewed by any employee or contractor who is not directly involved with a particular case. <u>Technical controls:</u> User sessions would be conducted using compliant secure online connection protocol, no passwords would be transmitted in clear text. Data is stored on encrypted disks, and is segmented from other agency data by internal firewalls and stored in a secured data center. The following is from the website Privacy Notice: In general, Revenue uses physical, electronic, and procedural safeguards to protect personal, business, and confidential information. Specifically, Revenue has taken steps to safeguard the integrity of its communications and computing infrastructure, including but not limited to authentication, monitoring, auditing, and encryption. Security measures have been integrated into the design, implementation and day-to-day practices of the entire Revenue operating environment as part of its continuing commitment to safeguard information resources. To ensure data confidentiality and integrity, all information, in the scope of this grant, transmitted over the Internet will be encrypted.
Supports Standards for Interoperability	
How well the proposed solution complies with or leverages widely adopted interoperability standards and specifications as appropriate	The proposed solution would be web based and designed to be multi-browser compliant by HTML/W3C standards. The design of the interface will be optimized for mobile devices to be as operating system, hardware and device independent as possible. Communications will be conducted using a compliant secure online connection protocol which offers secure transmission and has been widely adopted as the standard for secure information exchange on the web.
Usability Across Total Population	
How well the proposed solution enables disadvantaged or marginalized groups to obtain and secure online credentials	The proliferation of cellular phones with internet capabilities, publicly accessible WI-FI and government supported Lifeline phones have become great equalizers in the ability to access information and services online. One of the key components of the proposed system is the ability of nearly any user to access services securely online through mobile devices, or from personal computers. Lack of public access to high speed internet was once a barrier to offering services and information via the web. Greater and greater numbers of corporations and municipalities are creating free public WI-FI Hotspots that allow customers and citizens access to secure reliable connections without any direct cost or membership. This coupled with the popularity of WI-FI enabled portable devices such as cell phones, laptops, and tablets allows users a freedom and mobility that has never previously been experienced. In addition to the popularity and wide selection of mobile devices, site developers are capitalizing on this trend and are developing web content to conform to and work with this new generation of hardware. Customers are now able to access information and services regardless of location, device size, operating system, or speed of affordable connection.

CSIPProof will be designed to accommodate ADA requirements as necessary and feasible.

2. Business Solution Alternatives

There are several business alternatives to the proposed solution. One alternative would be to use different authentication factors such as inherence factors or possession factors.

In order to be truly multifactor, a system must require at least two distinct factors. An alternative to using inherence factors such as fingerprints, retinal imaging, or other biometric data would be to use a possession factor such as a smart card, or hard token. In order to achieve this type of authentication securely, the Department would be responsible for issuing, maintaining, inventorying and tracking these devices.

The data sharing relationship between DHSMV and CSP along with the proliferation of digital imaging devices, made photographic data an ideal inherence factor for this project.

The second alternative would be to attempt to select a completely outsourced solution for multifactor authentication that would meet the solution requirements. At the time the solution was proposed, it appeared that significant integration assistance from the Department's Information Services Program (ISP) and the addition of third-party biometric packages would be needed. Based on the general information vendors regularly advertise on their web sites, etc., some had offerings that were more closely aligned with the solution requirements, but these vendors were not considered best of breed and did not advertise a significant enough market share to ensure business longevity.

3. Rationale for Selection

The National Institute of Standards and Technology (NIST) funding opportunity required specific attributes of proposed identity solutions which included:

- Pilot online identity solutions that embrace and advance the National Strategy for Trusted Identities in Cyberspace (NSTIC) vision of an Identity Ecosystem.
- Provide for a federated, verified identity that enables multi-factor authentication and an effective identity proofing process meeting the risk needs of the services.
- Align with the Identity Ecosystem Framework Requirements.
- Allow for interoperability with other federations in use in the public and private sectors.

The proposed system is one that meets NIST requirements and improves security and convenience for CSP customers.

4. Recommended Business Solution

Specific components of CSIPProof including the Identity and Access Management Solution Provider and other software providers will be selected through the State procurement process.

D. Functional and Technical Requirements

Technical Architecture

Identity Proofing and Credentialing Functionality:

New eServices users selecting the Register button (or link) will be routed to a content/informational page with details about the pilot including requirements, benefits that will address privacy and use of information by CSP. If the user chooses to participate as a beta tester, the identity proofing engine will launch. The first step in establishing an account will be to capture minimal, mandatory information about a customer's identity. Specific fields such as name, address, date of birth, social security number, and email address will be required. This is the minimal data set required for validation. This data will be matched and validated against the CSP case system for validity and eligibility for eServices. The data will also be matched against the existing Active Directory repositories of eServices online subscribers to avoid duplicate accounts. If valid, eligible and non-existent, the system will allow the customer to continue to the next identity proofing/account registration step.

Once the customer's data is validated, the customer will have the option of verifying their identity by providing a live image to be compared with the DHSMV's driver license or State ID picture on record. If accepted, the

customer will be required to enter driver license data and submit a live image of themselves. The exchange between the CSP online registration engine and DHSMV will be through a secured web service call and response. The photographic data relies on the immovable facial geometry of the customer, and picture matching capabilities will be part of and performed in CSIPProof and not in DHSMV's systems. The software will be configured with a confidence level threshold and other factors to define acceptance criteria. Wherever feasible, attributes will be transmitted as claims, and transmitted credentials and identities will be bound to claims instead of actual attribute values.

If a customer bypasses or elects not to use the biometric factor or if after three attempts a customer is unsuccessful with uploading images or unsuccessful image matches occur, the customer will be automatically routed to an account creation process very similar to the existing one. The eServices system will email the customer a binding token for confirmation of the registration that will be valid for 24 hours. This option is only possible if the email address submitted at the onset of the registration process matches the case system email address on record for the customer.

Once identity has been verified through the biometric factor or traditional knowledge and possession factors, account credentials will be issued for the customer and the system. The customer creates their own username following the standards provided. At this point, the system will offer to associate the newly established account with a federated identity service provider. If the customer chooses to associate their account with a federated identity service provider, the system would test the validity of the provider by displaying the sign on screen of the specified federated identity service provider. The customer would then validate their credentials by authenticating with the federated identity service of choice. If the customer's credentials are valid, the federated identity service provider would communicate a successful authentication back to the Registration Authority and Credential Provider system, CSIPProof, which would accept and register the authentication method and proceed to the next phase of the account creation process.

If the customer does not wish to associate this new account with a federated identity service provider, they will be prompted to enter and reenter a password of their choice following the standards given. If valid and both entries match, the system will associate the new password to the account.

After personal data validation, verification of identity, and issuance of the credentials, some additional data and factors will be captured and tied to the identity for true multi-factor authentication during the login process to the online Service(s). First, the system will prompt the customer to select a knowledge factor that is created between the customer and the system at the time of registration. Rather than rely on traditional historical knowledge factors, this unique factor eliminates the risks associated with commonly known or easily discoverable knowledge factors. There are several options when creating a shared knowledge factor, such as, photo or picture selection, tone selection, or phrase recognition. The choice made by the customer will be recorded and kept as a shared secret to be used later in the authentication process.

The next step will be device registration. Registering a device is not considered an additional factor and it will be optional, but it would be advantageous to add as a safeguard and to help streamline the login process and ease of use in future account sessions.

Lastly, the customer will be able to choose five security questions/answers combinations from a list provided as an additional security measure to be used to recover the account after too many failed attempts at submitting account credentials or to increase the level of session trust during authentication if an unrecognized device is used whenever device registration has taken place.

The vision for CSIPProof is to continue to use email as the communication method for tokens to complete traditional account registration or to recover from the 'Forgot Password', 'Forgot User Name', or locked accounts type scenarios, however, expansion into using text messages will be considered and accommodated if possible.

As the project is expanded to include the SDU *SMART e-Pay* and Web Chat online services, the account creation and registration process will include the assignment of roles for these services based on eligibility. For eServices, the roles will be automatically established based on the initial validation against the CSP case system: 'Parent Who Owes Support with eServices access' and 'Parent Who is Due Support with eServices access'.

CSIPProof will include functionality that allows customers to update their authentication related data such as adding or changing the federated identity service provider selection, changing their chosen picture/photo selection as additional knowledge factors, and updating their security questions and answers. However, personal identification

data will not be editable from this system to avoid out-of-sync scenarios between systems and applications. Customers will also be offered the option to delete their online account or subscription for these online Services. If the customer wants access to the Services again in the future, they would have to follow the new registration process to be authenticated and obtain a new online identity.

Once authenticated, no personal information exists in the authentication token that is passed between the Authentication Provider and the Relying Party. Any protected personal information gathered during account registration would be retained for its original purposes of identification, and authentication, and would not be used for other purposes. Access Management Functionality:

The customer accesses one of the online Services sites (eServices, Web Chat or SDU *SMART e-Pay* to also be referred to as Relying Parties) via a web browser. From the portal, the customer clicks on the 'Login' button or link that will open the Login page for the selected online Service. During initial pilot and in order to be able to accommodate accounts created through CSIPProof vs those created directly through eServices, the login page portal will need to be modified to only require a username instead of both username and password. Once the user submits the username, the online service will be able to route the user appropriately: username and password logging screen vs. new authentication page system with the option to login with their preferred available federated identity service credentials.

The authentication process for using a federated identity service provider or site issued credentials mirrors one another once past the username prompt. The secondary challenge to the customer's authentication includes validating the device that is currently attempting to access the protected resources (mimicking a possession factor). The system then verifies if it is a device (computer or web enabled mobile device) that has previously proven to be in the possession of the authorized user (registered), or if the device is unknown to the authentication system. If the device is recognized by the authentication system, the system proceeds to the next phase authentication challenge. If, however, the device is not recognized, the system will prompt the customer with one of the security questions and will display a message giving the customer the option to register their device.

The customer will be allowed three chances to answer security question(s) as per recorded answers. If unsuccessful, the customer will be transferred to the locked account scenario and will follow functionality very similar to the current system. If successful, the final authentication challenge will be presented which will be the knowledge factor created during account registration: selecting a photo from a bank of other photos, a literary quote, or a tune among others. This single source knowledge factor limits the ability of someone other than the customer creating the account from fraudulently authenticating to the system. Unsuccessful selection of this knowledge factor will follow a similar pattern as an unrecognized device. If selection is successful, the customer will be authenticated into the online service.

Activity and transactions within the account would remain private, and would not be shared with other agencies and would not be included in data used for the purposes of authentication.

Federated Identity Service Process:

Utilizing federated identity service providers helps to satisfy two of the goals of this system; create a system that is easily and securely accessible and have a system that is interoperable with other sites and agencies without the need for multiple user accounts and passwords. Not only does this improve the user experience, but it also alleviates a great deal of account administration on the part of the relying parties.

From the 'Login' page of the online Services, the customer chooses to sign in with a federated identity service username and password. The 'Login' page will display several available federated identity service providers for the end user to choose from. Once the preferred (and recorded through registration) federated identity service provider is selected by the customer, the relying party site then refers the customer's browser to the appropriate federated identity service login page. This request is made on behalf of the relying party site and an XRDS (eXtensible Resource Descriptor Sequence) request is made to the federated identity service provider of choice. The federated identity service provider responds with a discovery response and presents the customer with a login page for that federated identity service provider itself rather than a login page from the relying party site. This allows a customer to authenticate to numerous web resources by only having to use, remember, and secure a single set of credentials.

Once the customer has properly authenticated to the federated identity service provider, access to the relying party site is allowed without the relying party site accessing, storing, or even knowing the username and password of the customer. The federated identity service provider performs the function of authenticator and communicates an

authorization response to the relying party site which then uses that authentication response as approval for the end user to access protected resources and data. The relying party site, must have an internal account for the customer in order to navigate the session through the site with the approved permission. Each customer will have an internal account from the relying party site to which access permissions and customer roles can be assigned, but the customer may never need to know the account identifier due to the convenience of simply accessing the site with their better known federated identity service credentials.

Once the customer is granted access to the protected data and resources, the browsing session is seamless and requires no further authentication challenges or need to remember a site specific account identifier or password.

Federated identity service authentication also provides further convenience if the customer is already logged into their federated identity service provider’s site while trying to access the relying party site (CSP online Services). When the customer chooses to sign in with a specific federated identity service provider, the relying party site can check for and read an existing session document (cookie) and seamlessly grant access without challenging the user for authentication.

III. Success Criteria

CSP anticipates project evaluation will include measuring the process and outcomes that align with the expectations of the third-party evaluator chosen by the National Institute of Standards and Technology (NIST).

SUCCESS CRITERIA TABLE				
#	Description of Criteria	How will the Criteria be measured/assessed?	Who benefits?	Realization Date (MM/YY)
1	CSIProof is convenient for customers	Customer satisfaction survey	CSP customers	08/19
2	Customers perceive CSIProof as secure, or more secure than other sites	Customer satisfaction survey	CSP customers	08/19
3	Volume of customers opting to use CSIProof (vs those for which it was offered during initial pilot)	Systems reports	CSP customers	08/19
4	Volume of customers opting for the biometric component of registration	Systems reports	CSP customers	08/19
5	Volume of customers opting to use a federated identity service provider	Systems reports	CSP customers	08/19
6	If customers are successfully accessing all three online services after identity proofing	Systems reports	CSP customers	08/19
7	Volume of customers needing technical assistance	Technical assistance inquiries reports	CSP customers	08/19

IV. Schedule IV-B Benefits Realization and Cost Benefit Analysis

A. Benefits Realization Table

BENEFITS REALIZATION TABLE					
#	Description of Benefit	Who receives the benefit?	How is benefit realized?	How is the realization of the benefit measured?	Realization Date (MM/YY)
1	Federal Grant	State	Drawdown of Federal Funds	Amount Drawn	10/16
2	Multi-factor, secure identity proofing and authentication process are accessible (intangible benefit)	CSP customers	CSIProof is fully implemented and accessed by customers	Volume of customers choosing to use all components of CSIProof	08/19
3	One customer identity to access all three CSP online services (intangible benefit)	CSP customers	CSIProof fully implemented and offering seamless access to all three services as eligible	Volume of customers accessing services through CSIProof	08/19
4	Increased Child Support customer self-help resulting in fewer office visits and phone calls	Child Support Service Centers and Call Centers	Fewer Office visits and phone calls result in more time to pursue child support outcomes such as collections	Comparison of phone and chats demand and office visits prior to implementing CSIProof to after implementation	08/19
5	A demonstrated identity proofing process that can be leveraged by other entities (intangible benefit)	National Institute of Standards and Technology Other entities choosing to use the technology	Greater safety and trust in cyberspace.	Entities and users benefitting from the technology.	Not available

B. Cost Benefit Analysis (CBA)

Project Costs: Project costs are based upon the application submitted to the US Department of Commerce, National Institute of Standards and Technology (NIST) as modified by the award document and the program’s proposed revisions to the award document. Most costs are estimated based upon existing Program or state contracts and experience, however the cost of the identity and access solution provider (almost 50% of the entire project cost) is estimated without significant experience so the entire estimate is characterized as order of magnitude.

Operational Costs: If this pilot is successful and the Program elects to continue past the pilot period, there will be an ongoing operational cost for the identity and access solution provider. This cost cannot be reasonably estimated at this time. The Program anticipates absorbing any such costs within existing resources.

Tangible Benefits: The US Department of Commerce will pay for 100% of the project costs. Since the project costs are characterized as order of magnitude, the tangible benefits are similarly characterized. Although the project costs may vary from the planned project costs, the federal reimbursement should match the actual. (It is not anticipated that the Program would agree to incur significant costs in excess of the grant budget.)

[Note: The federal grant revenue in State Fiscal Year (SFY) 2017-18 includes the grant revenue associated with the project costs for the current SFY 2016-17. This was to offset the SFY 2016-17 project costs' impact on the investment summary as instructed. The project funding sources table reflects the same change therefore the total investment equals the total project cost.]

V. Schedule IV-B Major Project Risk Assessment

Project	<i>Child Support Identity Proofing - CSIProof</i>	
Agency	<i>Department of Revenue, Child Support Program</i>	
FY 2017-18 LBR Issue Code:	FY 2017-18 LBR Issue Title:	
<i>36202C0</i>	<i>Child Support Federal Department of</i>	
Risk Assessment Contact Info (Name, Phone #, and E-mail Address):		
<i>Pura Ahler, 850-717-6030, AhlerP@dor.state.fl.us</i>		
Executive Sponsor	<i>Ann Coffin</i>	
Project Manager	<i>Vince Ackerman (Acting Project Manager)</i>	
Prepared By	<i>Pura Ahler / Ernest Spangler</i>	<i>8/30/2016</i>
Risk Assessment Summary		
Business Strategy		
	Level of Project Risk	
Project Risk Area Breakdown		
Risk Assessment Areas		<i>Risk Exposure</i>
Strategic Assessment		MEDIUM
Technology Exposure Assessment		MEDIUM
Organizational Change Management Assessment		MEDIUM
Communication Assessment		MEDIUM
Fiscal Assessment		MEDIUM
Project Organization Assessment		MEDIUM
Project Management Assessment		MEDIUM
Project Complexity Assessment		HIGH
<i>Overall Project Risk</i>		HIGH

Please see the attached Project Risk Assessment for further details.

VI. Schedule IV-B Technology Planning (Software maintenance/Server)

A. Current Information Technology Environment

1. Current System

CSP offers two main online services, Child Support eServices and Web Chat, to parents who owe or are due support. Child Support eServices allows parents to view and edit demographic data and view case and financial data. Web Chat connects customers with Child Support staff for case information and/or assistance. CSP is currently transitioning the State Disbursement Unit (SDU) to a new vendor that will offer an additional online service for customers, *SMART e-Pay*, allowing customers to make child support payments electronically and view support payment information. The first two applications are hosted and administered by Department and State Data Center resources with Web Chat being done through a license agreement with Parker Software. *SMART e-Pay* will be hosted and administered by the SDU vendor, Systems & Methods, Inc. (SMI), through a contractual agreement with the Department.

Child Support eServices and Web Chat, do not provide users with the convenience of one registration for both services, and *SMART e-Pay* will also require a separate registration and authentication process. None of these services take advantage of federated identity or use multi-factor authentication for identity and access management. Only knowledge and possession factors are used for these processes. The eServices system captures personal information (name, social security number, and date of birth) and email address to validate against data in the case system for account registration. The system uses a bound token sent through email for users to complete the registration process and create their user account and password to be used during authentication. Security questions/answers are also gathered for the forget user-id and password scenarios. Web Chat uses a pre-chat survey where users submit personal information that needs to match data in our case management system in order for the users to be able to connect to a chat agent. The *SMART e-Pay* application will use a similar registration and authentication process as eServices, but totally separate.

A new registration and authentication system that could be shared by these online services will provide convenience through a single login identity, and improve security by offering customers device registration and additional authentication factor options.

a. Description of Current System

The following table lists some key characteristics of the current systems:

Characteristic	Response
Total Number of Users – Internal	~25 (these are administrative roles to adjust some of the configuration items within the application)
Total Number of Users – External (Parents Owed or Owing Support)	~150,000 (based on yearly average of total number of users as of April 2016. Assumption is that most Web Chat users are a subset of eServices users)
Total Number of Users – All	~150,000 Note: Potential # of external users is over 1M based on number of active cases and parents that Child Support serves
Type of Transactions	<ul style="list-style-type: none"> • HTTP Requests through Secure Web Gateways and Application Delivery Controllers • All outbound traffic passes through Secure Web Gateways • All inbound and outbound traffic passes through the Enterprise Firewalls • All external applications are exposed through the Application Delivery Controllers

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Public Access Requirements	<ul style="list-style-type: none"> All records contained within Revenue’s security systems are classified as confidential as per Florida Statue 282.318
Software Characteristics	<ul style="list-style-type: none"> Custom .Net web application and services using SOAP services for backend calls to SAP (case management) system COTS software, Web Chat provided by vendor, hosted internally and with custom integrations to identity and case management systems
Existing System Documentation	<ul style="list-style-type: none"> Functional and technical specifications Vendor specific documentation
Existing Process Documentation	<ul style="list-style-type: none"> Agency’s Policy, Process Description and Procedures for the IT Security Process

b. Current System Resource Requirements

Characteristic	Response	
Hardware Requirements	Appliances	
	Network Access Control)	2
	DNS (InfoBlox)	3
	Secure Web Gateways	3
	Firewalls	8
	Application Delivery Controllers	3
	<i>Total # Appliances</i>	<i>19</i>
	Servers	
	Virtual / Physical Servers	10
	Switches & Routers	
	CCOC	121
	Tallahassee non-CCOC	21
	Intrastate	156
	Interstate	10
	Data Center	21
<i>Total Switches & Routers</i>	<i>329</i>	
Software Requirements	<ul style="list-style-type: none"> Operating Systems – Windows Server Networking – TCP/IP version 4 	
Staffing Requirements	Domain	# FTE
	Secure Web Gateway Administration	0.01
	Firewall Administration	0.01
	Vulnerability Scanning Analysis	0.01
	Application Security Testing	0.05
	Application Delivery Controller Administration	0.01
	Architects	0.20
	Developers	0.55
	DBA	0.05
	Release Management	0.01
	Change Management	0.01
	Availability	0.01
	<i>Total FTE</i>	<i>0.92</i>

c. Current System Performance

Characteristic	Response
Ability to Meet Current & Projected Workloads (service center calls or contact submissions generated due to system issues related to identity and access management)	<ul style="list-style-type: none"> There's adequate staff to handle current level of calls and incidents from online services users. However, handling these calls and incidents reduces the staff ability to handle other customer calls or work on additional system improvements.
Staff & User Satisfaction with Systems	<ul style="list-style-type: none"> There are no known significant concerns from users' satisfaction perspective with the online services provided; however, potential incidents related to user account impersonation could result in a negative impact to the Program and the Department in general and lack of trust in our services.
Current & Anticipated Failure to Meet Objectives (related to implementing identity and access management improvements that align with the Identity Ecosystem Framework and National Strategy of Trusted Identities in Cyberspace guiding principles)	<ul style="list-style-type: none"> Currently understaffed to properly implement improvement to the identity and access management functionality of our online services Technical knowledge and capabilities can be improved

2. Information Technology Standards

The Department's Information Services Program (ISP) has an Architecture Review Committee (ARC) that sets technology standards for the agency. The process of setting these standards is largely based upon The Open Group's Architecture Framework (TOGAF). Essentially the steps are Define the Baseline Architecture, Define the Target Architecture and create a Migration Plan. Projects executed within ISP are evaluated against these standards by the ARC. The table below provides a summary of the relevant technical domains and standards in use within the agency.

Domain	Standard
Server Operating System	Windows Server 2008/2012
IP Networking Switches & Routers	Extreme (Offices) Nortel (Data Center)
FC Networking Switches	Cisco & Brocade
Development Languages	ABAP, C#, HTML w/JavaScript
Firewalls	Checkpoint
Application Delivery Controllers	F5
Data Centers	Agency for State Technology, State Data Center (AST SDC) Northwest Regional Data Center (NWRDC)
Secure Web Gateway	McAfee

B. Current Hardware and/or Software Inventory

Hardware

Application	Type	Device Name
eServices	Windows Server	<ul style="list-style-type: none"> CSENET01 CSENET02 CSENET03 CSENET04 CSENET05 CSENETDEV

		<ul style="list-style-type: none"> • CSENETQA • CSENETQWA02
Web Chat	Windows Server	<ul style="list-style-type: none"> • CSEWCPRD • CSEWCQAS

Software

Application	Vendor	Product Name
eServices	Microsoft Corporation, Inc.	<ul style="list-style-type: none"> • .NET Framework • Active Directory • SQL Server
Web Chat	Parker Software, Inc.	<ul style="list-style-type: none"> • WhosOn Live Chat

C. Proposed Technical Solution

1. Technical Solution Alternatives

The proposed solution is a hybrid of existing software customized to fit the Department’s needs and specifications and align with Identity the Ecosystem Framework requirements. Technical alternatives to the proposed solution would be a completely custom developed system, or an entirely outsourced hosted system. The Department could develop a custom software platform and build each aspect of the integration. Another alternative, would be to try to find an existing software suite that provides enough of the requirements to have an operational system.

2. Rationale for Selection

The proposed solution was selected based upon guidelines set forth in the NIST grant application, as well as widely held industry best practices. Multiple options were considered before the technical requirements were accepted. Independent research and analysis of the authentication methods used in the Financial and Security sectors all were considered as factors in the selection process.

Due to cost and time considerations, an entirely in-house developed system was deemed not cost effective, and would take longer than the time savings achieved by customizing an off the shelf offering.

In considering a completely packaged solution, none of the existing products in the marketplace satisfy all of the requirements of the project without a level of customization and integration development.

3. Recommended Technical Solution

The recommended technical solution should include a truly multifactor authentication system that encompasses each of the three known authentication factors (Knowledge, Possession, and Inherence). The solution should also provide for a Federated Identity that may be used across multiple services without the need for individual accounts per service.

D. Proposed Solution Description

1. Summary Description of Proposed System

The proposed solution, is a combination of traditional knowledge factor (username/password) authentication augmented by an optional possession factor and use of biometric data in the form of photographic data. During the identity proofing process, the end user would submit photographic data via a cell phone camera or web camera to the system which would then compare this data to the photographic data of record at the Department of Highway Safety and Motor Vehicles (DHSMV). This process leverages the in-person identity proofing already performed by the DHSMV to create a biometrically unique form of identification and authentication that combined with knowledge and possession factors, dramatically increases the probability of positive identification and creates a level of secure authentication that exceeds even that of the current Financial Industry standards.

2. Resource and Summary Level Funding Requirements for Proposed Solution (if known)

Category	Response
Anticipated Technical Platform & Hardware Requirements	Anticipate little or none additional hardware or software for the Department or PDCs to operate
Required Data Center Services	Existing Revenue infrastructure will continue to operate from Primary Data Centers [Northwest Regional Data Center (NWRDC) & Agency for State Technology, State Data Center (AST SDC)]
Anticipated Software Requirements	Software requirements will be determined after Vendor selection
Anticipated Staffing Requirements	<ul style="list-style-type: none"> • Project Manager contract resource to manage the whole project lifecycle and implementation through all three phases • Privacy Engineer for the privacy requirements related to the implementation at 25% for most of the life of the project • One to two technical resources with experience in implementing identity and access management systems (at least one of the resources for the life of the project)
Anticipated Ongoing Operating Costs	To be determined based on software solution selected and implemented

E. Capacity Planning

The proposed software solution is offered in either cloud based or locally hosed subscription model making capacity planning very simple. The identify proofing and authentication industry uses per user per month or per user per year subscription models. This makes scaling a solution very simple and capacity planning is easily calculated by the number of system users. Due to the small hardware and bandwidth requirements of this type of system, disk space, network capacity, and other usual software implementation concerns do not apply.

VII. Schedule IV-B Project Management Planning

Implementation structure includes a project tasks plan. Project leadership will use the project tasks plan as an accountability tool to guide subsequent action plans for each milestone and will use project evaluation plans as hierarchy documents to steer six-month interval evaluations and progress report content/presentations to CSP leadership, NIST, NIST’s independent evaluator, and the Identity Ecosystem Steering Group (IDESG).

A contracted Project Manager will be procured in the first six-months of year one and continue in this capacity until the end of the grant. This position will be dedicated to management of the grant program, including coordination with partners, contractors and support for design and implementation of the project and ensuring all required and appropriate reporting and communications are completed. High level responsibilities include but are not limited to:

- Responsible for project management tasks in the implementation of an identity and access management solution for online services
- Responsible for managing project in accordance with Rule Chapter 74-2 F.A.C
- Responsible for project management deliverables such as project charter, project schedule, communication plan, required status meetings, and others
- Provide quality control and review of project artifacts such as other contractor’s plans and deliverables and compliance with IDESG Baseline Requirements
- Assist CSP in preparing responses to contractor/project partner plans and deliverables
- Manage project issues and coordinate resolution
- Identify and manage project risks
- Prepare and present project status reports and metrics

Specific Responsibilities:

- Understanding of the National Strategy for Trusted Identities in Cyberspace (NSTIC) Guiding Principles and IDESG requirements
- Use Microsoft Project to develop, maintain and manage a comprehensive project plan. The project plan will include milestones, tasks, due dates, and assignments. The project plan will encompass project implementation activities and related activities CSP needs to accomplish for a successful implementation
- Develop, maintain, and administer all other plans, activities, and processes to ensure all aspects of the project are coordinated and teams are focused on completing the work. This includes management, identification, tracking and resolution of issues, action items, and risks, to include assistance with any corrective action that may be needed.
- Provide project performance metrics and status information to CSP leadership and other stakeholders. This includes in-person briefings, consultations, and written information on ongoing, completed, current and planned activities of contractors, and CSP, including but not limited to, the schedule, milestones, deliverables, other work products, issues, and budget.
- Develop methodology and recommend procedures and mechanisms for auditing, validation, and verification to ensure project conformance to IDESG Baseline Requirements and the Functional Model Representation of the Identity Ecosystem document.
- Coordinate, schedule, attend, lead, support and document project meetings to include preparing and distributing agendas, meeting minutes, action items and decisions.
- Prepare progress reports for NIST submission and special reports, analyses, option papers, charts, correspondence and other written materials as needed
- Review, analyze and provide written comments and consultations on contractor deliverables, proposals, processes and performance.
- Complete additional assignments as may be required and required for successful project implementation.

The following implementation plan will be used to manage key tasks of the project:

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ID	Health	Task Name	Start	Finish
1		Implementation Plan	Mon 10/3/16	Mon 9/30/19
2		Contract Procurement	Mon 10/3/16	Tue 3/28/17
3	■	All Contracts Procurement and finalization of Legislative Budget Request for SFY 17-18	Mon 10/3/16	Tue 3/28/17
4	■	Solicitation Released to Vendors and Budget Authority Request for SFY 16 -17 Submitted for Approval	Mon 10/3/16	Wed 11/30/16
5	■	Negotiations, Award Approval and Notification	Thu 12/1/16	Mon 1/30/17
6	■	Contract Development and Finalization	Thu 2/2/17	Tue 3/28/17
7	■	Procure hardware and storage from Data Centers	Thu 2/2/17	Tue 3/28/17
8				
9		Project Prepaation	Wed 2/1/17	Fri 3/31/17
10	■	Establish Project Team	Wed 2/1/17	Fri 3/31/17
11				
12		Phase I - Configure and Customize CSIProof and Implement for eServices	Sat 4/1/17	Wed 3/28/18
13	■	Solution Requirements Review and Finalization	Mon 4/3/17	Tue 5/30/17
14	■	Identify eServices Changes Needed to Integrate with new solution for pilot and full implementation	Mon 5/1/17	Tue 5/30/17
15	■	Project Plan Development	Mon 5/15/17	Thu 6/15/17
16	■	Configure servers	Mon 5/15/17	Thu 6/15/17
17	■	Conduct privacy risk analysis and develop privacy policies and procedures	Fri 6/16/17	Fri 6/30/17
18	■	Complete Functional and Technical Specifications for CSIProof and eServices Changes	Thu 6/1/17	Fri 6/30/17
19	■	Configuration, Customization, and unit testing of the CSIProof Solution	Fri 6/16/17	Tue 8/15/17
20	■	Develop and unit test eServices changes	Fri 6/16/17	Tue 8/15/17
21	■	Develop internal training, marketing and promotional material, policies and procedures	Mon 7/3/17	Thu 8/31/17
22	■	Perform system and integration testing	Wed 8/16/17	Thu 8/31/17
23	■	Perform user acceptance testing	Fri 9/1/17	Sat 9/30/17
24	■	Cutover Plan Development	Fri 9/1/17	Sat 9/30/17

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ID	Health	Task Name	Start	Finish
25	■	Deploy internal and external training, policies and procedures, and communications	Fri 9/1/17	Sat 9/30/17
26	■	Deploy CSIPProof and eServices changes to PRD on a pilot based (1,000 new users sample)	Mon 10/2/17	Wed 10/4/17
27	■	Monitor pilot, gather lessons learned, and incorporate required changes to CSIPProof and eServices	Wed 10/4/17	Fri 12/22/17
28	■	Expand CSIPProof pilot for all new eServices users	Mon 12/25/17	Tue 12/26/17
29	■	Monitor pilot, gather lessons learned, and incorporate required changes to CSIPProof and eServices	Wed 12/27/17	Wed 3/28/18
30				
31		Phase II - Build and Implement Integration of CSIPProof with SMI's SMART e-Pay	Thu 3/1/18	Sun 12/30/18
32	■	Define integration requirements and solicit quote for scope of work	Thu 3/1/18	Mon 4/30/18
33	■	Review and approve scope of work and amend contract	Tue 5/1/18	Wed 5/30/18
34	■	Project Plan Development	Tue 5/15/18	Fri 6/15/18
35	■	Modify Functional and Technical Specifications for CSIPProof, if needed, and Review SMI's	Fri 6/1/18	Sat 6/30/18
36	■	Configuration, Customization, and unit testing of the CSIPProof Solution if changes are needed	Mon 6/18/18	Mon 7/30/18
37	■	Develop and unit test SMI's SMART e-Pay changes to integrate with CSIPProof	Mon 6/18/18	Wed 8/15/18
38	■	Develop training, communication, and promotional material	Mon 7/2/18	Fri 8/31/18
39	■	Perform system and integration testing	Thu 8/16/18	Fri 8/31/18
40	■	Perform user acceptance testing	Mon 9/3/18	Sun 9/30/18
41	■	Cutover Plan Development	Mon 9/3/18	Sun 9/30/18
42	■	Deploy internal and external training, and communications	Mon 9/3/18	Sun 9/30/18
43	■	Deploy SMI's SMART e-Pay changes to integrate with CSIPProof	Mon 10/1/18	Wed 10/3/18

VIII. Appendices

Appendix A: Cost Benefit Analysis

Appendix B: Project Risk Assessment

CBAForm 1 - Net Tangible Benefits

Agency	Revenue	Project	CSIProof
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Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A															
Agency <i>(Recurring Costs Only -- No Project Costs)</i>	FY 2017-18			FY 2018-19			FY 2019-20			FY 2020-21			FY 2021-22		
	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a)+(b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Cost Change Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project
A. Personnel Costs -- Agency-Managed Staff	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
A.b Total Staff	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A-1.a. State FTEs (Salaries & Benefits)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
A-1.b. State FTEs (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A-2.a. OPS Staff (Salaries)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
A-2.b. OPS (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A-3.a. Staff Augmentation (Contract Cost)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
A-3.b. Staff Augmentation (# of Contractors)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
B. Application Maintenance Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
B-1. Managed Services (Staffing)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
B-2. Hardware	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
B-3. Software	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
B-4. Other <i>Specify</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C. Data Center Provider Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-1. Managed Services (Staffing)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-2. Infrastructure	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-3. Network / Hosting Services	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-4. Disaster Recovery	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-5. Other <i>Specify</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
D. Plant & Facility Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
E. Other Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
E-1. Training	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
E-2. Travel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
E-3. Other <i>Specify</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total of Recurring Operational Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
F. Additional Tangible Benefits:		\$2,039,589			\$1,244,526			\$266,863			\$0			\$0	
F-1. <i>Federal Grant (see note)</i>		\$2,039,589			\$1,244,526			\$266,863			\$0			\$0	
F-2. <i>Federal Match</i>		\$0			\$0			\$0			\$0			\$0	
F-3. <i>Specify</i>		\$0			\$0			\$0			\$0			\$0	
Total Net Tangible Benefits:		\$2,039,589			\$1,244,526			\$266,863			\$0			\$0	

CHARACTERIZATION OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B			
Choose Type	Estimate Confidence	Enter % (+/-)	
Detailed/Rigorous	<input type="checkbox"/>	Confidence Level	
Order of Magnitude	<input checked="" type="checkbox"/>	Confidence Level	50%
Placeholder	<input type="checkbox"/>	Confidence Level	

Revenue CSIProof

Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable. Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.

CBA Form 2A Baseline Project Budget

			CBA Form 2A Baseline Project Budget																
			FY2017-18			FY2018-19			FY2019-20			FY2020-21			FY2021-22			TOTAL	
			\$ 705,680			\$ 1,333,909			\$ 1,244,526			\$ 266,863			\$ -			\$ 3,550,978	
Item Description <i>(remove guidelines and annotate entries here)</i>	Project Cost Element	Appropriation Category	Current & Previous Years Project-Related Cost	YR 1 #	YR 1 LBR	YR 1 Base Budget	YR 2 #	YR 2 LBR	YR 2 Base Budget	YR 3 #	YR 3 LBR	YR 3 Base Budget	YR 4 #	YR 4 LBR	YR 4 Base Budget	YR 5 #	YR 5 LBR	YR 5 Base Budget	TOTAL
Costs for all state employees working on the project.	FTE	S&B	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -
Costs for all OPS employees working on the project.	OPS	OPS	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -
Staffing costs for personnel using Time & Expense.	Staff Augmentation	Contracted Services	\$ 227,684	1.25	\$ 331,966	\$ -	1.00	\$ 297,050	\$ -	1.25	\$ 57,200	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 913,900
Project management personnel and related deliverables.	Project Management	Contracted Services	\$ 131,733	1.00	\$ 214,067	\$ -	1.00	\$ 197,600	\$ -	1.00	\$ 49,400	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 592,800
Project oversight to include Independent Verification & Validation (IV&V) personnel and related deliverables.	Project Oversight	Contracted Services	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -
Staffing costs for all professional services not included in other categories.	Consultants/Contractors	Contracted Services	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -
Separate requirements analysis and feasibility study procurements.	Project Planning/Analysis	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Hardware purchases not included in data center services.	Hardware	OCO	\$ 6,000		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 6,000
Commercial software purchases and licensing costs.	Commercial Software	Contracted Services	\$ -		\$ 486,750	\$ -		\$ 606,250	\$ -		\$ 150,000	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 1,243,000
Professional services with fixed-price costs (i.e. software development, installation, project documentation)	Project Deliverables	Contracted Services	\$ 250,000		\$ 272,500	\$ -		\$ 115,000	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 637,500
All first-time training costs associated with the project.	Training	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Include the quote received from the data center provider for project equipment and services. Only include one-time project costs in this row. Recurring, project-related data center costs are included in CBA Form 1A.	Data Center Services - One Time Costs	Data Center Category	\$ 4,050		\$ 16,200	\$ -		\$ 16,200	\$ -		\$ 4,050	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 40,500
Other contracted services not included in other categories.	Other Services	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Include costs for non-state data center equipment required by the project and the proposed solution (insert additional rows as needed for detail)	Equipment	Expense	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Include costs associated with leasing space for project personnel.	Leased Space	Expense	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
Other project expenses not included in other categories.	Other Expenses	Expense	\$ 86,213		\$ 12,426	\$ -		\$ 12,426	\$ -		\$ 6,213	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 117,278
Total			\$ 705,680	2.25	\$ 1,333,909	\$ -	2.00	\$ 1,244,526	\$ -	2.25	\$ 266,863	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 3,550,978

CBAForm 2 - Project Cost Analysis

Agency	<u>Revenue</u>	Project	<u>CSIProof</u>
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<i>PROJECT COST SUMMARY</i>	<i>PROJECT COST SUMMARY (from CBAForm 2A)</i>					TOTAL
	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	
TOTAL PROJECT COSTS (*)	\$1,333,909	\$1,244,526	\$266,863	\$0	\$0	\$3,550,978
CUMULATIVE PROJECT COSTS <small>(includes Current & Previous Years' Project-Related Costs)</small>	\$2,039,589	\$3,284,115	\$3,550,978	\$3,550,978	\$3,550,978	
Total Costs are carried forward to CBAForm3 Project Investment Summary worksheet.						

<i>PROJECT FUNDING SOURCES</i>	<i>PROJECT FUNDING SOURCES - CBAForm 2B</i>					TOTAL
	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	
General Revenue	\$0	\$0	\$0	\$0	\$0	\$0
Trust Fund	\$0	\$0	\$0	\$0	\$0	\$0
Federal Match <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Grants <input checked="" type="checkbox"/>	\$2,039,589	\$1,244,526	\$266,863	\$0	\$0	\$3,550,978
Other <input type="checkbox"/> Specify	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL INVESTMENT	\$2,039,589	\$1,244,526	\$266,863	\$0	\$0	\$3,550,978
CUMULATIVE INVESTMENT	\$2,039,589	\$3,284,115	\$3,550,978	\$3,550,978	\$3,550,978	

Note: The federal grant funding for FY 2017-18 includes the grant revenue associated with the project costs for the current FY 2016-17 year so that the total investment equals the project cost.

<i>Characterization of Project Cost Estimate - CBAForm 2C</i>			
Choose Type		Estimate Confidence	Enter % (+/-)
Detailed/Rigorous		Confidence Level	
Order of Magnitude	x	Confidence Level	50%
Placeholder		Confidence Level	

CBAForm 3 - Project Investment Summary

Agency	Revenue	Project	CSIProof
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<i>COST BENEFIT ANALYSIS -- CBAForm 3A</i>						
	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	TOTAL FOR ALL YEARS
Project Cost	\$1,333,909	\$1,244,526	\$266,863	\$0	\$0	\$3,550,978
Net Tangible Benefits	\$2,039,589	\$1,244,526	\$266,863	\$0	\$0	\$3,550,978
Return on Investment	\$0	\$0	\$0	\$0	\$0	\$0
Year to Year Change in Program Staffing	0	0	0	0	0	

<i>RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B</i>		
Payback Period (years)	NO PAYBACK	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	NO PAYBACK	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	\$0	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	NO IRR	IRR is the project's rate of return.

<i>Investment Interest Earning Yield -- CBAForm 3C</i>					
Fiscal Year	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Cost of Capital	1.94%	2.07%	3.18%	4.32%	4.85%

	B	C	D	E	F	G	H						
3	Project		<i>Child Support Identity Proofing - CSIProof</i>										
4													
5	Agency		<i>Department of Revenue, Child Support Program</i>										
6	FY 2017-18 LBR Issue Code:			FY 2017-18 LBR Issue Title:									
7	<i>36202C0</i>			<i>Child Support Federal Department of</i>									
8	Risk Assessment Contact Info (Name, Phone #, and E-mail Address):												
9	<i>Pura Ahler, 850-717-6030, AhlerP@dor.state.fl.us</i>												
10	Executive Sponsor		<i>Ann Coffin</i>										
11	Project Manager		<i>Vince Ackerman (Acting Project Manager)</i>										
12	Prepared By		<i>Pura Ahler / Ernest Spangler</i>			<i>8/30/2016</i>							
14	Risk Assessment Summary												
15													
16	Business Strategy	Level of Project Risk											
17													
18													
19													
20													
21													
22													
23													
24													
25													
26													
27													
28													
29													
30													
31													
32													
34	Project Risk Area Breakdown												
35	Risk Assessment Areas						<i>Risk Exposure</i>						
36	Strategic Assessment						MEDIUM						
37													
38	Technology Exposure Assessment						MEDIUM						
39													
40	Organizational Change Management Assessment						MEDIUM						
41													
42	Communication Assessment						MEDIUM						
43													
44	Fiscal Assessment						MEDIUM						
45													
46	Project Organization Assessment						MEDIUM						
47													
48	Project Management Assessment						MEDIUM						
49													
50	Project Complexity Assessment						HIGH						
51													
52													
53	Overall Project Risk						HIGH						

	B	C	D	E
1	Agency: Department of Revenue, Child Support Program		Project: Child Support Identity Proofing - CSIPProof	
3	Section 1 -- Strategic Area			
4	#	Criteria	Values	Answer
5	1.01	Are project objectives clearly aligned with the agency's legal mission?	0% to 40% -- Few or no objectives aligned	81% to 100% -- All or nearly all objectives aligned
6			41% to 80% -- Some objectives aligned	
7			81% to 100% -- All or nearly all objectives aligned	
8	1.02	Are project objectives clearly documented and understood by all stakeholder groups?	Not documented or agreed to by stakeholders	Documented with sign-off by stakeholders
9			Informal agreement by stakeholders	
10			Documented with sign-off by stakeholders	
11	1.03	Are the project sponsor, senior management, and other executive stakeholders actively involved in meetings for the review and success of the project?	Not or rarely involved	Project charter signed by executive sponsor and executive team actively engaged in steering committee meetings
12			Most regularly attend executive steering committee meetings	
13			Project charter signed by executive sponsor and executive team actively engaged in steering committee meetings	
14	1.04	Has the agency documented its vision for how changes to the proposed technology will improve its business processes?	Vision is not documented	Vision is completely documented
15			Vision is partially documented	
16			Vision is completely documented	
17	1.05	Have all project business/program area requirements, assumptions, constraints, and priorities been defined and documented?	0% to 40% -- Few or none defined and documented	81% to 100% -- All or nearly all defined and documented
18			41% to 80% -- Some defined and documented	
19			81% to 100% -- All or nearly all defined and documented	
20	1.06	Are all needed changes in law, rule, or policy identified and documented?	No changes needed	Changes are identified in concept only
21			Changes unknown	
22			Changes are identified in concept only	
23			Changes are identified and documented	
24			Legislation or proposed rule change is drafted	
25	1.07	Are any project phase or milestone completion dates fixed by outside factors, e.g., state or federal law or funding restrictions?	Few or none	All or nearly all
26			Some	
27			All or nearly all	
28	1.08	What is the external (e.g. public) visibility of the proposed system or project?	Minimal or no external use or visibility	Extensive external use or visibility
29			Moderate external use or visibility	
30			Extensive external use or visibility	
31	1.09	What is the internal (e.g. state agency) visibility of the proposed system or project?	Multiple agency or state enterprise visibility	Multiple agency or state enterprise visibility
32			Single agency-wide use or visibility	
33			Use or visibility at division and/or bureau level only	
34	1.10	Is this a multi-year project?	Greater than 5 years	Between 1 and 3 years
35			Between 3 and 5 years	
36			Between 1 and 3 years	
37			1 year or less	

	B	C	D	E
1	Agency: Department of Revenue, Child Support Program		Project: Child Support Identity Proofing - CSIProof	
3	Section 2 -- Technology Area			
4	#	Criteria	Values	Answer
5	2.01	Does the agency have experience working with, operating, and supporting the proposed technical solution in a production environment?	Read about only or attended conference and/or vendor presentation	Read about only or attended conference and/or vendor presentation
6			Supported prototype or production system less than 6 months	
7			Supported production system 6 months to 12 months	
8			Supported production system 1 year to 3 years	
9			Installed and supported production system more than 3 years	
10	2.02	Does the agency's internal staff have sufficient knowledge of the proposed technical solution to implement and operate the new system?	External technical resources will be needed for implementation and operations	External technical resources will be needed through implementation only
11			External technical resources will be needed through implementation only	
12			Internal resources have sufficient knowledge for implementation and operations	
13	2.03	Have all relevant technical alternatives/solution options been researched, documented and considered?	No technology alternatives researched	Some alternatives documented and considered
14			Some alternatives documented and considered	
15			All or nearly all alternatives documented and considered	
16	2.04	Does the proposed technical solution comply with all relevant agency, statewide, or industry technology standards?	No relevant standards have been identified or incorporated into proposed technology	Proposed technology solution is fully compliant with all relevant agency, statewide, or industry standards
17			Some relevant standards have been incorporated into the proposed technology	
18			Proposed technology solution is fully compliant with all relevant agency, statewide, or industry standards	
19	2.05	Does the proposed technical solution require significant change to the agency's existing technology infrastructure?	Minor or no infrastructure change required	Minor or no infrastructure change required
20			Moderate infrastructure change required	
21			Extensive infrastructure change required	
22			Complete infrastructure replacement	
23	2.06	Are detailed hardware and software capacity requirements defined and documented?	Capacity requirements are not understood or defined	Capacity requirements are based on historical data and new system design specifications and performance requirements
24			Capacity requirements are defined only at a conceptual level	
25			Capacity requirements are based on historical data and new system design specifications and performance requirements	

	B	C	D	E
1	Agency: Department of Revenue, Child Support Program		Project: Child Support Identity Proofing - CSIPProof	
3	Section 3 -- Organizational Change Management Area			
4	#	Criteria	Values	Answer
5	3.01	What is the expected level of organizational change that will be imposed within the agency if the project is successfully implemented?	Extensive changes to organization structure, staff or business processes	Minimal changes to organization structure, staff or business processes structure
6			Moderate changes to organization structure, staff or business processes	
7			Minimal changes to organization structure, staff or business processes structure	
8	3.02	Will this project impact essential business processes?	Yes	Yes
9			No	
10	3.03	Have all business process changes and process interactions been defined and documented?	0% to 40% -- Few or no process changes defined and documented	81% to 100% -- All or nearly all processes defined and documented
11			41% to 80% -- Some process changes defined and documented	
12			81% to 100% -- All or nearly all processes defined and documented	
13	3.04	Has an Organizational Change Management Plan been approved for this project?	Yes	No
14			No	
15	3.05	Will the agency's anticipated FTE count change as a result of implementing the project?	Over 10% FTE count change	Less than 1% FTE count change
16			1% to 10% FTE count change	
17			Less than 1% FTE count change	
18	3.06	Will the number of contractors change as a result of implementing the project?	Over 10% contractor count change	Less than 1% contractor count change
19			1 to 10% contractor count change	
20			Less than 1% contractor count change	
21	3.07	What is the expected level of change impact on the citizens of the State of Florida if the project is successfully implemented?	Extensive change or new way of providing/receiving services or information)	Extensive change or new way of providing/receiving services or information)
22			Moderate changes	
23			Minor or no changes	
24	3.08	What is the expected change impact on other state or local government agencies as a result of implementing the project?	Extensive change or new way of providing/receiving services or information	Minor or no changes
25			Moderate changes	
26			Minor or no changes	
27	3.09	Has the agency successfully completed a project with similar organizational change requirements?	No experience/Not recently (>5 Years)	Recently completed project with greater change requirements
28			Recently completed project with fewer change requirements	
29			Recently completed project with similar change requirements	
30			Recently completed project with greater change requirements	

	B	C	D	E
1	Agency: Agency Name		Project: Project Name	
3	Section 4 -- Communication Area			
4	#	Criteria	Value Options	Answer
5	4.01	Has a documented Communication Plan been approved for this project?	Yes	Yes
6			No	
7	4.02	Does the project Communication Plan promote the collection and use of feedback from management, project team, and business stakeholders (including end users)?	Negligible or no feedback in Plan	Proactive use of feedback in Plan
8			Routine feedback in Plan	
9			Proactive use of feedback in Plan	
10	4.03	Have all required communication channels been identified and documented in the Communication Plan?	Yes	Yes
11			No	
12	4.04	Are all affected stakeholders included in the Communication Plan?	Yes	Yes
13			No	
14	4.05	Have all key messages been developed and documented in the Communication Plan?	Plan does not include key messages	Some key messages have been developed
15			Some key messages have been developed	
16			All or nearly all messages are documented	
17	4.06	Have desired message outcomes and success measures been identified in the Communication Plan?	Plan does not include desired messages outcomes and success measures	Plan does not include desired messages outcomes and success measures
18			Success measures have been developed for some messages	
19			All or nearly all messages have success measures	
20	4.07	Does the project Communication Plan identify and assign needed staff and resources?	Yes	Yes
21			No	

	B	C	D	E
1	Agency: Department of Revenue, Child Support Program		Project: Child Support Identity Proofing - CSIProof	
3	Section 5 -- Fiscal Area			
4	#	Criteria	Values	Answer
5	5.01	Has a documented Spending Plan been approved for the entire project lifecycle?	Yes	Yes
6			No	
7	5.02	Have all project expenditures been identified in the Spending Plan?	0% to 40% -- None or few defined and documented	81% to 100% -- All or nearly all defined and documented
8			41% to 80% -- Some defined and documented	
9			81% to 100% -- All or nearly all defined and documented	
10	5.03	What is the estimated total cost of this project over its entire lifecycle?	Unknown	Between \$2 M and \$10 M
11			Greater than \$10 M	
12			Between \$2 M and \$10 M	
13			Between \$500K and \$1,999,999	
14		Less than \$500 K		
15	5.04	Is the cost estimate for this project based on quantitative analysis using a standards-based estimation model?	Yes	No
16			No	
17	5.05	What is the character of the cost estimates for this project?	Detailed and rigorous (accurate within ±10%)	Order of magnitude – estimate could vary between 10-100%
18			Order of magnitude – estimate could vary between 10-100%	
19			Placeholder – actual cost may exceed estimate by more than 100%	
20	5.06	Are funds available within existing agency resources to complete this project?	Yes	Yes
21			No	
22	5.07	Will/should multiple state or local agencies help fund this project or system?	Funding from single agency	Funding from single agency
23			Funding from local government agencies	
24			Funding from other state agencies	
25	5.08	If federal financial participation is anticipated as a source of funding, has federal approval been requested and received?	Neither requested nor received	Requested and received
26			Requested but not received	
27			Requested and received	
28			Not applicable	
29	5.09	Have all tangible and intangible benefits been identified and validated as reliable and achievable?	Project benefits have not been identified or validated	All or nearly all project benefits have been identified and validated
30			Some project benefits have been identified but not validated	
31			Most project benefits have been identified but not validated	
32			All or nearly all project benefits have been identified and validated	
33	5.10	What is the benefit payback period that is defined and documented?	Within 1 year	More than 5 years
34			Within 3 years	
35			Within 5 years	
36			More than 5 years	
37			No payback	
38	5.11	Has the project procurement strategy been clearly determined and agreed to by affected stakeholders?	Procurement strategy has not been identified and documented	Stakeholders have reviewed and approved the proposed procurement strategy
39			Stakeholders have not been consulted re: procurement strategy	
40			Stakeholders have reviewed and approved the proposed procurement strategy	
41	5.12	What is the planned approach for acquiring necessary products and solution services to successfully complete the project?	Time and Expense (T&E)	Time and Expense (T&E)
42			Firm Fixed Price (FFP)	
43			Combination FFP and T&E	
44	5.13	What is the planned approach for procuring hardware and software for the project?	Timing of major hardware and software purchases has not yet been determined	Just-in-time purchasing of hardware and software is documented in the project schedule
45			Purchase all hardware and software at start of project to take advantage of one-time discounts	
46			Just-in-time purchasing of hardware and software is documented in the project schedule	
47	5.14	Has a contract manager been assigned to this project?	No contract manager assigned	Contract manager assigned is not the procurement manager or the project manager
48			Contract manager is the procurement manager	
49			Contract manager is the project manager	
50			Contract manager assigned is not the procurement manager or the project manager	
51	5.15	Has equipment leasing been considered for the project's large-scale computing purchases?	Yes	No
52			No	
53	5.16	Have all procurement selection criteria and outcomes been clearly identified?	No selection criteria or outcomes have been identified	All or nearly all selection criteria and expected outcomes have been defined and documented
54			Some selection criteria and outcomes have been defined and documented	
55			All or nearly all selection criteria and expected outcomes have been defined and documented	
56	5.17	Does the procurement strategy use a multi-stage evaluation process to progressively narrow the field of prospective vendors to the single, best qualified candidate?	Procurement strategy has not been developed	Multi-stage evaluation and proof of concept or prototype planned/used to select best qualified vendor
57			Multi-stage evaluation not planned/used for procurement	
58			Multi-stage evaluation and proof of concept or prototype planned/used to select best qualified vendor	
59	5.18	For projects with total cost exceeding \$10 million, did/will the procurement strategy require a proof of concept or prototype as part of the bid response?	Procurement strategy has not been developed	Not applicable
60			No, bid response did/will not require proof of concept or prototype	
61			Yes, bid response did/will include proof of concept or prototype	
62			Not applicable	

	B	C	D	E
1	Agency: Department of Revenue, Child Support Program		Project: Child Support Identity Proofing - CSIPProof	
3	Section 6 -- Project Organization Area			
4	#	Criteria	Values	Answer
5	6.01	Is the project organization and governance structure clearly defined and documented within an approved project plan?	Yes	Yes
6			No	
7	6.02	Have all roles and responsibilities for the executive steering committee been clearly identified?	None or few have been defined and documented	All or nearly all have been defined and documented
8			Some have been defined and documented	
9			All or nearly all have been defined and documented	
10	6.03	Who is responsible for integrating project deliverables into the final solution?	Not yet determined	Agency
11			Agency	
12			System Integrator (contractor)	
13	6.04	How many project managers and project directors will be responsible for managing the project?	3 or more	3 or more
14			2	
15			1	
16	6.05	Has a project staffing plan specifying the number of required resources (including project team, program staff, and contractors) and their corresponding roles, responsibilities and needed skill levels been developed?	Needed staff and skills have not been identified	Staffing plan identifying all staff roles, responsibilities, and skill levels have been documented
17			Some or most staff roles and responsibilities and needed skills have been identified	
18			Staffing plan identifying all staff roles, responsibilities, and skill levels have been documented	
19	6.06	Is an experienced project manager dedicated fulltime to the project?	No experienced project manager assigned	Yes, experienced project manager dedicated full-time, 100% to project
20			No, project manager is assigned 50% or less to project	
21			No, project manager assigned more than half-time, but less than full-time to project	
22			Yes, experienced project manager dedicated full-time, 100% to project	
23	6.07	Are qualified project management team members dedicated full-time to the project	None	Yes, business, functional or technical experts dedicated full-time, 100% to project
24			No, business, functional or technical experts dedicated 50% or less to project	
25			No, business, functional or technical experts dedicated more than half-time but less than full-time to project	
26			Yes, business, functional or technical experts dedicated full-time, 100% to project	
27	6.08	Does the agency have the necessary knowledge, skills, and abilities to staff the project team with in-house resources?	Few or no staff from in-house resources	Mostly staffed from in-house resources
28			Half of staff from in-house resources	
29			Mostly staffed from in-house resources	
30			Completely staffed from in-house resources	
31	6.09	Is agency IT personnel turnover expected to significantly impact this project?	Minimal or no impact	Minimal or no impact
32			Moderate impact	
33			Extensive impact	
34	6.10	Does the project governance structure establish a formal change review and control board to address proposed changes in project scope, schedule, or cost?	Yes	No
35			No	
36	6.11	Are all affected stakeholders represented by functional manager on the change review and control board?	No board has been established	No board has been established
37			No, only IT staff are on change review and control board	
38			No, all stakeholders are not represented on the board	
39			Yes, all stakeholders are represented by functional manager	

	B	C	D	E
1	Agency: Department of Revenue, Child Support Program		Project: Child Support Identity Proofing - CSIPProof	
3	Section 7 -- Project Management Area			
4	#	Criteria	Values	Answer
5	7.01	Does the project management team use a standard commercially available project management methodology to plan, implement, and control the project?	No	Yes
6			Project Management team will use the methodology selected by the systems integrator	
7			Yes	
8	7.02	For how many projects has the agency successfully used the selected project management methodology?	None	More than 3
9			1-3	
10			More than 3	
11	7.03	How many members of the project team are proficient in the use of the selected project management methodology?	None	All or nearly all
12			Some	
13			All or nearly all	
14	7.04	Have all requirements specifications been unambiguously defined and documented?	0% to 40% -- None or few have been defined and documented	41 to 80% -- Some have been defined and documented
15			41 to 80% -- Some have been defined and documented	
16			81% to 100% -- All or nearly all have been defined and documented	
17	7.05	Have all design specifications been unambiguously defined and documented?	0% to 40% -- None or few have been defined and documented	41 to 80% -- Some have been defined and documented
18			41 to 80% -- Some have been defined and documented	
19			81% to 100% -- All or nearly all have been defined and documented	
20	7.06	Are all requirements and design specifications traceable to specific business rules?	0% to 40% -- None or few are traceable	41 to 80% -- Some are traceable
21			41 to 80% -- Some are traceable	
22			81% to 100% -- All or nearly all requirements and specifications are traceable	
23	7.07	Have all project deliverables/services and acceptance criteria been clearly defined and documented?	None or few have been defined and documented	All or nearly all deliverables and acceptance criteria have been defined and documented
24			Some deliverables and acceptance criteria have been defined and documented	
25			All or nearly all deliverables and acceptance criteria have been defined and documented	
26	7.08	Is written approval required from executive sponsor, business stakeholders, and project manager for review and sign-off of major project deliverables?	No sign-off required	Review and sign-off from the executive sponsor, business stakeholder, and project manager are required on all major project deliverables
27			Only project manager signs-off	
28			Review and sign-off from the executive sponsor, business stakeholder, and project manager are required on all major project deliverables	
29	7.09	Has the Work Breakdown Structure (WBS) been defined to the work package level for all project activities?	0% to 40% -- None or few have been defined to the work package level	41 to 80% -- Some have been defined to the work package level
30			41 to 80% -- Some have been defined to the work package level	
31			81% to 100% -- All or nearly all have been defined to the work package level	
32	7.10	Has a documented project schedule been approved for the entire project lifecycle?	Yes	Yes
33			No	
34	7.11	Does the project schedule specify all project tasks, go/no-go decision points (checkpoints), critical milestones, and resources?	Yes	Yes
35			No	
36	7.12	Are formal project status reporting processes documented and in place to manage and control this project?	No or informal processes are used for status reporting	Project team and executive steering committee use formal status reporting processes
37			Project team uses formal processes	
38			Project team and executive steering committee use formal status reporting processes	
39	7.13	Are all necessary planning and reporting templates, e.g., work plans, status reports, issues and risk management, available?	No templates are available	All planning and reporting templates are available
40			Some templates are available	
41			All planning and reporting templates are available	
42	7.14	Has a documented Risk Management Plan been approved for this project?	Yes	No
43			No	
44	7.15	Have all known project risks and corresponding mitigation strategies been identified?	None or few have been defined and documented	None or few have been defined and documented
45			Some have been defined and documented	
46			All known risks and mitigation strategies have been defined	
47	7.16	Are standard change request, review and approval processes documented and in place for this project?	Yes	Yes
48			No	
49	7.17	Are issue reporting and management processes documented and in place for this project?	Yes	Yes
50			No	

	B	C	D	E
1	Agency: Department of Revenue, Child Support Program		Project: Child Support Identity Proofing - CSIPProof	
2				
3	Section 8 -- Project Complexity Area			
4	#	Criteria	Values	Answer
5	8.01	How complex is the proposed solution compared to the current agency systems?	Unknown at this time	Similar complexity
6			More complex	
7			Similar complexity	
8			Less complex	
9	8.02	Are the business users or end users dispersed across multiple cities, counties, districts, or regions?	Single location	More than 3 sites
10			3 sites or fewer	
11			More than 3 sites	
12	8.03	Are the project team members dispersed across multiple cities, counties, districts, or regions?	Single location	More than 3 sites
13			3 sites or fewer	
14			More than 3 sites	
15	8.04	How many external contracting or consulting organizations will this project require?	No external organizations	1 to 3 external organizations
16			1 to 3 external organizations	
17			More than 3 external organizations	
18	8.05	What is the expected project team size?	Greater than 15	9 to 15
19			9 to 15	
20			5 to 8	
21			Less than 5	
22	8.06	How many external entities (e.g., other agencies, community service providers, or local government entities) will be impacted by this project or system?	More than 4	1
23			2 to 4	
24			1	
25			None	
26	8.07	What is the impact of the project on state operations?	Business process change in single division or bureau	Statewide or multiple agency business process change
27			Agency-wide business process change	
28			Statewide or multiple agency business process change	
29	8.08	Has the agency successfully completed a similarly-sized project when acting as Systems Integrator?	Yes	Yes
30			No	
31	8.09	What type of project is this?	Infrastructure upgrade	Implementation requiring software development or purchasing commercial off the shelf (COTS) software
32			Implementation requiring software development or purchasing commercial off the shelf (COTS) software	
33			Business Process Reengineering	
34			Combination of the above	
35	8.10	Has the project manager successfully managed similar projects to completion?	No recent experience	Similar size and complexity
36			Lesser size and complexity	
37			Similar size and complexity	
38			Greater size and complexity	
39	8.11	Does the agency management have experience governing projects of equal or similar size and complexity to successful completion?	No recent experience	Similar size and complexity
40			Lesser size and complexity	
41			Similar size and complexity	
42			Greater size and complexity	

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS

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Department: Florida Department of Revenue

Chief Internal Auditor: Marie Walker

Budget Entity: 73XXXXXX

Phone Number: 717-7598

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REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
AG 2016-076 Finding 1	6/30/2016	Property Tax Oversight (PTO)	As similarly noted in our report No. 2013-034, Department appraisal records did not always reasonably support property value estimates. The Department should ensure that all appraisals are adequately documented and supported by complete, accurate, consistent, and relevant analyses and conclusions.	<p>The Department of Revenue (Department) agrees that it should comply with generally accepted appraisal practices, in part by producing real property appraisals that are adequately documented and supported by complete, accurate, consistent, and relevant analysis and conclusions. Data provided by the Auditor General clearly demonstrates that the quality of the Department’s appraisals has significantly improved over the last five years. In this regard, the Department will continue to provide its appraisal personnel with additional training. In conjunction, the Department will continue to develop and implement sound procedures designed to improve the appraisal quality review process to ensure that appropriate appraisal standards and procedures are followed.</p> <p>In an effort to continue efforts to improve appraisal quality, the Program has initiated 3 strategies. These strategies have been approved as part of the 2016-17 program strategic plan.</p> <ul style="list-style-type: none"> - Increase the number of State Certified General Appraisers. - Implement continuing education requirement for non-certified appraisers. - Increase the number of appraisal reviews (Tier 2). 	

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AG 2016-076 Finding 2	6/30/2016	PTO	<p>The Department analyzed some multifamily residential properties in a manner inconsistent with State law. The Department should include multifamily residential properties in stratum 2, as required by State law, or document the legal basis upon which the property reclassifications were made for in-depth review purposes.</p>	<p>The Department’s study of large multifamily properties with more than nine (9) living units aligns with the International Association of Assessing Officer’s (IAAO) current standard on ratio studies (2013), which appropriately categorize large apartments and apartment complexes within the income-producing property group. In addition, the Appraisal Institute also advocates for the use of differing valuation methodologies for large apartment complexes versus small multifamily residential properties. Because investor motivations and decisions are different for larger apartment properties than for smaller (2-9 living unit) multifamily properties, the Department has determined that the commercial stratum (#6) is the most appropriate stratum in which to study these properties.</p> <p>Section 195.096, F.S., does not clearly define the term “multifamily” to include larger apartment complexes and therefore neither affirm nor prohibit inclusion of these types of property among improved commercial properties (stratum 6) for purposes of in-depth study. By incorporating large apartment complexes in the commercial strata grouping (stratum 6), the Department studied apartments in 66 counties across the State in 2015, as compared to only 10 counties in 2012, whereby apartments were studied as part of stratum 2. This equates to an additional \$58.8 billion of just value that was studied in 2015 as compared to 2012. Notwithstanding the Department’s current determination, the Department is exploring a legislative concept to clarify the issue.</p>	

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AG 2016-076 Finding 3	6/30/2016	PTO	Contrary to State law, personal property values reported to the Department on county assessment rolls were not included in the Department's in-depth reviews. The Department should include personal property in its in-depth reviews as required by State law.	<p>Due to a lack of recorded selling prices and other data for tangible personal property (TPP) valuation, the Department uses the calculated real property level of assessment to infer the calculated level of assessment of tangible personal property. While it is not practicable to conduct in-depth reviews of TPP, the Program will begin to formulate a plan to perform TPP procedural reviews of all Florida counties over a two-year cycle.</p> <p>In order to accomplish these procedural reviews, the Program must first complete the update of the TPP guidelines, which is currently underway. This update initiative will require approximately 2 years to complete. Once the TPP guidelines are brought up-to-date, we will begin to implement the TPP procedural review process. We expect these reviews to begin in 2018.</p> <p>Two related strategies have been approved as part of the 2016-17 program strategic plan.</p> <ul style="list-style-type: none"> - Create a procedural review team and begin assignments. - Review the TPP guideline in preparation for updating those guidelines. 	

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AG 2016-076 Finding 4	6/30/2016	PTO	The Department's policy of allowing county property appraisers, when deriving just valuation, to adjust net proceeds by up to 15 percent without justification or documentation had no documented basis. So that county property appraisers and the Department have the information necessary to accurately calculate 8th factor adjustments, the Legislature should consider enacting legislation to require disclosure of the data elements to be considered in 8th factor adjustments. In the interim, the Department, in consultation with the county property appraisers, should ensure that the basis for 8th factor adjustments made by county property appraisers are reasonable, supportable, and accurately represent the marketplace.	The Department will implement any changes to the 8th criterion adopted by the Legislature. However, to date, there have been no changes adopted. Rule 12D-8.002(4), F.A.C., specifies that if any reported percentage adjustment exceeds 15 percent, then the Property Appraiser is required to submit complete, clear, and accurate documentation supporting the adjustment(s) to the Department. As provided by Florida law, consideration of the net proceeds of sale must be made by the Property Appraiser, as with all other factors in section 193.011, F.S.	
AG 2016-076 Finding 5	6/30/2016	PTO	Contrary to State law, the Department did not maintain a current property tax administration manual with up-to-date guidelines. The Department should continue efforts to maintain a current Manual and annually update guidelines, as appropriate, in accordance with State law.	The Department plans to update the guidelines included in the Manual of Instructions in 2016-17 and has included a review of the guidelines as part of its 2016-17 Program strategic plan.	

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AG 2016-076 Finding 6	6/30/2016	PTO	Department procedures for the administration of the Certification Program Trust Fund needed improvement. The Department should enhance procedures to provide for an adequate separation of duties related to Trust Fund collections. Additionally, the Department should ensure that service charges are allocated to accounts within the Trust Fund based on the proportion of applicable program revenues deposited and that all necessary adjustments are made to the accounts for erroneous service charge allocations. Also, the Department should establish an appropriate fee schedule for each program account based on anticipated expenses and overall cash balance needs for each program account.	<p>The Department has partially implemented the Auditor General's recommendations. Procedures are in place that provide for an adequate separation of duties related to Trust Fund collections. These procedures are outlined in two procedural documents: "Monthly Reports Procedures – How to Run Monthly Reports," and "Mail Processing Workflow Chart."</p> <p>The Department has taken steps to ensure that all service charges are properly allocated to accounts within the Trust Fund based on the proportion of applicable program revenues deposited. In addition, the Department will make certain that all necessary adjustments are made to account for any erroneous service charge allocations.</p> <p>Last, the Department will establish annually an appropriate fee schedule for each program account based on anticipated expenses, and determine cash balance targets for each program account.</p>	
AG 2016-159 Finding 2015-029	6/30/2016	Child Support Program (CSP)/Contract Management	The FDOR did not adequately ensure that the service organization's internal controls related to the State Disbursement Unit's (SDU) processing of child support obligation collections and disbursements were appropriately designed and operating effectively. We recommend that the FDOR ensure that service organization internal controls related to the processing of child supporting obligation collections and disbursements are appropriately designed and operating effectively.	The SDU contract, executed on January 8, 2016, requires the SDU contractor to obtain annual Service Operational Controls (SOC) 1 and SOC2 audits and provide the results to the FDOR. Procedures implemented May 10, 2016, require contract managers to review audit reports and ensure timely and appropriate action is taken to correct any deficiencies identified.	

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AG 2016-159 Finding 2015-030	6/30/2016	CSP/Contract Management	The FDOR did not ensure that required subrecipient audits were completed and timely received and reviewed and that determinations were timely made regarding whether management decisions and corrective actions were required. Additionally, FDOR procedures were not sufficient to ensure that during-the-award monitoring had been completed, during-the-award monitoring results were reviewed, and follow-up was performed to ensure that the subrecipient had taken timely and appropriate action to address all cited deficiencies. We recommend that FDOR management take necessary actions to ensure that all required subrecipient audit reports are timely received, properly and timely reviewed, and that any related management decisions are timely issued. Additionally, we recommend that FDOR management ensure that during-the-award monitoring activities are performed, the results are reviewed, and follow-up procedures are performed to ensure that the subrecipient corrected all cited deficiencies.	The Department has fully implemented the Auditor General's recommendation. Internal operating procedures have been revised to ensure subrecipient quarterly audit reports, as performed by the CPA firm under contract to the Florida Association of Court Clerks, and other audits required by 45 CFR 75.352 (f) and (g) are timely received, reviewed, and a corrective action process is implemented. Procedures also include requirements related to monitoring activities and remedies for noncompliance.	

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AG 2016-159 Finding 2015-031	6/30/2016	CSP/Contract Management	The FDOR did not modify subaward agreements to notify subrecipients that, as of January 2015, the terms and conditions of the Federal award had been revised. Additionally, the FDOR did not obtain the Dun and Bradstreet Data Universal Numbering System (DUNS) number from subrecipients prior to issuing the subaward. We recommend that FDOR management ensure that subrecipients are timely notified of changes in Federal award terms and conditions and that the FDOR obtain from all subrecipients a DUNS number prior to issuing a subaward.	The Department has fully implemented the Auditor General's recommendations. The Department has developed internal operating procedures that ensure that subrecipients are timely notified of changes in Federal award terms and conditions. The procedures include the process for obtaining the subrecipient's unique entity identifier and verifying the sub-recipient is registered in the federal System for Award Management.	
2014-0124 Finding 1	6/30/2016	PTO/Technical Assistance	While rulemaking and forms promulgation are generally in compliance with Florida Statutes and Florida Administrative Code, the timeliness of the process can be improved. PTO should develop a workflow tracking system that includes documents sent with assignment dates, due dates, and return/completed dates. To help ensure statutory compliance, PTO should update its procedures to address rulemaking for implementation of new laws as detailed in Section 120.74, Florida Statutes, updated in 2015.	The Department has fully implemented these recommendations. The Department has developed a workflow system that tracks the rule promulgation workflow between PTO, the Office of General Counsel (OGC) and the Executive Director's Office (Exec). This workflow system identifies work assignments in the rulemaking process, clarifies deadlines, and identifies each program's anticipated completion dates. In addition, PTO procedures were updated to address the new deadlines in Section 120.74, F.S., amended in 2015.	

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2015-0105 Finding 1	6/30/2016	General Tax Administration (GTA)/Receivables Management	Internal controls have been implemented to ensure that the collection agency referral process is operating effectively; however, controls for implementing and monitoring the fee billing process have not been fully developed. GTA should fully implement the internal controls for performing and monitoring the collection agency billing process, including: -Procedures for validating referrals, report issuance, preparing the monthly invoices, and quality assurance. -Procedures for verifying the monthly fee payment reports. -Monitoring activities to assess the system's accuracy through periodic evaluations, reconciliations and/or ongoing supervisory reviews.	Procedures for validating referrals, report issuance, preparation of monthly invoices, quality assurance and verification of monthly fee payment report, as well as procedures for monitoring activities, have been finalized and implemented.	
2015-0105 Finding 1	6/30/2016	GTA/Receivables Management	For future projects with similar financial impact and complexity, GTA should use the Department's IT Project Development Template.	GTA will work to integrate the IT Project Development Template into GTA's project management activities.	

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(1)	(2)	(3)	(4)	(5)	(6)
REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
2015-0112 Finding 1	6/30/2016	Information Services Program (ISP)/Supplier Relationship Management	<p>The activities defined in the ISP Supplier Management Procedures do not ensure compliance with some State and Department requirements, especially in the key activities of risk assessment, monitoring, and documentation of contract management actions.</p> <p>ISP should revise the Supplier Management Procedures and practices to comply with all State and Department requirements including risk analysis, contract monitoring, and documentation of contract management activities. ISP should continue implementing a monitoring plan and completing the risk assessment in Contract Accountability and Tracking System (CATS) for each existing contract.</p>	<p>The Contract Manager will complete a contract risk assessment for all the ISP open contracts currently listed in CATS, and will update the Stratification Model to include the risk assessment as an additional component. This way, ISP will be in compliance with State, Department, and ISO/IEC 20000 requirements. The Contract Manager will develop a monitoring plan for all the ISP open contracts currently listed in CATS. The Contract Manager will create a secure, shared directory to store files related to the contract monitoring and conclusions in the file administration processes. The Contract Manager will also update the ISP Supplier Management Procedures, per the above stated actions, to ensure compliance with State and Department requirements.</p>	
2015-0121 Finding 1	6/30/2017	GTA/Lead Development	<p>Lead Development has established a set of internal controls; however, improvements are needed to support GTA's mission. GTA Management should clearly define "fair and equitable" as it applies to the Sales and Use Tax (SUT) Lead Development Process. In addition, Lead Development should ensure its actual scoring methodology complies with GTA's definition of "fair and equitable."</p>	<p>The Department has fully implemented these recommendations. The Program has updated documentation to include a definition of "fair and equitable." The Program also refined its documentation to more thoroughly demonstrate how the Lead Development Process ensures the audit selection system is fair and equitable.</p>	

Fiscal Year 2017-18 LBR Technical Review Checklist

Department/Budget Entity (Service): Department of Revenue

Agency Budget Officer/OPB Analyst Name: Clark Rogers / Nic Ancheta

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

	Program or Service (Budget Entity Codes)				
Action	73010100	73210000	73310000	73410000	73710100

1. GENERAL

1.1	Are Columns A01, A02, A04, A05, A23, A24, A25, A36, A93, IA1, IA5, IA6, IP1, IV1, IV3 and NV1 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for both the Budget and Trust Fund columns (no trust fund files for narrative columns)? Are Columns A06, A07, A08 and A09 for Fixed Capital Outlay (FCO) set to TRANSFER CONTROL for DISPLAY status only (UPDATE status remains on OWNER)? (CSDI)	Y	Y	Y	Y	Y
1.2	Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? (CSDI)	Y	Y	Y	Y	Y

AUDITS:

1.3	Has Column A03 been copied to Column A12? Run the Exhibit B Audit Comparison Report to verify. (EXBR, EXBA)	Y	Y	Y	Y	Y
1.4	Has security been set correctly to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status? (CSDR, CSA)	Y	Y	Y	Y	Y
TIP	The agency should prepare the budget request for submission in this order: 1) Lock columns as described above; 2) copy Column A03 to Column A12; and 3) set Column A12 column security to ALL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status. A security control feature has been added to the LAS/PBS Web upload process that will require columns to be in the proper status before uploading.					

2. EXHIBIT A (EADR, EXA)

2.1	Is the budget entity authority and description consistent with the agency's LRPP and does it conform to the directives provided on page 59 of the LBR Instructions?	Y	Y	Y	Y	Y
2.2	Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?	Y	Y	Y	Y	Y
2.3	Are the issue codes and titles consistent with <i>Section 3</i> of the LBR Instructions (pages 15 through 29)? Do they clearly describe the issue?	Y	Y	Y	Y	Y

3. EXHIBIT B (EXBR, EXB)

3.1	Is it apparent that there is a fund shift where an appropriation category's funding source is different between A02 and A03? Were the issues entered into LAS/PBS correctly? Check D-3A funding shift issue 340XXX0 - a unique deduct and unique add back issue should be used to ensure fund shifts display correctly on the LBR exhibits.	Y	Y	Y	Y	Y
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AUDITS:

3.2	Negative Appropriation Category Audit for Agency Request (Columns A03 and A04): Are all appropriation categories positive by budget entity at the FSI level? Are all nonrecurring amounts less than requested amounts? (NACR, NAC - Report should print "No Negative Appropriation Categories Found")	Y	Y	Y	Y	Y
3.3	Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? (EXBR, EXBC - Report should print "Records Selected Net To Zero")	Y	Y	Y	Y	Y
TIP	Generally look for and be able to fully explain significant differences between A02 and A03.					
TIP	Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.					

Action		Program or Service (Budget Entity Codes)				
		73010100	73210000	73310000	73410000	73710100
TIP	Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, a Special Categories appropriation category (10XXXX) should be used.					
4. EXHIBIT D (EADR, EXD)						
4.1	Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 62 of the LBR Instructions?	Y	Y	Y	Y	Y
4.2	Is the program component code and title used correct?	Y	Y	Y	Y	Y
TIP	Fund shifts or transfers of services or activities between program components will be displayed on an Exhibit D whereas it may not be visible on an Exhibit A.					
5. EXHIBIT D-1 (ED1R, EXD1)						
5.1	Are all object of expenditures positive amounts? (This is a manual check.)	Y	Y	Y	Y	Y
AUDITS:						
5.2	Do the fund totals agree with the object category totals within each appropriation category? (ED1R, XD1A - Report should print "No Differences Found For This Report!")	Y	Y	Y	Y	Y
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? (EXBR, EXBB - Negative differences [with a \$5,000 allowance] need to be corrected in Column A01.)	Y	Y	Y	Y	Y
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? (EXBR, EXBD - Differences [with a \$5,000 allowance at the department level] need to be corrected in Column A01.)	Y	Y	Y	Y	Y
TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.					
TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.					
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 2015-16 approved budget. Amounts should be positive.					
TIP	If B08 is not equal to A01, check the following: 1) the initial FLAIR disbursements or carry forward data load was corrected appropriately in A01; 2) the disbursement data from departmental FLAIR was reconciled to State Accounts; and 3) the FLAIR disbursements did not change after Column B08 was created.					
6. EXHIBIT D-3 (ED3R, ED3) (Not required to be submitted in the LBR - for analytical purposes only.)						
6.1	Are issues appropriately aligned with appropriation categories?	Y	Y	Y	Y	Y
TIP	Exhibit D-3 is no longer required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.					
7. EXHIBIT D-3A (EADR, ED3A)						
7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 29 of the LBR Instructions.)	Y	Y	Y	Y	Y
7.2	Does the issue narrative adequately explain the agency's request and is the explanation consistent with the LRPP? (See pages 67 through 69 of the LBR Instructions.)	Y	Y	Y	Y	Y
7.3	Does the narrative for Information Technology (IT) issue follow the additional narrative requirements described on pages 69 through 72 of the LBR Instructions?	Y	Y	Y	Y	Y
7.4	Are all issues with an IT component identified with a "Y" in the "IT COMPONENT?" field? If the issue contains an IT component, has that component been identified and documented?	Y	Y	Y	Y	Y

Action		Program or Service (Budget Entity Codes)				
		73010100	73210000	73310000	73410000	73710100
7.5	Does the issue narrative explain any variances from the Standard Expense and Human Resource Services Assessments package? Is the nonrecurring portion in the nonrecurring column? (See pages E.4 through E.6 of the LBR Instructions.)	N/A	N/A	N/A	N/A	N/A
7.6	Does the salary rate request amount accurately reflect any new requests and are the amounts proportionate to the Salaries and Benefits request? Note: Salary rate should always be annualized.	Y	Y	Y	Y	Y
7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A.	Y	Y	Y	Y	Y
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	Y	Y	Y	Y	Y
7.9	Does the issue narrative reference the specific county(ies) where applicable?	Y	Y	Y	Y	Y
7.10	Do the 160XXX0 issues reflect budget amendments that have been approved (or in the process of being approved) and that have a recurring impact (including Lump Sums)? Have the approved budget amendments been entered in Column A18 as instructed in Memo #17-001?	Y	Y	Y	Y	Y
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the OPB Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should <u>not</u> be deleted. (PLRR, PLMO)	Y	Y	Y	Y	Y
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	Y	Y	Y	Y	Y
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	Y	Y	Y	Y	Y
7.14	Do the amounts reflect appropriate FSI assignments?	Y	Y	Y	Y	Y
7.15	Are the 33XXXX0 issues negative amounts only and do not restore nonrecurring cuts from a prior year or fund any issues that net to a positive or zero amount? Check D-3A issues 33XXXX0 - a unique issue should be used for issues that net to zero or a positive amount.	Y	Y	Y	Y	Y
7.16	Do the issue codes relating to special <i>salary and benefits</i> issues (e.g., position reclassification, pay grade adjustment, overtime/on-call pay, etc.) have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See pages 28 and 90 of the LBR Instructions.)	Y	Y	Y	Y	Y
7.17	Do the issues relating to <i>Information Technology (IT)</i> have a "C" in the sixth position of the issue code (36XXXXCX) and are the correct issue codes used (361XXC0, 362XXC0, 363XXC0, 17C01C0, 17C02C0, 17C03C0, 24010C0, 33001C0, 30010C0, 33011C0, 160E470, 160E480 or 55C01C0)?	Y	Y	Y	Y	Y
7.18	Are the issues relating to <i>major audit findings and recommendations</i> properly coded (4A0XXX0, 4B0XXX0)?	N/A	N/A	N/A	N/A	N/A
7.19	Does the issue narrative identify the strategy or strategies in the Five Year Statewide Strategic Plan for Economic Development?	Y	Y	Y	Y	Y
AUDIT:						
7.20	Are all FSI's equal to '1', '2', '3', or '9'? There should be no FSI's equal to '0'. (EADR, FSIA - Report should print "No Records Selected For Reporting")	Y	Y	Y	Y	Y
7.21	Does the General Revenue for 160XXXX (Adjustments to Current Year Expenditures) issues net to zero? (GENR, LBR1)	Y	Y	Y	Y	Y
7.22	Does the General Revenue for 180XXXX (Intra-Agency Reorganizations) issues net to zero? (GENR, LBR2)	Y	Y	Y	Y	Y
7.23	Does the General Revenue for 200XXXX (Estimated Expenditures Realignment) issues net to zero? (GENR, LBR3)	Y	Y	Y	Y	Y

Action		Program or Service (Budget Entity Codes)				
		73010100	73210000	73310000	73410000	73710100
7.24	Have FCO appropriations been entered into the nonrecurring column (A04)? (GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L))	Y	Y	Y	Y	Y
TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run OADA/OADR from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.					
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 67 through 71 of the LBR Instructions.					
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue funds.					
TIP	If an agency is receiving federal funds from another agency the FSI should = 9 (Transfer - Recipient of Federal Funds). The agency that originally receives the funds directly from the federal agency should use FSI = 3 (Federal Funds).					
TIP	If a state agency needs to include in its LBR a realignment or workload request issue to align its data processing services category with its projected FY 2017-18 data center costs, this can be completed by using the State Data Center data processing services category (210001).					
TIP	If an appropriation made in the FY 2016-17 General Appropriations Act duplicates an appropriation made in substantive legislation, the agency must create a unique deduct nonrecurring issue to eliminate the duplicated appropriation. Normally this is taken care of through line item veto.					
8. SCHEDULE I & RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level or SC1R, SC1D - Department Level)						
8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y	Y	Y	Y	Y
8.2	Has a Schedule I and Schedule IB been completed in LAS/PBS for each operating trust fund?	Y	Y	Y	Y	Y
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IC, and Reconciliation to Trial Balance)?	Y	Y	Y	Y	Y
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	Y	Y	Y	Y	Y
8.5	Have the required detailed narratives been provided (5% trust fund reserve narrative; method for computing the distribution of cost for general management and administrative services narrative; adjustments narrative; revenue estimating methodology narrative; fixed capital outlay adjustment narrative)?	Y	Y	Y	Y	Y
8.6	Has the Inter-Agency Transfers Reported on Schedule I form been included as applicable for transfers totaling \$100,000 or more for the fiscal year?	Y	Y	Y	Y	Y
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?	N/A	N/A	N/A	N/A	N/A
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to section 215.32(2)(b), Florida Statutes - including the Schedule ID and applicable legislation?	N/A	N/A	N/A	N/A	N/A
8.9	Are the revenue codes correct? In the case of federal revenues, has the agency appropriately identified direct versus indirect receipts (object codes 000700, 000750, 000799, 001510 and 001599)? For non-grant federal revenues, is the correct revenue code identified (codes 000504, 000119, 001270, 001870, 001970)?	Y	Y	Y	Y	Y
8.10	Are the statutory authority references correct?	Y	Y	Y	Y	Y

Action		Program or Service (Budget Entity Codes)				
		73010100	73210000	73310000	73410000	73710100
8.11	Are the General Revenue Service Charge percentage rates used for each revenue source correct? (Refer to section 215.20, Florida Statutes, for appropriate General Revenue Service Charge percentage rates.)	Y	Y	Y	Y	Y
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	Y	Y	Y	Y	Y
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y	Y	Y	Y	Y
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	Y	Y	Y	Y	Y
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	Y	Y	Y	Y	Y
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y	Y	Y	Y	Y
8.17	If applicable, are nonrecurring revenues entered into Column A04?	Y	Y	Y	Y	Y
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available? Does the certification include a statement that the agency will notify OPB of any significant changes in revenue estimates that occur prior to the Governor's Budget Recommendations being issued?	Y	Y	Y	Y	Y
8.19	Is a 5% trust fund reserve reflected in Section II? If not, is sufficient justification provided for exemption? Are the additional narrative requirements provided?	Y	Y	Y	Y	Y
8.20	Are appropriate General Revenue Service Charge nonoperating amounts included in Section II?	Y	Y	Y	Y	Y
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?	Y	Y	Y	Y	Y
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling \$100,000 or more.)	Y	Y	Y	Y	Y
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?	Y	Y	Y	Y	Y
8.24	Are prior year September operating reversions appropriately shown in column A01?	Y	Y	Y	Y	Y
8.25	Are current year September operating reversions appropriately shown in column A02?	Y	Y	Y	Y	Y
8.26	Does the Schedule IC properly reflect the unreserved fund balance for each trust fund as defined by the LBR Instructions, and is it reconciled to the agency accounting records?	Y	Y	Y	Y	Y
8.27	Has the agency properly accounted for continuing appropriations (category 13XXXX) in column A01, Section III?	Y	Y	Y	Y	Y
8.28	Does Column A01 of the Schedule I accurately represent the actual prior year accounting data as reflected in the agency accounting records, and is it provided in sufficient detail for analysis?	Y	Y	Y	Y	Y
8.29	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?	Y	Y	Y	Y	Y
AUDITS:						
8.30	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).	Y	Y	Y	Y	Y
8.31	Is the June 30 Adjusted Unreserved Fund Balance (Line I) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? If a Schedule IB was prepared, do the totals agree with the Schedule I, Line I? (SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")	Y	Y	Y	Y	Y
8.32	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. (SC1R, DEPT)	Y	Y	Y	Y	Y

Action		Program or Service (Budget Entity Codes)				
		73010100	73210000	73310000	73410000	73710100
8.33	Has a Schedule IB been provided for ALL trust funds having an unreserved fund balance in columns A01, A02 and/or A03, and if so, does each column's total agree with line I?	Y	Y	Y	Y	Y
8.34	Have A/R been properly analyzed and any allowances for doubtful accounts been properly recorded on the Schedule IC?	Y	Y	Y	Y	Y
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!					
TIP	Determine if the agency is scheduled for trust fund review. (See page 130 of the LBR Instructions.) Transaction DFTR in LAS/PBS is also available and provides an LBR review date for each trust fund.					
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.					
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.					
9. SCHEDULE II (PSCR, SC2)						
AUDIT:						
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? (BRAR, BRAA - Report should print "No Records Selected For This Request") Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See <i>Base Rate Audit</i> on page 161 of the LBR Instructions.)	Y	Y	Y	Y	Y
10. SCHEDULE III (PSCR, SC3)						
10.1	Is the appropriate lapse amount applied? (See page 92 of the LBR Instructions.)	Y	Y	Y	Y	Y
10.2	Are amounts in <i>Other Salary Amount</i> appropriate and fully justified? (See page 99 of the LBR Instructions for appropriate use of the OAD transaction.) Use OADI or OADR to identify agency other salary amounts requested.	Y	Y	Y	Y	Y
11. SCHEDULE IV (EADR, SC4)						
11.1	Are the correct Information Technology (IT) issue codes used?	Y	Y	Y	Y	Y
TIP	If IT issues are not coded (with "C" in 6th position or within a program component of 1603000000), they will not appear in the Schedule IV.					
12. SCHEDULE VIIIA (EADR, SC8A)						
12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIII-A? Are the priority narrative explanations adequate? Note: FCO issues can now be included in the priority listing.	Y	Y	Y	Y	Y
13. SCHEDULE VIIIB-1 (EADR, S8B1)						
13.1	NOT REQUIRED FOR THIS YEAR	N/A	N/A	N/A	N/A	N/A
14. SCHEDULE VIIIB-2 (EADR, S8B2)						
14.1	Do the reductions comply with the instructions provided on pages 104 through 106 of the LBR Instructions regarding a 10% reduction in recurring General Revenue and Trust Funds, including the verification that the 33BXXX0 issue has NOT been used?	Y	Y	Y	Y	Y
15. SCHEDULE VIIIC (EADR, S8C) (LAS/PBS Web - see page 107-109 of the LBR Instructions for detailed instructions)						
15.1	Agencies are required to generate this schedule via the LAS/PBS Web.	Y	Y	Y	Y	Y
15.2	Does the schedule include at least three and no more than 10 unique reprioritization issues, in priority order? Manual Check.	Y	Y	Y	Y	Y
15.3	Does the schedule display reprioritization issues that are each comprised of two unique issues - a deduct component and an add-back component which net to zero at the department level?	Y	Y	Y	Y	Y
15.4	Are the priority narrative explanations adequate and do they follow the guidelines on pages 107-109 of the LBR instructions?	Y	Y	Y	Y	Y

Action		Program or Service (Budget Entity Codes)				
		73010100	73210000	73310000	73410000	73710100
15.5	Does the issue narrative in A6 address the following: Does the state have the authority to implement the reprioritization issues independent of other entities (federal and local governments, private donors, etc.)? Are the reprioritization issues an allowable use of the recommended funding source?	Y	Y	Y	Y	Y
AUDIT:						
15.6	Do the issues net to zero at the department level? (GENR, LBR5)	Y	Y	Y	Y	Y
16. SCHEDULE XI (USCR,SCXI) (LAS/PBS Web - see page 110-114 of the LBR Instructions for detailed instructions)						
16.1	Agencies are required to generate this spreadsheet via the LAS/PBS Web. The Final Excel version no longer has to be submitted to OPB for inclusion on the Governor's Florida Performs Website. (Note: Pursuant to section 216.023(4) (b), Florida Statutes, the Legislature can reduce the funding level for any agency that does not provide this information.)	Y	Y	Y	Y	Y
16.2	Do the PDF files uploaded to the Florida Fiscal Portal for the LRPP and LBR match?	Y	Y	Y	Y	Y
AUDITS INCLUDED IN THE SCHEDULE XI REPORT:						
16.3	Does the FY 2015-16 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? (GENR, ACT1)	Y	Y	Y	Y	Y
16.4	None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? (Audit #1 should print "No Activities Found")	Y	Y	Y	Y	Y
16.5	Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? (Audit #2 should print "No Operating Categories Found")	Y	Y	Y	Y	Y
16.6	Has the agency provided the necessary standard (Record Type 5) for all activities which <u>should</u> appear in Section II? (Note: Audit #3 will identify those activities that do NOT have a Record Type '5' and have not been identified as a 'Pass Through' activity. These activities will be displayed in Section III with the 'Payment of Pensions, Benefits and Claims' activity and 'Other' activities. Verify if these activities should be displayed in Section III. If not, an output standard would need to be added for that activity and the Schedule XI submitted again.)	Y	Y	Y	Y	Y
16.7	Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? (Audit #4 should print "No Discrepancies Found")	Y	Y	Y	Y	Y
TIP	If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.					
17. MANUALLY PREPARED EXHIBITS & SCHEDULES						
17.1	Do exhibits and schedules comply with LBR Instructions (pages 115 through 158 of the LBR Instructions), and are they accurate and complete?	Y	Y	Y	Y	Y
17.2	Does manual exhibits tie to LAS/PBS where applicable?	Y	Y	Y	Y	Y
17.3	Are agency organization charts (Schedule X) provided and at the appropriate level of detail?	Y	Y	Y	Y	Y
17.4	Does the LBR include a separate Schedule IV-B for each IT project over \$1 million (see page 134 of the LBR instructions for exceptions to this rule)? Have all IV-Bs been emailed to: IT@LASPBS.STATE.FL.US ?	Y	Y	Y	Y	Y
17.5	Are all forms relating to Fixed Capital Outlay (FCO) funding requests submitted in the proper form, including a Truth in Bonding statement (if applicable) ?	N/A	N/A	N/A	N/A	N/A
AUDITS - GENERAL INFORMATION						
TIP	Review <i>Section 6: Audits</i> of the LBR Instructions (pages 160-162) for a list of audits and their descriptions.					
TIP	Reorganizations may cause audit errors. Agencies must indicate that these errors are due to an agency reorganization to justify the audit error.					
18. CAPITAL IMPROVEMENTS PROGRAM (CIP)						
18.1	Are the CIP-2, CIP-3, CIP-A and CIP-B forms included?	Y	Y	Y	Y	Y

Action		Program or Service (Budget Entity Codes)				
		73010100	73210000	73310000	73410000	73710100
18.2	Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?	N/A	N/A	N/A	N/A	N/A
18.3	Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?	Y	Y	Y	Y	Y
18.4	Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?	Y	Y	Y	Y	Y
18.5	Are the appropriate counties identified in the narrative?	Y	Y	Y	Y	Y
18.6	Has the CIP-2 form (Exhibit B) been modified to include the agency priority for each project and the modified form saved as a PDF document?	Y	Y	Y	Y	Y
TIP	Requests for Fixed Capital Outlay appropriations which are Grants and Aids to Local Governments and Non-Profit Organizations must use the Grants and Aids to Local Governments and Non-Profit Organizations - Fixed Capital Outlay major appropriation category (140XXX) and include the sub-title "Grants and Aids". These appropriations utilize a CIP-B form as justification.					
19. FLORIDA FISCAL PORTAL						
19.1	Have all files been assembled correctly and posted to the Florida Fiscal Portal as outlined in the Florida Fiscal Portal Submittal Process?	Y	Y	Y	Y	Y