FEDERATION OF TAX
ADMINISTRATORS

19TH ANNUAL
TECHNOLOGY CONFERENCE
AND EXHIBITION

August 10-13, 2003
Pittsburgh, Pennsylvania
(Layout of Hilton Hotel - Mezzanine Level)
Welcome

Welcome to the 19th Annual FTA Technology Conference and Exhibition, the premier opportunity for government revenue professionals, service providers, and taxpayer representatives to gather together and learn about new initiatives, discuss issues of interest, and get information on new products and services in the tax and revenue marketplace.

The conference features a full agenda of stimulating sessions on new initiatives of government tax authorities, descriptions of technology applications and standards, and remarks by industry providers on a variety of topics important to the tax administration community during this time of extreme budget challenges. In response we have a greater focus on tax compliance topics than ever before.

Our Exhibit Hall, where the Sunday evening reception and Monday breakfast and lunch functions will take place, contains a wealth of information about potentially valuable services to you. The Exhibit Hall will be open on Sunday and continuously on Monday from 7:30 a.m. to 1:30 p.m. We wish to thank our Sponsors and Exhibitors for their significant support.

The National Association of Computerized Tax Processors (NACTP) has co-located their annual meeting with FTA during the latter half of the week here in the Hilton. We welcome the members of NACTP as essential partners of the tax authorities in delivering electronic commerce benefits to the tax reporting community. In addition, the TIGERS working group meeting later this week addresses agreement on jointly-developed XML-based state and federal electronic commerce standards for corporate, employment and sales taxes that are important to all tax agencies and their partners.

Thanks to all of our speakers for their willingness to share their time and expertise, and we would like to extend our special thanks to the executive office of the Pennsylvania Department of Revenue for its assistance.

As always, we hope this FTA Annual Technology Conference and Exhibition assists you in your new technology efforts, and that you enjoy the many fine attractions of Pittsburgh.

Harley T. Duncan
FTA Executive Director
## FTA 2003 Technology Conference

### Sponsors and Exhibitors

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(Exhibit Hall Booth Layout)
DAILY AT A GLANCE

Sunday, August 10, 2003
3:00 p.m. – 7:00 p.m.  Conference and Exhibit Registration  
(Mezzanine Level)  
* Sponsored by AMS *

5:00 p.m. – 8:00 p.m.  Opening Reception and Exhibits  
(Exhibit Hall - Ballroom 2,3,4)  
* Co-sponsored by Fast Enterprises * and  
* Deloitte Consulting *  
* CyberCafe - Sponsored by Unisys *

Monday, August 11, 2003
7:30 a.m. – 2:00 p.m.  Conference Registration  
(Mezzanine Level)  
* Sponsored by AMS *

7:30 a.m. – 8:30 a.m.  Continental Breakfast and Exhibits  
(Exhibit Hall - Ballroom 2,3,4)  
* Sponsored by Microsoft *  
* CyberCafe - Sponsored by Unisys *

8:30 a.m. – 9:45 a.m.  GENERAL SESSION - (Ballroom 1)  
* AM Break - Sponsored by Imaging Business Machines *

10:00 a.m. – 11:00 a.m.  CONCURRENT SESSIONS  
(Mezzanine Level)  
Session 1  (Kings Garden North)  
Session 2  (Kings Garden South)  
Session 3  (Le Bateau)

11:00 a.m. – 1:30 p.m.  Lunch – (Exhibit Hall - Ballroom 2,3,4)  
* Lunch - Sponsored by Trustfile *  
* Dessert - Sponsored by Virtual Solutions *

1:30 p.m. – 6:00 p.m.  Exhibits Concluded / Teardown

1:30 p.m. – 5:00 p.m.  CONCURRENT SESSIONS  
(Mezzanine Level)  
Session 1  (Kings Garden North)  
Session 2  (Kings Garden South)  
Session 3  (Le Bateau)  
* PM Break - Sponsored by Imaging Business Machines *
Schedule for Monday, August 11, 2003

7:30 a.m. – 2:00 p.m.  Conference Registration  
(Mezzanine Level)  
* Sponsored by AMS *

7:30 a.m. – 8:30 a.m.  Continental Breakfast and Exhibits  
(Exhibit Hall - Ballroom 2,3,4)  
* Sponsored by Microsoft *  
* CyberCafe - Sponsored by Unisys *

8:30 a.m. – 9:45 a.m.  General Session - (Ballroom 1)

Welcome to Pittsburgh  
Secretary Gregory C. Fajt, Pennsylvania Dept. of Revenue  

Keynote  
Steve Kolodney, AMS  

* AM Break - Sponsored by Imaging Business Machines *

10:00 a.m. – 11:00 a.m.  CONCURRENT SESSIONS

SESSION 1  
(Kings Garden North)  
Total Cost of Ownership: What Is It "Really"?  
Robert E. (Bob) Barr, Dell Computer

SESSION 2  
(Kings Garden South)  
The Emerging Law of Computer Security and Authentication  
Ben Wright, Attorney At Law

SESSION 3  
(Le Bateau)  
How to Implement an Innovative CRM Solution With Secure Messaging  
Farley Beaton, VA
11:00 a.m. – 1:30 p.m.  
Lunch and Vendor Exhibits  
(Exhibit Hall - Ballroom 2,3,4)  
* Lunch - Sponsored by Trustfile *  
* Dessert - Sponsored by Virtual Solutions *

1:30 p.m. – 2:30 p.m.  
CONCURRENT SESSIONS

SESSION 1  
(Kings Garden North)  
How Technology Can Save You Money!  
Linda Dollens, IN

SESSION 2  
(Kings Garden South)  
FTA-IRS Tactical Advisory Group (TAG)  
Activity Update: Charter, Work Efforts, and E-Models  
Terry Garber, SC, TAG Member

SESSION 3  
(Le Bateau)  
Predictive Models for Enhanced Audit Targeting – Texas Audit Scoring System  
Panel: Daniele Micci-Barreca and Satheesh Ramachandran, Elite Analytics, and Bill Haffey, SPSS

* PM Break - Sponsored by Imaging Business Machines *

2:45 p.m. – 3:45 p.m.  
CONCURRENT SESSIONS

SESSION 1  
(Kings Garden North)  
Mandated E-File of Unemployment Tax: The Florida Experience  
Jim Evers, FL

SESSION 2  
(Kings Garden South)  
E-Government Vision for State Revenue Agencies - Multiple Purpose Databases and Re-using Tax Data: A Look Ahead 3 to 5 Years  
Tom DiBello & Dick Eppleman, Vertex Inc.

SESSION 3  
(Le Bateau)  
Massachusetts Tax Discovery Warehouse Project: Creative Approaches to Individual and Business Tax Discovery  
Paul Panariello, Revenue Solutions
4:00 p.m. – 5:00 pm

CONCURRENT SESSIONS

SESSION 1 (Kings Garden North)
New E-Commerce Initiatives: Corporate Tax Barcodes and Partnership E-File
Steve Csogi and Irwin Nadel, NJ

SESSION 2 (Kings Garden South)
Business Process Simulation: Integrated Performance Management Scorecard
George A. Love, Accenture, and Art Warren, SAS Institute

SESSION 3 (Le Bateau)
Improving Tax Compliance Through Technology
Charles Collins, Taxware
DAY AT A GLANCE

Tuesday, August 12, 2003

7:30 a.m. – 2:00 p.m. Conference Registration
(Mezzanine Level)
* Sponsored by AMS *

7:30 a.m. – 8:30 a.m. Continental Breakfast
(Mezzanine Level)
* Sponsored by Accenture *

8:30 a.m. – Noon CONCURRENT SESSIONS
(Mezzanine Level)
Session 1 (Ballroom 3)
Session 2 (Ballroom 4)
Session 3 (Kings Garden North & South)
Session 4 (Le Bateau)

* AM Break - Sponsored by Adea Solutions *

Noon – 1:30 p.m. Hosted Lunch – (Ballroom 2)
* Sponsored by Dun & Bradstreet *

1:30 p.m. – 5:00 p.m. CONCURRENT SESSIONS
(Mezzanine Level)
Session 1 (Ballroom 3)
Session 2 (Ballroom 4)
Session 3 (Kings Garden North & South)
Session 4 (Le Bateau)

* PM Break *

5:00 p.m. – 6:30 p.m. Pre-Game Reception
(Sterling’s – Lobby Level)
* Sponsored by IBM *
Schedule for Tuesday, August 12, 2003

7:30 a.m. – 2:00 p.m.  Conference Registration - (Mezzanine Level)  
* Sponsored by AMS *

7:30 a.m. – 8:30 a.m.  Continental Breakfast - (Mezzanine Level)  
* Sponsored by Accenture *

8:30 a.m. – 9:30 a.m.  CONCURRENT SESSIONS

SESSION 1  (Ballroom 3)  
New Federal-State Employment Tax (FSET)  
Progress  
John Myett, IRS-ETA, and Susan Dunn, Paycycle

SESSION 2  (Ballroom 4)  
Success Stories in Automated Tax Form Data  
Capture  
Blaine Owens, Captiva Software

SESSION 3  (Kings Garden North & South)  
E-records Auditing: Data Manipulation,  
Analysis and Interpretation, and Sampling  
Methods  
Stanley Borawski and Dawn Baldwin, Bull IS

SESSION 4  (Le Bateau)  
New Pennsylvania E-TIDES E-Filing Program  
Enhancements  
Deb Wise, PA

* AM Break - Sponsored by Adea Solutions *

9:45 a.m. – 10:45 a.m.  CONCURRENT SESSIONS

SESSION 1  (Ballroom 3)  
Use of XML in New Federal-State Employment  
Tax (FSET) Program  
Terry Garber, SC, and TIGERS XML Standards  
Group Chair

SESSION 2  (Ballroom 4)  
Web-Enabled Integrated Tax - Building on the  
First Release  
Cheryl Sullivan, WI
SESSION 3  (Kings Garden North & South)
**Mobile and Wireless Solution for Collections**
Steve Hall, Adea Solutions

SESSION 4  (Le Bateau)
**The 21st Century Revenue Agency: An On-Demand Model**
Dan Collins and Paul A. Racioppo, IBM Global

11:00 am – Noon  CONCURRENT SESSIONS

SESSION 1  (Ballroom 3)
**New IRS XML-Based E-file for Corporate Form 1120 Filing**
Joan Barr, IRS

SESSION 2  (Ballroom 4)
**Paperless Tax Processing for Business Taxes: Converting Business Tax Filings from Paper to 100% Electronic**
Mark Koran, GovConnect

SESSION 3  (Kings Garden North & South)
**Revenue Management in the Public Sector**
Daniel Darche and Nikki Sandhu, Sierra Systems

SESSION 4  (Le Bateau)
**Revenue’s New K-1 Case Tracking System**
Kevin Milligan & Andrew Bishop, PA

Noon – 1:30 pm  Hosted Lunch – (Ballroom 2)
**The Continuing Challenges and Opportunities of E-Government**
*Luncheon Speaker:* Steve Holden, Asst. Professor, E-Commerce, Univ. of Maryland
*Sponsored by Dun & Bradstreet*

1:30 p.m. – 2:30 p.m.  CONCURRENT SESSIONS

SESSION 1  (Ballroom 3)
**Expansion of IRS E-Services and Customer Portals**
Susan Smoter, IRS
SESSION 2  (Ballroom 4)
Streamlining Tax Return Processing with Seamless Integration of Data Capture and Document Management
Lee Mikelson, VA

SESSION 3  (Kings Garden North & South)
Preventing Identity Fraud in Claiming Refunds
Barry Goleman, AMS

SESSION 4  (GOVT. ONLY)  (Le Bateau)
State Form Coordinators Session (contd.)
Mitzi Crump, MO, Moderator

* PM Break *

2:45 p.m. – 3:45 p.m.  CONCURRENT SESSIONS

SESSION 1  (Ballroom 3)
Streamlined Sales Tax Program: Business Models
Juli Peterson, MN
Standards for SSTP XML Structures
Terry Garber, SC, and TIGERS XML Standards Group Chair

SESSION 2  (Ballroom 4)
The Promise Continues, Data Quality From a Business Perspective
Alison Torres, NCR

SESSION 3  (Kings Garden North & South)
Integrated Tax System With Enhanced Internet Registration, Credit Card Payment and CRM
Louis Panebianco and Tony Powell, FL

SESSION 4  (GOVT. ONLY)  (Le Bateau)
State Form Coordinators Session (contd.)
Mitzi Crump, MO, Moderator
4:00 p.m. – 5:00 p.m.  CONCURRENT SESSIONS

SESSION 1  (Ballroom 3)
Mandated Sales Tax e-File in Wisconsin
Jane Anderson-Goldsworthy, WI

SESSION 2  (Ballroom 4)
Increasing Revenue: The State As An Enterprise: ERP, CRM, and Data Warehousing/Mining
John Greaney, Dun & Bradstreet

SESSION 3  (Kings Garden North & South)
How Agencies Can Leverage Information Services to Enhance Performance and Reduce Fraud
Bob Chouinard, ChoicePoint

SESSION 4  (GOVT. ONLY)  (Le Bateau)
State Form Coordinators Session (contd.)
Mitzi Crump, MO, Moderator

5:00 p.m. – 6:30 p.m.  Pre-Game Reception
(Sterling’s – Lobby Level)
* Sponsored by IBM *
DAY AT A GLANCE

Wednesday, August 13, 2003

7:30 a.m. – 8:30 a.m.  Continental Breakfast
                      (Kings Gardens Foyer)
                      * Sponsored by Teradata *

8:30 a.m. – Noon    CONCURRENT SESSIONS
                      (Mezzanine Level)
                      Session 1       (Le Bateau)
                      Session 2       (Kings Garden North)
                      Session 3       (Kings Garden South)

                      * AM Break Sponsored by
                      Revenue Solutions, Inc. *

[ FTA TECHNOLOGY CONFERENCE CLOSE ]

1:00 p.m. – 5:00 p.m.  XML Standards Working Meeting – Tax
                      Information Group for EC Requirements
                      Standardization (TIGERS)
                      (Rivers)
Schedule for Wednesday, August 13, 2003

7:30 a.m. – 8:30 a.m. Continental Breakfast
(Kings Gardens Foyer)
* Sponsored by Teradata *

8:30 a.m. – 9:30 a.m. CONCURRENT SESSIONS

SESSION 1 (Le Bateau)
What An SSTP Future Will Look Like:
Multistate Electronic Sales Tax Prep and Filing
Steve Rodgers, CCH.com

SESSION 2 (Kings Garden North)
A New Framework for Tax Administration
Karla Pierce, Microsoft

SESSION 3 (GOVT. ONLY) (Kings Garden S.)
IRS Electronic Security Safeguards Pilot
Delena Bratton, IRS, and Greg Brill, Booz Allen Hamilton

* AM Break Sponsored by
Revenue Solutions Inc. *

9:45 a.m. – 10:45 a.m. CONCURRENT SESSIONS

SESSION 1 (Le Bateau)
Development of State Tax Jurisdiction Sourcing Databases
Jim Evers, FL, and Raymond Philen, WA

SESSION 2 (Kings Garden North)
Reduction of Web Costs Via Use of a Distributed Application Delivery Platform
George Economou, Akamai

SESSION 3 (GOVT. ONLY) (Kings Garden S.)
State-IRS Electronic Data Exchange Pilot Project
Rod Sterling, IRS
11:00 a.m. – Noon

CONCURRENT SESSIONS

**SESSION 1** (Le Bateau)
*Geographical Information Systems (GIS)*
*Components in Integrated Tax Solution*
Deepak Sharma, Tata Infotech

**SESSION 2** (Kings Garden North)
*Trends in Tax Administration Outsourcing: Strengths and Weaknesses and a Step-by-Step Guide*
Mark Cox, The M Group

**SESSION 3** (Kings Garden South)
*Decision Analytics to Turbocharge Collections*
Stefan Becker, AMS
Schedule for TIGERS Meeting

Wednesday, August 13, 2003

EC and XML Standards Working Meeting - (Rivers)
Tax Information Group for EC Requirements Standardization (TIGERS) - Open Meeting covering XML developments in corporate taxes, FSET/employment, Streamlined Sales, and other matters.

1:00 p.m. – 2:00 p.m.  Technical Introduction to IRS XML-Based Corporate Tax (1120) Filing
Joan Barr, IRS

2:00 p.m. – 5:00 p.m.  Federal-State Employment Tax (FSET) XML:
- Fed/State Model Discussion
- Business Tracking Number (Format and Location)
- W-2s: Whether to Include, and Format

Thursday, August 14, 2003

EC and XML Standards Working Meeting - (Rivers)
Tax Information Group for EC Requirements Standardization (TIGERS) - Open Meeting

9:00 a.m. – Noon  Federal-State Employment Tax XML:
- SOAP Packaging Single and Multiple Returns
- Gateway Architecture
- Final Schema Clean-up

2:00 p.m. – 5:00 p.m.  Streamlined Sales Tax Project XML:
- Final Look – Simplified Electronic Returns and Payments Schema
- Revised Registration Schemas
- First Draft Information Report Schema
Friday, August 15, 2003

EC and XML Standards Working Meeting - (Rivers)
Tax Information Group for EC Requirements Standardization (TIGERS) - Open Meeting

9:00 a.m. – 3:00 p.m. (Until 3 p.m. if needed)

Streamlined Sales Tax Project XML:
- Rates and Boundaries Table
- Return Header
- SOAP Packaging
- Gateway Architecture
- Begin Exemption Discussion
FTA wishes to thank the following companies for their generous support of the 2003 Technology Conference and Exhibition:

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Notes
You are Invited!
to the
2004 FTA Technology Conference

August 8-11, 2004
Doubletree Hotel Portland-Lloyd Center
Portland, Oregon

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