

The Recent Evolution of Data Analytics at the Idaho State Tax Commission

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What you'll hear...

- ▶ The value of data analytics.
- ▶ Issues encountered establishing a data analytics unit.
- ▶ Data analytic quick wins.
- ▶ Other thoughts.



The Value of Data Analytics

- ▶ Improves data-informed decision making.
- ▶ Anchors our best sense of reality at a point in time.
- ▶ Increases transparency.
- ▶ Increases request response time.
- ▶ Provides a more robust analysis.
- ▶ Improves the evaluation of external data, analysis, & research.
- ▶ Builds internal & external trust & reliability.



Issues Encountered Establishing a Data Analytics

- ▶ Needing to increase data & analytical awareness, & education.
- ▶ Changing the data culture.
- ▶ Dealing with varied data sources, quality, integrity, etc.
- ▶ Aligning Strategic, Business, & Performance Plans.
- ▶ Providing Leadership.
- ▶ Being the “new kid.”
- ▶ Touching “turf & cheese.”
- ▶ ...then analyze data.
- ▶ The apparent abundance of low-hanging fruit.



Quick Wins

- ▶ Saved FTE.
- ▶ Created a 4th Goal in the Strategic Plan.
- ▶ Data & analytics represented on the Executive Leadership Team.
- ▶ Established a Data Governance Council.
- ▶ Helped create a consistent statewide Collections casework evaluation process.
- ▶ Helped move Business Plan performance from milestones to performance measures.
- ▶ Moved the “new kid” up the tax subject learning curve.



Other Thoughts...*helping the evolution along.*

- ▶ Include a data analytical representation at the onset of a project.
- ▶ Respect what has been built and used in the past & learn from it...tread lightly.
- ▶ Realize data was likely used in decision making before.
- ▶ Create an agency research agenda or business plan.
- ▶ Seriously consider an agency-wide data governance function.



And, finally...

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