

Virginia Tax

Strategic Plan Executive Summary

November, 2020

Commissioner's Message

Virginia Tax's Strategic Plan represents our best thinking about how to focus and prioritize our resources on behalf of Virginia's taxpayers.

During the planning process, we engaged individual and business taxpayers, tax professionals, local officials, and our employees. Their input shaped the goals and strategies you'll see in these pages and I am grateful for their input.

Our leadership team will use this plan to guide our decisions and report on our progress. We appreciate the opportunity to share our plans with you.

Sincerely,

Craig M. Burns



Who We Are

Purpose, Values, Mission, Vision, and Goals

OUR PURPOSE



Funding Virginia's Today and Tomorrow

OUR VALUES



Act with Integrity



Strive for Excellence



Demonstrate Respect



OUR VISION

To be the nation's leading tax administration agency through a customer-first focus and a culture based on accountability, collaboration, and trust



OUR MISSION

Serving the public by acting ethically and efficiently in our administration of Virginia's tax laws



OUR GOALS



Maximize cost effectiveness



Optimize value of time



Provide a positive customer experience



Increase and sustain employee satisfaction

What We're About

Key Strategies and Assessing our Progress



Key Strategies

1.

Strengthen our Workforce

2.

Improve Stakeholder Experience

3.

Optimize and Re-Engineer Technology

