

IOTA WORK PROGRAMME
TECHNICAL EVENTS
FOR
ASSOCIATE MEMBERS
2008

Technical events
Work Programme for 2008 (SUMMARY)
Workshops & Training Forums

No; Code	Event	Target Audience	Planned dates	Planned Venue
<i>I.D. Technical Events – Forums/Seminars/Workshops</i>				
1. WP-1/2008	Workshop Human Resources Managing Change	Head of personnel administration, seniors officials working in the field of human resources	12-14 February	Budapest, Hungary
2. WP-2/2008	Workshop Tax Collection	Senior officials involved in the tax collection process	7-9 May	Budapest, Hungary
3. T-2008	Training Forum To be decided by participants at T-2007	Senior training personnel involved in the selected professional training theme	15-17 May	Budapest, Hungary
4. WP-3/2008	Workshop Tax Investigation	Senior tax investigators	28-30 May	Budapest, Hungary
5. WP-4/2008	Common Interest Workshop Common aspects of merging tax and customs agencies	Officials with advanced experience in mergers between tax and customs agencies.	18-20 June	Tallinn, Estonia
6. WP-5/2008	Workshop Benchmarking Performance	Officials involved in the benchmarking performance process implemented by their tax administration.	25-27 June	Budapest, Hungary
7. WP-6/2008	Workshop Risk Management in the field of tax collection	Officials involved in the risk management for tax collection purposes	1-3 October	Budapest, Hungary
8. WP-7/2008	Workshop E- audit tools and techniques	Senior tax auditors working in the field of e-audit.	29-31 October	Budapest, Hungary
9. WP-8/2008	Workshop Role of the Media and its relationship with the tax administration	Senior officials involved in the communication strategy implemented by their tax administration	10-12 December	Budapest, Hungary

II. Administrative events

Work Programme for 2008 (SUMMARY)

No; Code	Event	Target Audience	Planned dates	Planned Venue
1. PCP-11/2008	11 th Forum of the Principal Contact Persons	PCPs	26-28 February	Budapest, Hungary
2. GA-2008	12 th General Assembly	IOTA members	30 June – 1 July	Portorož, Slovenia
	New President and Council			
3 PCP-12/2008	12 th Forum of the Principal Contact Persons	PCPs	25-26 September	Sarajevo, Bosnia and Herzegovina

III. Publications and Other Outputs Work Programme for 2008 (SUMMARY)

No; Code	Item	Planned Dates
	I. IOTA Magazine "Tax Tribune"	
TT-2008	25 issue <i>Collection of articles on topics of the IOTA Technical Activities Programme 2007, including technical topic of 12th General Assembly of IOTA, written by the speakers of events.</i> Format - hard copy	4 th quarter of 2008 / 1 st quarter of 2009
	II. IOTA Task Teams' Outputs	
TTO1-2008	Outputs of Task Team in the framework of Area Group on Prevention and Detection of VAT Fraud	December
TTO2-2008	Outputs of Task Team in the framework of Area Group on Taxpayer Education and Services	December
TTO3-2008	Outputs of Task Team in the framework of Area Group on Large Taxpayer Treatment and Audit	December
TTO4-2008	Outputs of Task Team in the framework of Area Group on Treatment of Specific Industries: Construction Format – e-books	December
	III. IOTA Technical Enquiry Overviews	
EO-2008	Around 6 summarizing overviews of IOTA Technical Enquiries Format – e-book	January - December
	IV. IOTA Post Event Reports	
PER-2008	23 post-event reports <i>on IOTA Workshops, Seminars, Forums and AG Meetings including country overviews (when available).</i> Format – e-book	January - December
	V. Other Publications	
DD-2008	Directory of Delegates of General Assembly 2008 Format - hard copy	May
B-2008	Booklet "IOTA" Format - hard copy	September

TECHNICAL ACTIVITIES PROGRAMME 2008

OVERVIEW

The aim of this document is to provide the details of the proposed topics and events offered to the associate member tax administrations during 2008.

At present the proposal for 2008 includes 23 events offered to around 800 participants from the member tax administrations.

This document includes the following subsections:

1. IOTA Regional Training Initiative
2. Workshops
3. Training Forum

1. IOTA REGIONAL TRAINING INITIATIVE

BACKGROUND NOTE

It is recognised that providing a programme of seminars and workshops for the IOTA membership is a valued and worthwhile initiative that allows for the exchange of experiences and assists in the improving of co-operation between the tax administrations in the European region.

Equally, it is recognised that the member tax administrations are at varied levels of development in the various key areas of tax administration and consequently the training needs are also different.

The *Regional Training* initiative seeks to identify a specific training need within a smaller group of current member tax administrations and to provide a regional training event to meet this need.

In co-operation with the Estonian Tax Administration IOTA TAC will develop an agenda and conduct a workshop on the proposed topic 'Common Aspects of Merging Tax and Customs Agencies'.

2. WORKSHOPS

2.1 WORKSHOP: E-AUDIT AND AUDIT TECHNIQUES

BACKGROUND

Due to the evolution of technology and its dramatic impact on our work environment, computer-assisted audit constitutes a milestone in the approaches and methods implemented by tax administrations to strengthen the efficiency of tax audit. E-audit has already been addressed by IOTA in 2006 through a pilot workshop during the course of which an overview of e-audit tools and techniques was provided.

In 2007 we plan the organization of a regional workshop, designed to offer a training session to those countries that haven't implemented any e-audit strategy.

Therefore the workshop planned in 2008 will aim to provide a forum for personnel from the IOTA tax administrations to share experiences of current approaches to e-audit. A number of IOTA tax administrations will be invited to make presentations and give practical demonstrations of the software that they have developed or adopted to assist the auditing of taxpayers using computerized accounting systems.

This pilot workshop will aim to enable tax administrations to share experience in the field of tax audit tools and techniques, providing a forum for personnel from IOTA tax administrations to discuss their current approach in this field and share good practice

2.2 WORKSHOP: TAX INVESTIGATION

BACKGROUND

An essential tool in the process to tackle non-compliance, tax investigation remains a strategic field of interest for tax administrations. The importance of the tax gap, which is largely accounted for in complex fraud cases, highlights the necessity of implementing specialist units able to respond to tax evasion schemes and non-compliant taxpayers.

IOTA would like to address this important issue by organizing a workshop providing a broad overview of tax investigation in the IOTA region, embracing major topics such as the organization of specialized structures, as well as approaches, methods and techniques used to investigate fraud cases. As for the

workshop on tax audit techniques, this event will aim to enable tax administrations to share experience, providing a forum for personnel from IOTA tax administrations to discuss and share their current approach to tax investigation.

2.3 WORKSHOP: TAX COLLECTION

BACKGROUND

Tax collection is the last step in the workflow of each tax administration; it realises the efforts already taken and forms the yield available for the countries budgets. In some countries there exists a significant tax collection gap which reduces budget resources in general and therefore limits government abilities to spend money for necessary expenses. The workshop will address new approaches in respect of tax collection issues, e.g. e-payment, enforced tax collection, outsourcing of tax collection etc.

2.4 WORKSHOP: RISK ANALYSIS IN THE FIELD OF TAX COLLECTION

BACKGROUND

Updating on developments in IOTA member countries is the major target of the workshop. From implementation of new IT solutions to new strategic approaches of member countries tax administrations, all will be highlighted in the workshop. IOTA will contact OECD to conduct the event as a joint event, both partners contributing speakers of outstanding good knowledge and expertise and presenting approaches from outside Europe.

2.5 WORKSHOP HUMAN RESOURCES - MANAGING CHANGE

BACKGROUND

This workshop will be designed as a forum for discussion of the many Human Resource issues arising as a result of the major “Change” programmes affecting tax administrations. Many tax administrations have to manage significant annual reductions in their budgets and thus staff numbers are reducing through cost-saving measures as well as through the effects of IT and New Technology. Therefore restructuring is taking place to facilitate these staff reductions and it is this process that will be considered during this workshop.

The aim will be to have speakers and presentations relating the experiences and solutions adopted in IOTA member countries.

2.6 WORKSHOP: BENCHMARKING TA PERFORMANCE

BACKGROUND

“Benchmarking is simply about making comparisons with other organisations and then learning the lessons that those comparisons throw up”

The European Benchmarking Code of Conduct

“Benchmarking is the continuous process of measuring products, services and practices against the toughest competitors or those companies recognised as industry leaders (best in class)”

The Xerox Corporation

This workshop will be designed to share good practice in the area of benchmarking and will include contributions by way of presentations and collaborative activities that will help our members develop plans on how to adopt such good practice, with the aim of increasing some aspect of performance.

2.7 WORKSHOP: THE ROLE OF THE MEDIA

BACKGROUND

The Media (newspapers, television, radio and websites) can be both positive and negative in the way that they relate with Tax Administrations. The Media are increasingly used by Governments and Public Bodies as a means to deliver key messages to citizens but at the same time it can very partial in the way it reports on the activities of Tax Administrations. We have to be very careful how we handle the media and recognise what makes “news”.

This workshop will aim to collect together the experiences of Tax Administrations, to examine how the Media can help to build good relationships, how to advise staff when they are approached by journalists and planning responses to potentially damaging news.

3. TRAINING FORUM

BACKGROUND

It is proposed that the IOTA Technical Activities Programme will also include a Training Forum.

The forum has become an established feature of the programme of activities, with the main aim of focusing on a single professional theme that can be presented and discussed between the participants, thus fulfilling the wish to liaise to exchange knowledge and experiences. The topic of each event is determined each year, based on consultation with the delegates attending the preceding event; for the first time the duration of the forum will be extended to three days.

TARGET AUDIENCE

Given the professional nature of the event, participants should ideally be senior training personnel with an interest in the specific professional topic that will provide the main focus for the forum.