

*South Dakota*

Department

**R** of  
Revenue

Professional, Dependable, Accountable

## *Our Mission*

We partner with our stakeholders to provide customer-oriented, fair, reliable revenue administration

Department Strategic Plan

Greetings Fellow Department of Revenue Employees:

It is my pleasure to present our Department of Revenue Strategic Plan. Our plan sets forth the Department's vision, mission, values, and goals that will guide our future and allow us to raise the bar for the Department of Revenue.

The vision of our department is to serve South Dakotans and to support government services by collecting all taxes required by law, supporting motor vehicle requirements, and regulating the gaming industry and state's lottery to raise revenue for government programs. We strive to ensure taxpayers have all the information they need to understand their tax obligations. Free educational workshops are offered throughout the state and "Tax Facts" guidance sheets are available on our website. We utilize up-to-date technology that allows for electronic tax filings, payments and motor vehicle registrations. South Dakota's high voluntary compliance rates reflect the effectiveness of our efforts.

We should never lose sight of the importance of our work. The revenue generated by the department is essential to fund state and local government programs and services enjoyed by all South Dakotans. Each of you plays a crucial role in this effort. I admire your dedication and appreciate all you do. I believe that our Strategic Plan gives us both a foundation and a focus for the future.

In the words of Abraham Lincoln, "Always bear in mind that our resolution to succeed is more important than any one thing."

Respectfully,

A handwritten signature in black ink, appearing to read "Andy Gerlach", is written over a light yellow rectangular background.

Andy Gerlach  
Secretary

## Who we are -

We serve South Dakotans and support government services by collecting all taxes required by law, supporting motor vehicle requirements and regulating the gaming industry and state's lottery to raise revenue for government programs. We accomplish this by providing taxpayers with current information, education programs, and up-to-date technology to support tax filings, payments and motor vehicle registration. Our efforts create high voluntary compliance rates in all areas and promote commitment, communication, and customer service.

Firm, Fair and Consistent....Always.

Our Vision

## Our staff is our greatest asset -

### Professional-

We are committed to maintaining a reputation of fairness, courtesy, and reliability in an atmosphere of mutual respect.

### Dependable-

We will focus on identifying and satisfying external and internal customer needs quickly.

### Accountable -

Maintain an ethical standard of honesty and consistency while always being accountable to our stakeholders.

### Public Service -

Our employees are firmly committed to delivering prompt, courteous, respectful service to every customer, every time. We all choose public service as a profession.

### Communication -

We value and expect open and honest sharing of ideas and concerns at all levels of our organization and with the citizens of South Dakota.

### Innovation -

Our department is committed to utilizing the latest technology to ease the compliance burdens of our customers ensuring we can serve the general public promptly, accurately, and efficiently.

Our Values

# Goals and Objectives

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Our goals are the results we strive to achieve.  
Our objectives define how we will achieve our goals.

## Goal 1: Enhance Technology

Objectives:

- Collect real-time data on the needs of stakeholders
- Teach external stakeholders to enhance ease of interaction
- Ensure internal communication systems are up-to-date and user-friendly
- Coordinate needs and resources with BIT to ensure success

## Goal 2: Invest in Employees

Objectives:

- Enhance our employee education program to support professional development
- Routinely recognize high performance to sustain excellence
- Expand professional development opportunities to support and retool employees

## Goal 3: Impact Legislative & Regulatory Environment

Objectives:

- Provide review of current legislative/regulatory environment to ensure good public policy
- Build and maintain relationships with our stakeholders
- Reach out to external stakeholders to ensure proper implementation of potential revisions.

## Goal 4: Organize & Maintain Partnerships

Objectives:

- Coordinate cross-divisional efforts within Revenue for increased knowledge and continuity of effort
- Explore opportunities with governmental entities on shared issues to maximize creative solutions and ease of service delivery
- Cultivate working relationships with trade associations, tribal entities, and private sector partners to make interactions easier

## Goal 5: Ensure Organizational Learning

Objectives:

- Evaluate procedural norms to benefit organizational efficiency
- Institutionalize improved processes and programs
- Improve data systems and processes to gather, analyze, and implement efficiencies