

Modernization of Tax Administration

through the

digitalization of processes and services

10th of December 2021

Internal Portal



- Low-level information system usage by process **owners and functional officials!**
- Lack of user **involvement** in adding new requirements or changing the system functionalities.

First electronic services:

- Operational and Managerial simple Apps and reports links for internal and external sources.
- Digitalizing Internal processes
 - ✓ Replacing IT systems functions, which was depending on paper-based processes.
 - ✓ Managing Administrative processes ; HR, Training, etc.
 - ✓ Case management of core business processes: filing, payment, audit, collection, refund, etc.
 - ✓ Managing: non-filers, stop-filers, inactive taxpayers, etc.

Taxpayer Portal



External Services:

- Electronic filing for all taxes and all taxpayer
- Support for electronic payment for all Commercial banks within a country.
- Tax clearance certificate for all taxpayers, businesses, citizens, and many more services.

Interoperability

- Interconnectivity with external systems (Institutions)
- Business Registration, Civil Registration, Banks, Other Government Institutions, etc.

How was done



Design and Development

Design of functional requirement based on user experience

- In a close cooperation **with users** (internal users, tax administration staff and external users, Taxpayers, Professionals, and chamber of commerce)
- Evaluation, feedback from users, etc.

Design of final solution architecture **with in-house** capacities.

- Tax Administration design the technical requirements
- In-house development of softer solution
- Pilot project with particular taxpayer community

Non-tax services during pandemic COVID-19



External services (non-tax related) Services:

- Issue of certificates for **employees**!
- Application submission, processing, execution of economic AID packages for **companies and or employees** during the pandemic.
- The design and development of those services has been placed on taxpayer portal and/or tax Administration website (**account-less service**)
- The Ministry of Public Administration, in cooperation with the Ministry of health, developed a few services such as **vaccinations**, including booking, process, verification, and lastly, digital vacations passport (certificate).
- The registration (subscription) on the government portal has been done completely **online, easy and simple**.

Risk-based audit target selection

Self-service Portal for business analyst, who is looking for taxpayers behavioral patterns

Business
Analyst self-
service



Find and Understand

Search Metadata
Review content



Provision

Permissions
Access



Preparation

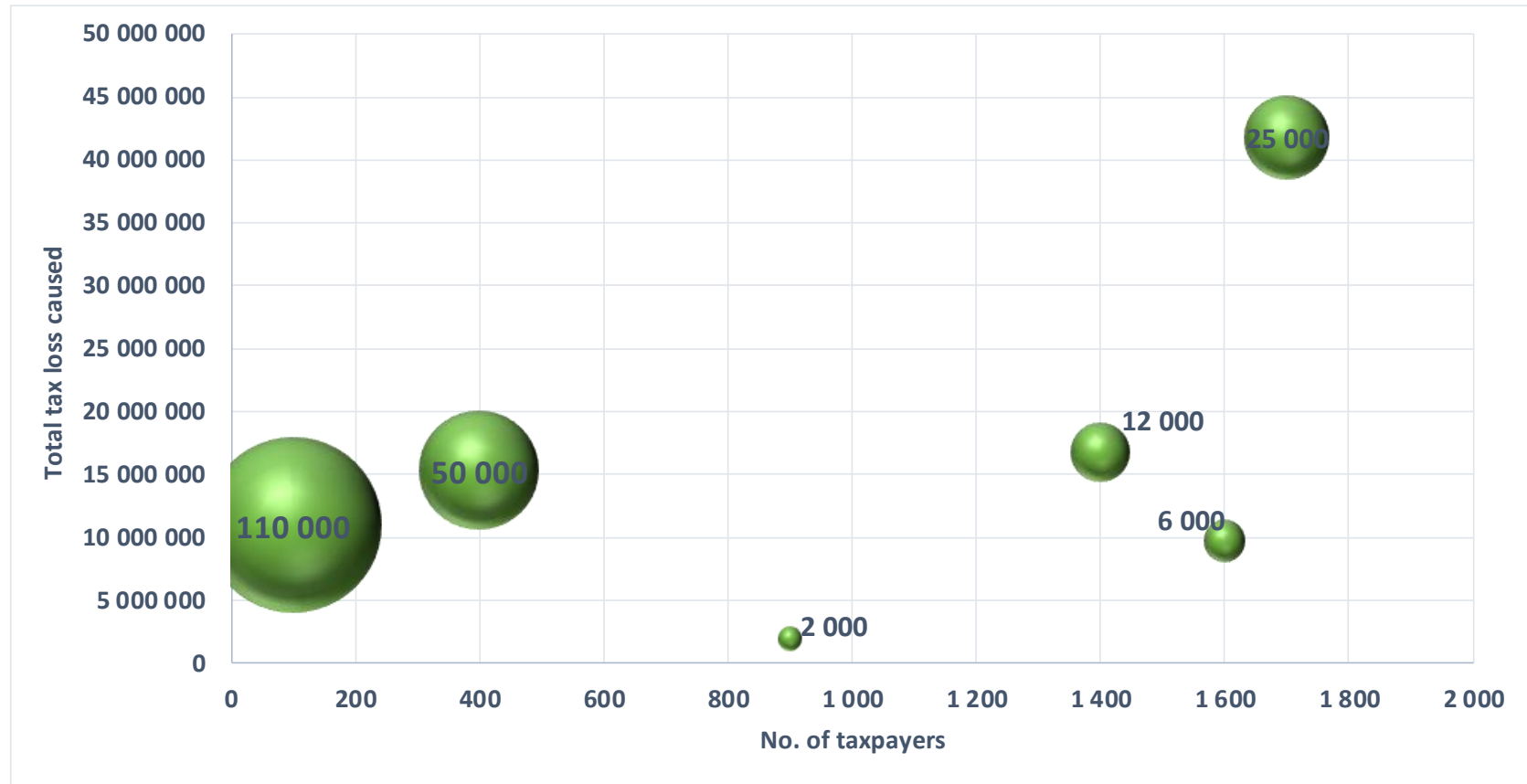
Clean
Transform



Analyze

Visualisation
BI tools

Which non-compliant taxpayers' group need which approach?



- To whom soft measures
- To whom tough measures
- Who to leave alone

Trends and lessons learned



IT solution should support Tax Administration

1. Tax **collection** operations
2. Tax administration **strategic management**
3. Tax administration **administrative and support** functions, which are closely related to core activities

Requirements

- high responsiveness of the IT to **Customer/Users** needs,
- strong focus on the “**configurability**” of the new system.
- **Modular architecture** and capability to create forms, rules, and business processes creates usability to adjust IT systems.
- Provide **Users capability** for Data analytics, machine learning not only to ensure the effectiveness of fraud-discovery models but also to **provide taxpayers** with feedback on what Tax Administration is thinking about taxpayers.