

Agenda

All times are to be considered Central European Summer Time (CEST)

Tuesday, 16 June 2026

- 17:00-18:00** | **IOTA Expo setup**
Location: Ballroom Foyer
 Organisers will set up the exhibition area. Registered exhibitors can start preparing their exhibition stands, including the testing of visual aids.
- 18:00-18:30** | **1st Briefing for speakers and moderators**
Location: Grand Ballroom
 Speakers and moderators will be informed about the scenario for the technical sessions of the General Assembly, practical arrangements and available technology.
- 19:00-21:00** | **Welcome Reception**
Location: Brasserie & Atrium Restaurant
 The Welcome Reception will be held in the restaurant “Brasserie & Atrium” of the Corinthia Budapest Hotel, situated right next to the main lobby (ground floor), stretching out into the central, six-story glass atrium. The dress code is business attire.

Wednesday, 17 June 2026

- 08:00-08:30** | **2nd Briefing for speakers and moderators**
Location: Grand Ballroom
 Speakers and moderators, who could not join the 1st Briefing Session, are invited to join in order to be informed about the scenario for the technical sessions of the General Assembly, practical arrangements and available technology.
- 08:30-09:00** | **Connection & testing of the online platform (MS Teams)**
 Registered virtual participants will be able to connect before the event starts and test the functionality of MS Teams.
- 09:00-09:30** | **Opening Ceremony**
Location: Grand Ballroom
 Opening remarks and keynote addresses from the high-ranking officials of Hungary and the IOTA. This session will also provide an introduction to the main theme.
 - ▶ Attila Zoltán Kövesdy, State Secretary of the Ministry of Finance of Hungary
 - ▶ Csilla Tamás Czinege, Deputy Commissioner for Taxation, National Tax and Customs Administration of Hungary
 - ▶ Alix Perrignon de Troyes, Executive Secretary, IOTA Secretariat
- 09:30-09:45** | **Commemorative Photograph**
Location: Foyer

09:45-10:40

Session 1: The Rise of AI in Tax Administration

Location: Grand Ballroom

This session will explore how artificial intelligence is transforming the way tax administrations operate, offering new levels of accuracy, efficiency, and proactive compliance management. As tax authorities face increasing complexity and growing volumes of data, AI technologies - such as machine learning and natural language processing - are reshaping core functions, including customer service, risk detection, and fraud prevention. The session will also address the opportunities and challenges of integrating AI into tax systems, setting the stage for discussions on how administrations can harness these tools responsibly to strengthen compliance and enhance taxpayer engagement.

Keynote Addresses

- ▶ Helgar Thomic-Sutterlüt, Federal Ministry of Finance of Austria
- ▶ Joshua Aslett, International Monetary Fund
- ▶ Paul Marsh, OECD Forum on Tax Administration
- ▶ Thomas Monefeldt, Netcompany

10:40-11:00

Networking and Refreshment Break

Location: Grand Ballroom Foyer

11:00-12:00

Session 2: Exhibition Opening “Artificial Intelligence and Behavioural Insights in Tax Compliance”

Location: Grand Ballroom Foyer

This exhibition will introduce participants to cutting-edge innovations at the intersection of artificial intelligence and behavioural science in modern tax administration. Through interactive displays and case examples, attendees will gain a first-hand look at how these two fields complement each other to shape smarter, more responsive, and more effective tax systems.

Guided walk-through of AI technologies and BI-based compliance solutions

Exhibitors:

- | | |
|--|----------------------------------|
| ▶ National Tax and Customs Administration of Hungary | ▶ Fast Enterprises |
| ▶ AVASK | ▶ Moody's |
| ▶ Accenture | ▶ Netcompany |
| ▶ Capgemini | ▶ RoyaltyRange |
| ▶ DataTorque | ▶ SAS Institute |
| | ▶ S&P Global Market Intelligence |

12:00-13:15

Lunch Break / Networking Lunch

Location: Brasserie & Atrium Restaurant

13:15-14:45

Session 3: AI-Driven Tax Compliance

Location: Grand Ballroom

This session will showcase advanced AI-driven tools that enable tax administrations to modernise their operations, detect fraud, improve compliance and deliver better services to taxpayers. Presenters will explore how machine learning models analyse large volumes of tax data to identify patterns, anomalies, and behaviours that may signal fraud or emerging compliance risks. By automating risk scoring and enhancing the selection process for audits, these AI tools help tax authorities prioritise cases more effectively and respond proactively to potential issues. The session will also highlight practical examples of how AI is reshaping the way tax administrations interact with taxpayers, significantly improving responsiveness, consistency, and service quality.

Moderator: Bill Chatwin, DataTorque

Technical Presentations:

- ▶ “From Detection to Enforcement in the ViDA Era” by Ferenc Vágújhelyi, Former President of IOTA
- ▶ “AI-Driven Risk Analysis in Action: Experiences and Lessons Learned in Italy” by Antonino Virgillito, Italian Revenue Agency
- ▶ “The Malta Tax & Customs Administration Journey” by James Mansueto, Malta Tax and Customs Administration & Fabio Menis, SAS Institute
- ▶ “Practical AI Use in Tax Compliance” by Isaiah Leckie, FastEnterprises

Q&A

14:45-15:30 | Session 4: Governance, Ethics & Risks in Automated Decision-Making

Location: Grand Ballroom

This session will bring together experts to examine the ethical, operational, and governance challenges that arise when tax administrations integrate AI into decision-making processes. As automated systems increasingly support tasks such as fraud detection, anomaly identification, and taxpayer risk assessment, it becomes essential to address issues of transparency, accountability, and potential bias. Panellists will explore the risks associated with relying on AI-driven models, including unintended consequences in automated decisions, data quality concerns, and the need for responsible oversight frameworks. The discussion will highlight how tax authorities can balance innovation with safeguards to ensure that AI-enabled processes remain fair, trustworthy, and aligned with fundamental principles of good administration.

Moderator: Ellie Sivylla Gregou, Independent Authority for Public Revenue of Greece

Expert Panel:

- ▶ Bjørn Eriksen, Norwegian Tax Administration
- ▶ Gabriel Bellinger, Accenture
- ▶ Anna Valchanova, AVASK
- ▶ Thomas Monefeldt, Netcompany
- ▶ Alexandre Negadi, SAS Institute

Panel Discussion, Q&A

15:30-15:50 | Networking and Refreshment Break

Location: Grand Ballroom Foyer

15:50-16:45 | Session 5: Behavioural Insights for Good Governance

Location: Grand Ballroom

This session will explore how tax administration could refine the internal processes and the taxpayer services using behavioural knowledge.

Good governance implies policy-making and solutions design that are centred on taxpayers, facilitating their compliance and targeting non-compliance. Behavioural insights could provide the necessary tools that support decision makers to develop the architecture for tax compliance in a precisely targeted manner, assessing taxpayer needs, the behavioural patterns, eliminating administrative barriers and using digitalisation to support behavioural change.

Moderator: Ronnie Nielsen, Netcompany

Key Presentation: *Behavioural Insights for Tax Administration*, by Farid Isayev, State Tax Service of Azerbaijan

Panel Discussion:

- ▶ Farid Isayev, State Tax Service of Azerbaijan
- ▶ Péter Tóth, National Tax and Customs Administration of Hungary
- ▶ Synve Røine Fossum, Norwegian Tax Administration

Panel Discussion, Q&A

18:00-22:00 | Gala Dinner

Location: Royal Riding Hall, Buda Castle

Departure from the Corinthia Budapest Hotel at 17:30

Thursday, 18 June 2026

08:30-09:00 | Connection & testing of the online platform (MS Teams)

Registered virtual participants will be able to connect before the event starts and test the functionality of MS Teams.

09:00-10:30 | Session 6: Intersection of Behavioural Science and Artificial Intelligence as a Transformative Force in Modern Tax Administration (Parallel Sessions)

Three parallel sessions will focus on practical examples that demonstrate the fusion of behavioural science and AI, targeting 3 most potent areas where the predictive power of machine learning combined with psychological principles can enable tax authorities to move from generic enforcement to highly personalised, real-time interventions that foster voluntary compliance and reduce administrative burdens:

- ▶ **Enhanced Tax Compliance through AI-supported processes**
- ▶ **Predictive Risk and Behavioural Profiling**
- ▶ **Proactive Compliance and Service Delivery**

Each parallel session will include three presentations. Then, in-person participants will be asked to formulate their questions and remarks on the guiding questions, which will become key topics for further discussion in the open space format. The open space format will create the possibility of having open discussions regarding questions and reflections coming from the presentations. Participants can move freely between the small groups and participate in each discussion.

09:00-10:30 | Parallel Session 6A: Enhanced Tax Compliance through AI-supported Processes

Location: Petőfi-Mikszáth room

This session explores how AI models can segment taxpayers based on behavioural profiles (e.g., filing history, risk levels, and demographic data). Rather than applying the same communication approach to all taxpayers, AI models can help segment taxpayers according to behavioural profiles such as filing history, payment patterns, compliance risk, sector, taxpayer lifecycle stage, demographic characteristics, or previous responses to tax authority messages.

Moderator: Péter Tóth, National Tax and Customs Administration of Hungary

Presentations:

- ▶ *“Utilising AI to Close the Tax Gap”* by Apostolos Boutos, Independent Authority for Public Revenue of Greece
- ▶ *“AI: Two Sides of the Coin”* by Anna Valchanova and Melani Katsaris, AVASK
- ▶ *“Forecasting the Future: How AI is Transforming Tax Revenue & Informing Compliance”* by Mary O’Leary, DataTorque

Open Space Discussion

09:00-10:30 | Parallel Session 6B: Predictive Risk and Behavioural Profiling

Location: Jókai-Déry room

This session will demonstrate how advanced algorithms can analyse vast datasets to identify non-compliance patterns and assign "risk scores". AI-assisted early warning systems cross-reference financial records with behavioural data to flag high-risk cases for targeted audits while maintaining softer "service-oriented" approaches for compliant groups. These approaches reduce operational pressure while helping taxpayers meet their obligations more easily.

Moderator: Duncan Cleary, Irish Revenue

Presentations:

- ▶ *“Entity Risk Score (ERS) Methodology: A PoC for Transforming Tax Administration through Data-Driven Risk Scoring”* by Roman Bandurin, State Tax Service of Azerbaijan
- ▶ *“Increasing Compliance with Existing Investigator Capacity”* by Sarkar Islam, SAS Institute
- ▶ *“Entity-Level Tax Risk Profiling and AI-Driven Due Diligence”* by Olga Loiseau-Aslanidi and Alexis Tsitrimbini, Moody’s Analytics

Open Space Discussion

09:00-10:30 | Parallel Session 6C: Proactive Compliance and Service Delivery

Location: Krúdy-Arany room

This session will showcase how AI can guide taxpayers through complex compliance processes, ensuring a cooperative, transparent relationship between the state and the citizen. Behavioural insights can provide tax administrations with innovative, low-cost solutions for strengthening compliance and increasing revenue without large-scale structural reforms. By understanding how individuals make decisions and designing processes that align with behavioural tendencies, tax authorities can assess how their internal processes are meeting the taxpayer needs, and implement interventions that deliver high impact at minimal cost - ultimately enhancing government revenues while improving the taxpayer experience.

Moderator: Øivind Strømme, Norwegian Tax Administration

Presentations:

- ▶ “UX Research and Development of Proactive Behaviour-Based Services at the STS of Azerbaijan” by Maya Aliyarzada, State Tax Service of Azerbaijan
- ▶ “Automating Royalty and TNMM Analyses for Compliance Efficiency” by Lukas Balciunas, and Martynas Rickus, RoyaltyRange
- ▶ “From Data to Proactive Compliance: How Data, ML, and AI Empower Modern Tax Administrations” by Diego Zambrano, S&P Global Market Intelligence

Open Space Discussion

10:30-11:00 | Networking and Refreshment Break

Location: Grand Ballroom Foyer

10:30-11:00 | IOTA meeting with Observers

Location: Royal Boardroom 1

11:00-12:00 | Session 7: Where BI meets AI for Smarter Compliance

Location: Grand Ballroom

This panel will explore how combining behavioural insights with artificial intelligence can unlock a new generation of smart, responsive, and citizen-centred tax compliance solutions. While AI enhances the capacity of tax administrations to process large datasets, automate tax processes, identify anomalies, and flag potential compliance risks, behavioural insights reveal empirical evidence about why taxpayers act the way they do and how small changes in communication or process design can meaningfully influence compliance behaviour. Together, these approaches enable tax authorities to unlock the potential of behavioural science and implement proactive, personalised interventions—such as AI-driven early warning systems/predictive analytics paired with behaviourally informed prompts—that guide taxpayers toward timely and accurate compliance. Panellists will discuss emerging models, practical use cases, and the strategic opportunities offered by integrating data-driven intelligence with human-centred design.

Moderator: Joshua Aslett, International Monetary Fund

Joint Innovation Panel:

- ▶ Zepyur Aleksanyan, State Revenue Committee of Armenia
- ▶ Anna Valchanova, AVASK
- ▶ Bill Chatwin, DataTorque
- ▶ Diego Zambrano, S&P Global Market Intelligence

Q&A / Open Discussion

12:00-13:00 | Session 8: Tax Administration in 2030: Where Are AI and BI Leading Us?

Location: Grand Ballroom

This session will look ahead to the future of tax administration, examining how the accelerating development of artificial intelligence and behavioural insights will shape compliance strategies by 2030. As AI tools become increasingly sophisticated - capable of detecting patterns and anomalies, assessing risks, and automating routine interactions - the role of tax officials is expected to shift toward high-value, expert-driven tasks. At the same time, behavioural insights will continue to inform smarter, more citizen-centred approaches that encourage voluntary compliance and make it easier for taxpayers to meet their obligations. Together, these two fields will influence how tax systems evolve, enabling administrations to anticipate compliance risks earlier, design policies and services around human behaviour, and deploy interventions that are both efficient and empathetic. This session will explore emerging possibilities, challenges, and strategic directions for building resilient, intelligent, and trusted tax administration of the future by using behavioural data science.

Moderator: Paul Marsh, OECD Forum on Tax Administration

Panel Discussion:

- ▶ Ingrid Holtmon, Norwegian Tax Administration
- ▶ Matthew Ford, Capgemini
- ▶ Thomas Monefeldt, Netcompany
- ▶ Matt Blanks, Mastercard

Q&A / Open Discussion

13:00-13:15 | Session 9: Closing Ceremony

Location: Grand Ballroom

This plenary session will include concluding statements on the issues examined and discussed at the Technical Session. The Assembly's Communiqué will be presented and approved. This plenary session will then offer the closing remarks by the outgoing Presidency of Hungary in IOTA.

- ▶ Sándor Gazda, National Tax and Customs Administration of Hungary
- ▶ Csilla Tamás Czinege, National Tax and Customs Administration of Hungary

13:15

Exhibition Closing “Artificial Intelligence and Behavioural Insights in Tax Compliance”

Location: Grand Ballroom Foyer

Final walk-through of AI technologies and BI-based compliance solutions

13:15-14:15 | Lunch Break / Networking Lunch

Location: Brasserie & Atrium

16:00-22:00 | Farewell Event

16:00-18:00

Visit to Korda Film Park

18:00-22:00

Farewell Dinner at the pavilion of the Etyek Kúria Winery

Departure from the Corinthia Budapest Hotel at 14:45