#### Kansas Department of Revenue



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#### Streamlined Sales Tax Project SSTP Kansas SSTP Project Dates and Timeline

#### ◆ Timeline

- HB 2005 Kansas Legislation signed 05-19-03
- HB 2005 Implementation Effective Date 07-01-03
- 5 Digit Zip Code Table KDOR WEB Site 08-01-03
- SSTP RFP Release Date 08-29-03
- Vendor Selection Date 11-14-03
- Vendor Starts Contractual Work 11-17-03
- First Product Implementation date 12-16-03
- Second Implementation Date 02-09-04
- Full Site Availability 2-28-04
- SSTP File Creation 4-26-04
- Production SSTP File Implementation 07-01-04 Targe



# Streamlined Sales Tax Project SSTP Decision Points for In-house Vs Out-Sourced Development

#### Issues and Decision Points

- Short Time Frame for Implementation
- Cost and Resources
- Hardware and software
- Skilled Staff Devoted to Full Time Maintenance
- Training and Retention of Tools and Skills
- Small Component is GIS Enabled
  - GIS is the Focus on Most in-house developments
- Not considered Core Competency in KDOR IT Department

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#### Streamlined Sales Tax Project SSTP Issues for Out-Sourced Development

### Issues and Requirements for Third Party Software Development and Management

- Boundary Management Tools
- Processes to control work
- Administrative Tool Sets for site administrators
- Map sets and Boundary Notification and Update Hardware and software
- Software Change Control and Configuration management
- Security Tool Sets
- Project Schedules and Timelines
- Reporting Processes
- Testing Processes / Address Test Deck



# Streamlined Sales Tax Project SSTP Issues for Out-Sourced Development

- Issues and Requirements for Third Party Software Development and Management
- Production, Development, and Test Regions
- WEB Site Standards and Rules
- WEB ADA Requirements
- Hardware and Software Hosting Requirements
- Software Escrow Agreement
- Third Party Escrow Agent
- Security

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#### Kansas SSTP Applications Streamlined Sales Tax Project SSTP

- Kansas SSTP Products and Services
- ▲ Site Functionality
  - Sign On
  - Retailer E-Mail Notification Rate Change:
  - Security
- On-line Individual Address Lookup
  - Individual Address Lookup with Optional Fall Back
- On-line Batch CSV Address File Upload and Download
  - Retailer Address File Calculations
- SSTP File
  - Logic Flow for Address Interrogation
  - Web Service Design Language Layou
  - Rates and Boundaries Table Layouts
  - Production and Test Environments



#### Streamlined Sales Tax Project SSTP Kansas SSTP File

#### Kansas SSTP File Metrics

- 450,000 Nine Digit Zip Addresses
- Three files created from this address master
- Kansas Boundaries Files 230,000 Rows by Block Level Breakout
- except where SER cuts through nine digit zip code
- Kansas Nine Digit Zip Code File 30,000
- Five Digit Zip Code Fall Back Records
- Total File size for Kansas SSTP is 260,000 rows approx, and it is 39 Meg in size

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#### Kansas SSTP File Creation Lessons Learned

- Involve the Testing Staff During the Development phases
- Develop a re-useable Quality Assurance Process for the Data Base
- Include complete file output examples
- Regular On-Site Visits in Addition to Weekly Conference Call
- Publicity Regarding System Enhancements and Changes
- Get into a maintenance and update pace Quarterly
  - 1 month Design
  - 1 month development
  - Imonth QA and Pre-Implementation Review
  - post Implementation QA Review utilizing Test Decks



#### Kansas SSTP File Creation Lessons Learned

- Accuracy Rates will depend on the type of Service (Batch,Online,SSTP)
- There is a need for access and response control off the SSTP file and other processes (i.e. Transaction code, date and time stamp, metadata)
- Process Flow and Table Documentation for Third Party Implementers (SSTP) and Testers
  - WSDL XML Verbiage
  - Address Decision Tree
  - SSTP Rates and Boundaries Table Definitions
- Design and Understand the Error and Transaction Logs
  - Fall Back Lookups
  - Address Areas in State with problems
- Flexible Implementation
  - Help the user community
  - Seek guidance for future updates and features

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## Kansas SSTP Support Staff Lessons Learned

#### **SSTP Support Staff and Functions**

- Site Administration 100% 1 Staff
- Tax Administration 3-4 Part Time (Rates and Boundaries)
- Policy and Research 1 Part Time
- Testing 1-3 Part Time
- Project management
- Web Applications Support
- Web Development Support
- Management



#### Kansas Model

- In-House Responsibilities
  - Site Administration
  - Reporting and Monitoring
  - Boundary Managemen
  - Rate Management
- Contractor Responsibilities
  - Core Engine Development
  - Hosting
  - Boundary Changes

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