

Virginia Tax

Strategic Plan Executive Summary

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



Key Strategies

1.

Strengthen our Workforce

2.

Improve Stakeholder Experience

3.

Optimize and Re-Engineer Technology