



MULTISTATE TAX COMMISSION

To: Commission  
From: Gregory S. Matson, Deputy Executive Director  
Date: July 21, 2011  
Subject: 2011 Technology Committee Annual Report

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The Technology Committee was chaired by Gordon Smead of the Tennessee Department of Revenue from the fall of 2010 until his unexpected retirement in April. The position is currently vacant.

The committee met during the Commission's annual meeting week in Hood River, Oregon, on July 26, 2010 (two states were represented, participating via teleconference). The committee also met via teleconferences on December 16, 2010 (one state represented), and March 8, 2011 (four states represented).

The Commission's computing assets and information security structures are appropriately maintained and operational. The IT staff rolled out new desktops and laptops to all staff in all offices. This included migrating user data from old laptops to new laptops, and working through the growing pains of a new operating system (Windows 7) and Microsoft Office 2010. A virtualization assessment was completed, and virtualization of the data center has been completed for all but two domain controllers and secure messaging server pending renewal of licenses and operating software upgrades. In preparation for virtualization, data storage was procured and configured, physical configuration changes were made to the computer racks in the server room, and excess legacy equipment was removed. Hard drives in the servers in the Chicago and New York offices were upgraded.

The website continues to be a key aspect of the Commission's public face, and an active resource for states and stakeholders. An upgrade to the content management system was completed. The vendor used to do the upgrade is also became our website hosting provider; not only did this move facilitate the upgrade process, it also saved operational expenses.

Using June 2011 as a sample month, the Commission's website averages 95.60 visits per day (2,868 total), with visitors viewing an average 2.9 pages and spending just over 2 minutes per visit. The home page, the Uniform Sales and Use Tax Exemption Certificate, and the state map (which has links to all the state tax websites) are the most popular pages. The top referring sites to our website are *revenue.alabama.gov*, *dor.wa.gov*, *ador.state.al.us*, *en.wikipedia.org*, and *iowa.gov*.

A new area of the website was set up to accommodate the hosting of Tax Stratification and Estimation Program for Windows (TSEPWin), statistical software written by Dr. Richard W. Kulp and his nephew, Robert Kulp. TSEPWin was marketed by Kulp & Associates, LLC, until the summer of 2010 when Dr. Kulp retired and closed Kulp & Associates, LLC. Dr. Kulp contacted the Commission with an offer to transfer ownership to MTC and have them provide webhosting with the proviso that TSEPWin be offered to government agencies, businesses, and industries free of charge. Dr. Kulp still provides technical support and will update the program as needs arise.

The Commission received three responses to its Request for Information for the Automated Audit Program Software Project. Staff will be reevaluating the project with a view toward implanting in discrete phases. Staff will follow up with the vendors in the near future, in advance of any formal request for proposals.

On June 6, 2011, the Executive Committee approved the Executive Director's recommendation to suspend activities of the Technology Committee indefinitely and require a technology report as an addendum to each executive director report provided to the Executive Committee during the time the Technology Committee is inactive.