



RACC 2022

WEDNESDAY, AUGUST 17

11:30 AM – 1:00 PM	REGISTRATION	PAVILLION FOYER
12:00 PM – 1:00 PM	LUNCH	ATRIUM BALLROOM
1:00 PM – 5:00 PM	GENERAL SESSION	PAVILLION BALLROOM
6:00 PM	DINNER	REDD ON SALMON

THURSDAY, AUGUST 18

7:00 AM – 8:30 AM	BREAKFAST	ATRIUM BALLROOM
8:30 AM – 10:45 AM	CONCURRENT BREAKOUT SESSIONS	

BUSINESS BREAKOUTS:

8:30 AM	Fighting Fraud Together	PAVILLION BALLROOM
9:15 AM	Not Just Refunds Anymore...	PAVILLION BALLROOM
10:00 AM	Filing Income Tax on e-Services – Panel Discussion	PAVILLION BALLROOM
10:00 AM	Unemployment Insurance Agencies	ROOM TBD

TECHNICAL BREAKOUTS:

8:30 AM	FAST Hosting	BROADWAY ROOM
9:15 AM	FAST Security Team Update	BROADWAY ROOM
10:00 AM	FAST Technical Team Update	BROADWAY ROOM
11:00 AM – 11:45 AM	GENERAL SESSION	PAVILLION BALLROOM
11:45 AM – 12:45 PM	LUNCH	ATRIUM BALLROOM
12:45 PM – 4:00 PM	GENERAL SESSION	PAVILLION BALLROOM
4:00PM	ADJOURN	



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General Session Descriptions

Welcome & Introduction

Lindsey Stepp, N.H., Chairperson

Progress & Innovation

FAST Client Support & Innovation Team

Our panel of experts discuss agency challenges of today and tomorrow.

Company and Product Update

Martin Rankin, FAST Managing Partner

FAST company and product update.

New Zealand – Outside the Box

NZ Client Speaker

Inland Revenue is leading the way - successfully providing better customer service and breaking down the traditional barriers within Government.

FAST: Commitment & Community

Jennifer Tuvell & Dennis Manalo, FAST Partners

Then and now – 25 years of working together and improving tax administration. The passion and commitment to keep current with technology and support our FAST Community.

New Hampshire's Use of Gentax

Lindsey Stepp, Commissioner

Small state doing big things. How New Hampshire has successfully deployed non-traditional programs.

Data-Driven Compliance Strategies

Brian Smith, Collections Administrator

How South Carolina is using data and analytics to improve collection outcomes and the customer experience.

Question and Answer Session

Lindsey Stepp, N.H., Chairperson

RACC Wrap

Key take aways from the RACC sessions.

Closing Comments

Lindsey Stepp, N.H., Chairperson



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General Session Biographies

Lindsey Stepp

Lindsey Stepp is the Commissioner of the New Hampshire Department of Revenue Administration (DRA). She joined the DRA in 2010 as a financial analyst and served as Assistant Commissioner prior to her current role. Lindsey was an Executive Sponsor for DRA's Revenue Information Management System (RIMS) project.

Martin Rankin

Martin Rankin is a founder and the Managing Partner of FAST Enterprises, LLC (FAST). He has worked in the information technology industry in North America and internationally for nearly 35 years.

Josh Decker

Josh Decker currently leads FAST Data Services (FDS) and has worked with several agencies in the data and analytics areas over the last 20 years.

Sarah Meyers

Sarah Meyers is a Director at Fast Enterprises who currently leads the implementation of analytics-based services. She is also a director of the FAST Client Support and Innovation Team. Sarah joined FAST in 2009.

Nonie Manion

Nonie Manion is a member of the Client Support and Innovation team at Fast Enterprises. She provides support for clients using her experience as a former Commissioner of the New York State Department of Tax.

Joe Milack

Joe Milack has extensive experience working with and advising revenue agencies in the United States and around the world. His primary focus is compliance and enforcement programs.

John Vecchiarelli

John Vecchiarelli joined FAST in 2017 in a Client Relations role. He previously served as the Senior Director of Taxation for the Colorado Department of Revenue for 31 years. He has served on numerous national committees on taxation.



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General Session Biographies

Jamie Woodward

Jamie Woodward has worked for FAST for 8 years and is a member of the Client Support and Innovation Team. She was a NYS Tax Commissioner and Director in various operational areas including collections and processing.

Jennifer Tuvell

Jennifer Tuvell is a founding partner and owner of Fast Enterprises, LLC (FAST). She has nearly 25 years of experience in information technology consulting, which has provided her with expertise in the functional analysis, development, and implementation of integrated systems for government agencies.

Brian Smith

Brian Smith is the Collections Administrator for the South Carolina Department of Revenue. He has served as subject matter expert for Collections during the implementation of the DORWAY project and has a variety of experience in debt collections and management over the past 11 years. Brian has led many projects to improve Gentax and other parts of South Carolina's integrated tax system.

Dennis Manalo

Dennis Manalo is a founding partner and owner of Fast Enterprises, LLC (FAST). He has more than 25 years of experience in government systems. His expertise is in the development and implementation of integrated revenue systems. He has worked with revenue agencies in the U.S., Canada, and overseas.



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Business Breakout Session Descriptions

Fighting Fraud Together

Kyle Esala, FAST Director

With identity related fraud on the rise, learn how agencies can use shared data and collective knowledge to work together to fight the fraudsters.

Not Just Refunds Anymore...

Maggie Gleason, FAST Partner

A look at the Pandemic Unemployment Assistance program and how revenue agencies disburse more than just refunds.

Filing Income Tax on e-Services

Panel Discussion

Panel discussion with FAST clients who offer individual income tax filing on e-Services.

Unemployment Insurance Agencies

Tobi Cates, FastUI Client Support &
James Doucette, FAST Director

An interactive session focusing on UI agencies priorities and challenges and how FAST can continue to aid and support agencies in their implementations and continuously evolving needs.



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Technical Breakout Session Descriptions

FAST Hosting Services

Lucas Bremseth & Latigo Biggins

This session will provide an overview of the FAST Hosting Services (FHS) service offerings and will include a focus on the FHS teams firsthand experiences with migrations to the cloud. Learn about the features unique to FHS managed services, the best practices the team has deployed, and the challenges we've seen clients face with cloud migrations.

FAST Security Team Update

Greg McCord & Evan Sylvester

FAST updates related to the latest security trends and threats. This session will provide an overview of the security initiatives and updates to FAST Security; including an overview of the upcoming security efforts and cover the emerging threat landscape and industry trends.

FAST Technical Team Update

Tyler Rust & Latigo Biggins

Care and feeding to optimize your FAST system installation. This session will provide an overview of FAST application technical team specific functionality and application architecture.