

The Evolution of Business Intelligence and Decision Support (BIDS) in CRA

Using the CRA BIDS solution,

- agency **knowledge workers** spend less time gathering data, and more time analyzing information

Within the **Business Innovation and Optimization** domain, the BIDS architecture helps program areas:

- evaluate and analyze risks associated with collecting a taxpayer's debt
- a streamlined approach which focuses a holistic taxpayer view

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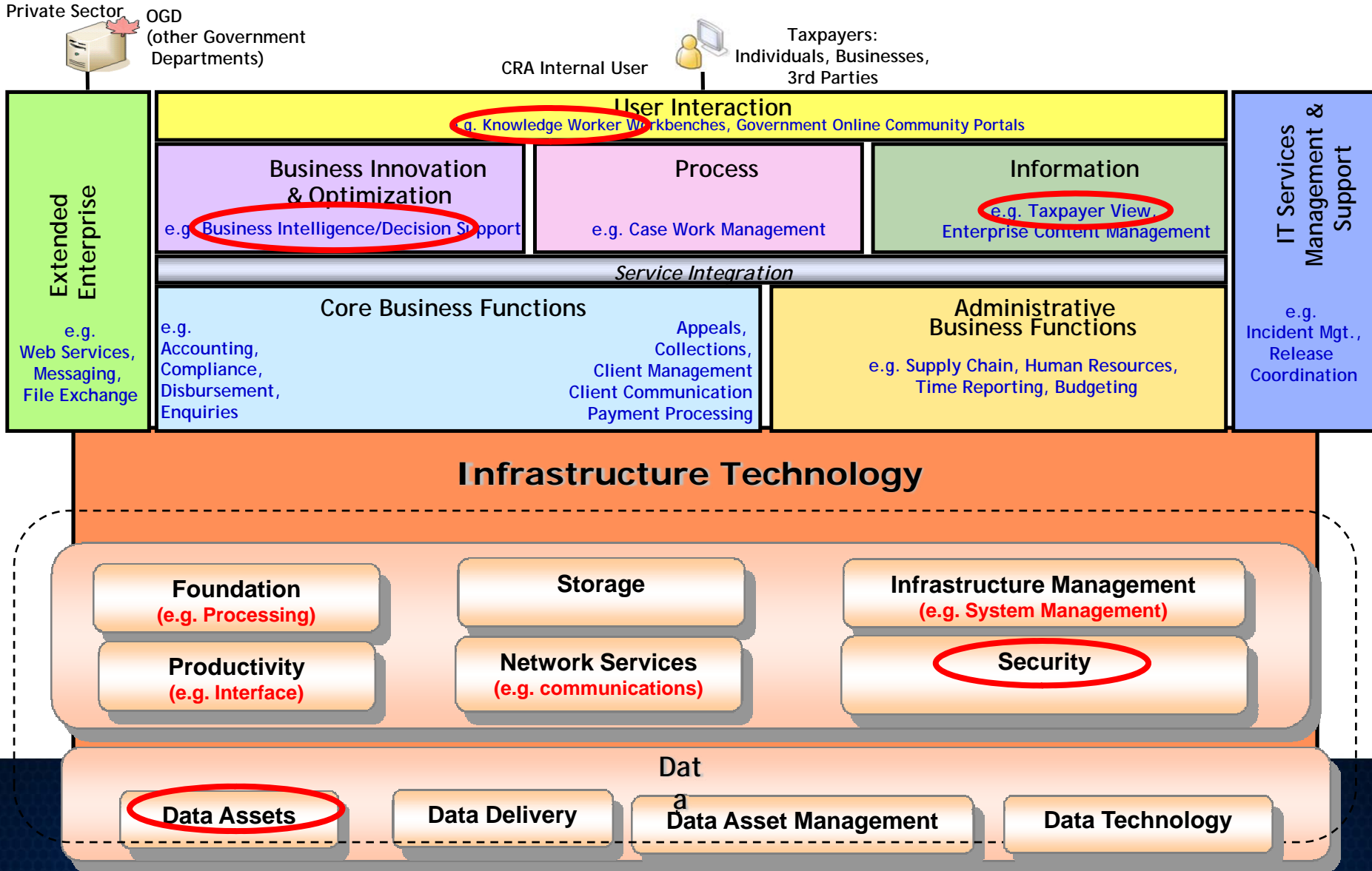
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Business & Architecture Alignment



Business drivers

- Provide secure, customized, and integrated access to information and services
- Improve security and flexibility to accommodate partner interactions
- Increase the agility of business process automation to adapt to change
- Improve capabilities for risk-based workload assignment
- Enable the sharing of content across and within programs
- Deliver 360° view of taxpayer information
- Improve the responsiveness and agility of IT to meet business demands
- Efficient management and operation of the network and computing infrastructure

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Business Intelligence (*BIDS*) Objectives

3 major objectives:

- To increase business knowledge by systematically accumulate timely, accurate and complete information
- Responsive technical environment and architecture that supports tactical and strategic decision support requirements through the evolution and delivery of the BIDS program.
- provides a single source of integrated information on key business programs.

Agency-wide Inf
Delivery Solution
... DATA WAREHOUSE...
information factory...Del
Information Solution
enterprise information
delivery process...
...SATISFY reporting ne
Data Mining
...EXTRACT TRANSFOR
...keeping pace with increasing busin
Intelligence requirements...Decision
Integrated Business S
CORPORATE
REPORTING...
One source
for your
information
needs!
...PROGRAM ACTIVITY
ARCHITECTURE...Decision
Support System...
DSS architecture...
Integrated Business
Solutions...
Data Acquisition...



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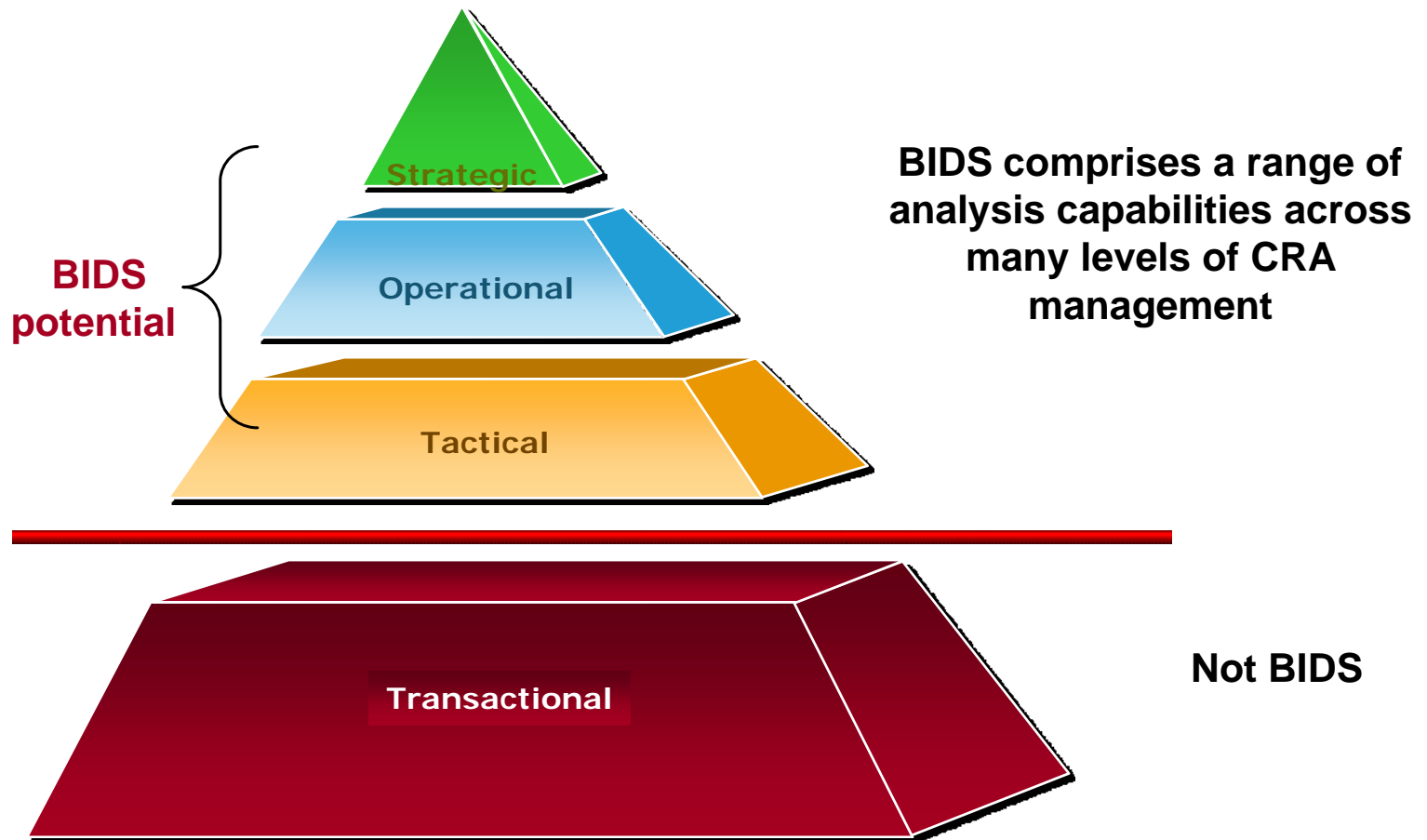


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Business Intelligence (*BIDS*)



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Why the Agency Data Warehouse?

- Provides an integrated view of CRAs data holdings through the Agency Data Warehouse
 - Crosses business lines to enhance decision support
 - Enables us to conduct our business in a more efficient way
 - Provides a single source for information
- Uses a set of standard automated tools to manage information and knowledge



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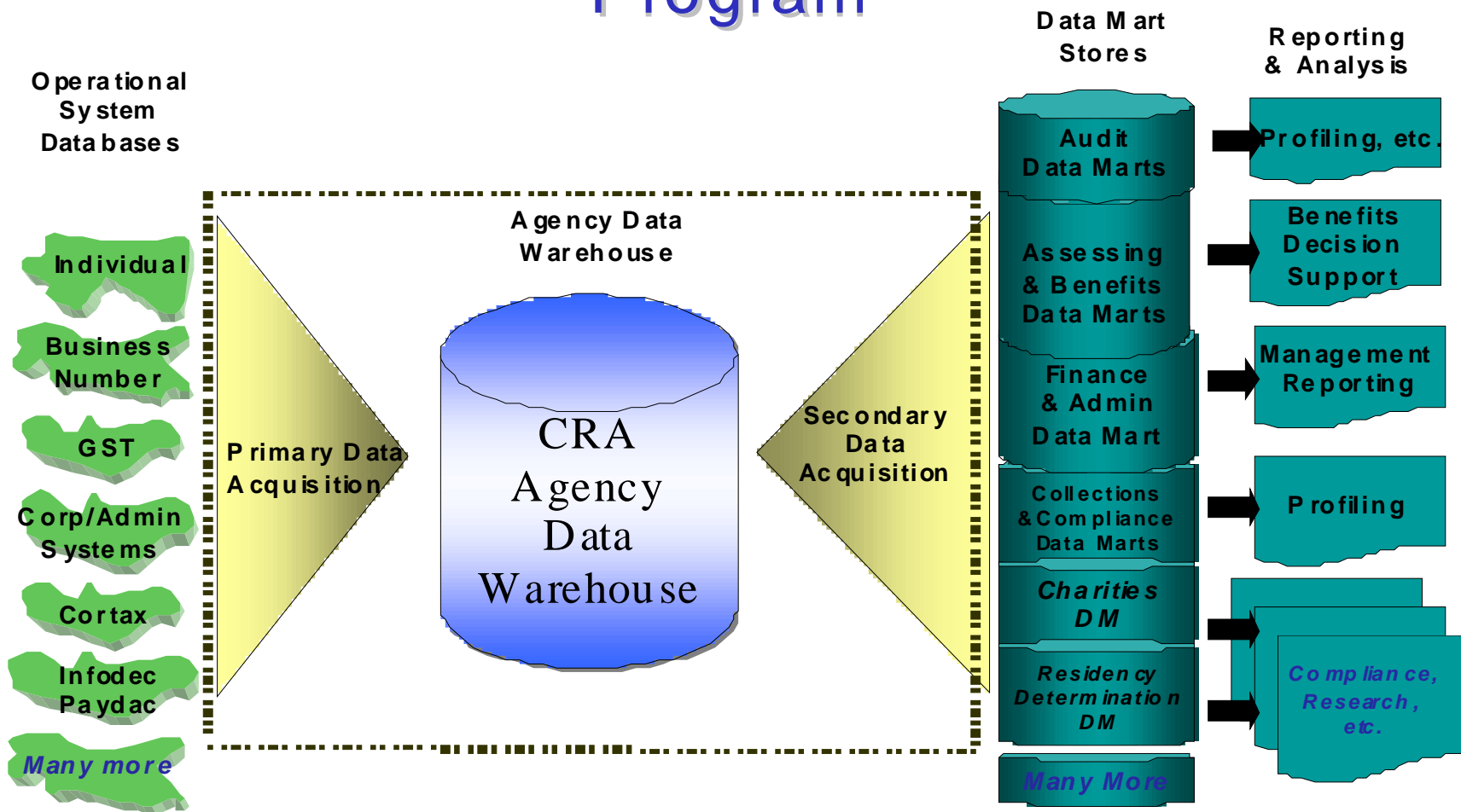
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Business Intelligence & Decision Support Program



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Business Intelligence (*BIDS*) Governance Framework

To effectively manage the ever-increasing volumes of data in the Agency Data Warehouse, throughout its lifecycle

- Business Prioritization Committee
- Steering Committee
- Technical Committee
- Data stewardship
- Privacy and Security Policies and Guidelines
- BIDS 3 year Roadmap
- Testing and data quality

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Benefits Maximized

Business Value:

- provides a single and consistent view of the Agency's business rather than a functional or operational view
- provides a history of the Agency's business activities
- enhancing our Efforts to Address Non-Compliance
 - For all Agency data and specifically in the BIDS architecture, privacy and security regulations are enforced

Technical efficiencies:

- Centralized architecture
- Common tool for 'extract, transform and load' of data from source systems to ADW
- Common tools for BI effort and decision support reporting



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Business Intelligence (*BIDS*) Value to CRA

Benefit Programs Distribution

- invaluable in the daily administration of the Benefit Programs
- Approximately 200,000 reviews are completed yearly that result in potential recoveries of over \$150 million.

Improvement to Outstanding Debt Management

- improved risk management of tax filers or non-filers
- 129,000 potential cases identified from non-filer population
- Recent case review pilot generated \$7 million in revenue

Integrated taxpayer view

- integrated individual tax filer data in support of program delivery, reporting and decision support activities.

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Business Intelligence (*BIDS*) Summary

- Provides a single source of integrated information on key business programs
- Enables more effective use of time for Knowledge Worker focusing on taxpayer compliance
- Responsive technical environment and architecture
- Uses a set of standard automated tools to manage information and knowledge

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