

CSR Project



What is CSR?

The Core Systems Replacement (CSR) Project is Revenue's four-year replacement of a majority of our systems with the commercial, off-the-shelf software, GenTax. We're working with Fast Enterprises, LLC to install and tailor the system to Oregon's needs. Oregon is one of 26 states and counting that have implemented GenTax, making us part of a community for learning and sharing ideas.

How long will it take? What happens when?

Almost all of Revenue's tax programs will transition to GenTax during the four-year project. Each fall through 2017, we'll roll out GenTax for certain programs. Each of the first three rollouts were on-time and under-budget. The final rollout will go live in 2017.

Who's affected?

Primarily Revenue staff, because most of Revenue's core systems are internal-facing. We hope taxpayers will see increased efficiency in many of our processes.

Some taxpayers may see short windows of time where services are impacted by activities to "cut over" to the new system. Many taxpayers will see additional opportunities to access Revenue services electronically through Revenue Online.

What's in it for taxpayers?

Each rollout we add options to Revenue Online based on the implemented tax programs, so by the end of the project many Oregon taxpayers will be able to do much of their business with Revenue electronically. With Revenue Online, taxpayers can manage their tax accounts, send secure messages to us, schedule payments, file forms and returns (for some tax programs), and more.

Who's accountable for this project?

The entire project is being overseen by:

- Revenue staff on the project team.
- An independent quality assurance firm: CSG Government Solutions.
- Staff from the Oregon Department of Administrative Services' Chief Information Office.
- Legislators and their staff in the Legislative Fiscal and Legislative Revenue Offices.