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**Board of Tax Appeals IT Strategic Plan**

The Board of Tax Appeals is the only state-level independent administrative forum available for citizens and businesses to inquire about the correctness and legality of their tax liabilities. The Board maintains public confidence in the state tax system by providing taxpayers and taxing authorities with an accessible, fair, and efficient process for resolving appeals.

The IT Strategic plan below supports the BTA’s mission by identifying the highest priority services that will be focused on over the next biennium. These strategies also align with Washington Enterprise Technology Strategic Plan.

In support of BTA’s goal for better government through technology

* Research ways to leverage IT investments to increase efficiency, consolidate and align our technology, and reduce technical debt by replacing legacy systems.

In support of BTA’s goal to improve public facing services

* Maintain a culture that values people to solve problems for mutual success.
* Offer IT services that enhance our ability to meet future business needs, deliver business value, and a quality customer service.

In support of the BTA’s goal for Equity, Diversity, and Inclusion

* Provide equitable access to agency systems and services for all people.
* Promote workforce diversity and develop opportunities to support learning and innovation.