

## Values

- Honesty, fairness and integrity.
- Respect for the diversity of citizens and co-workers.
- Treating all people respectfully.
- Protection of private data entrusted to us.
- Accountability for the state resources given to us.
- Openness, flexibility, innovation and collaboration.

[WWW.TAXES.STATE.MN.US](http://WWW.TAXES.STATE.MN.US)

July 2009

## Strategic Plan

Minnesota Department of Revenue

*Our mission is to  
make the revenue system  
work well for Minnesota.*

MINNESOTA • REVENUE

## Vision

- Everyone pays the right amount: no more, no less.
- Citizens receive the services and information they need to meet their tax obligations and understand the revenue system.
- Payment and refund systems are secure, fast, convenient, easy to use and accurate.
- The revenue system keeps pace with changes in the economy and technology.
- Employees perform meaningful and challenging work, and have opportunities to learn and grow.
- Taxpayers trust us to protect their data.

## Strategies

1. We will identify and address patterns of noncompliance.
2. We will work to ensure that all citizens receive the best possible services and information.
3. We will deploy systems and processes that help us keep pace with taxpayer and employee needs and expectations.
4. We will identify and recommend changes to align the revenue system with economic activity.
5. We will provide a flexible, supportive and rewarding environment for our workforce.
6. We will ensure that our systems and practices protect the privacy and security of taxpayers.
7. We will identify and adapt to changes in technology, the economy and demographic trends.
8. We will identify benchmarks to measure our success when setting goals and making decisions.

## We make the revenue system work well for Minnesota by:

