

## NEWSLETTER - APRIL 2022

### CATCH UP WITH THE LATEST IOTA NEWS!

#### MONTHLY HIGHLIGHTS:

- Communique on behalf of the Executive Council of IOTA on the Conflict in Ukraine
- Swiss Presidency visits IOTA Secretariat in Budapest
- 29<sup>th</sup> PCP Forum of IOTA – The first ever hybrid activity in IOTA`s history is just around the corner
- Discover more about the latest developments and best practices in the use of e-commerce monitoring and investigation tools

Keep on scrolling to find out more!

## IOTA NEWS

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### KEY UPDATES FROM THE IOTA SECRETARIAT



10.03.2022

#### Communique on behalf of the Executive Council of IOTA on the Conflict in Ukraine

**IOTA is a politically neutral forum which supports on-going collaboration to strengthen cooperation between member tax administrations (article 2 of the Charter).** The current conflict taking place across the IOTA region, impacting our IOTA members, prevents this aim.

[Read more](#)

18.03.2022

## Swiss Presidency Visits IOTA Secretariat in Budapest

**Representatives of the Swiss IOTA Presidency paid an official visit to the IOTA Secretariat in Budapest, Hungary on 16<sup>th</sup> March 2022.** Mr.

Mark Bugnon, President of IOTA expressed gratitude to the members

of the IOTA Secretariat for their work, loyalty, and professionalism in facilitating the achievement of priorities of the Swiss Presidency in IOTA and wished to successfully continue mutual collaboration in the organisation of the most important event of the year - 26th General Assembly of IOTA in Zürich.



[Read more](#)

21.03.2022

## New International Taxation Expert on Board

**IOTA Secretariat is happy to announce a new colleague on board. Oksana Stepanenko joined our team as an International Taxation Expert on 21<sup>st</sup> March 2022.** Oksana is highly experienced in organising, participating, and moderating events and dealing with different stakeholders. She is used to working in a public sector and international environment, cooperating with the separate needs of partners coming from different countries. Her role in IOTA Secretariat will include coordination of the ISORA data portal, technical assistance, and organization of IOTA events. She has degrees in linguistics and international law.



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30.03.2022



## Executive Secretary of IOTA Says We Must Not Give Up the Opportunities Created by New Technologies

**Alix Perrignon de Troyes, the Executive Secretary of IOTA delivered a speech on a lately organised digital forum by the**

**State Tax Service under the Ministry of Economy of the Republic of Azerbaijan.** The Executive Secretary emphasized that the post-pandemic world will be very different because the expectations of taxpayers are growing. The application of technologies based on artificial intelligence is gaining momentum. "I strongly believe that every crisis should be seen as an opportunity to evolve, transform tax processes and become socially, economically, and environmentally more sustainable. We must not overlook this opportunity enabled by new technology and the increasing digitalisation of the economy," she added.

[Read more](#)



25.03.2022

## Workshop on Latest Developments and Best Practices in the Use of E-commerce Monitoring and Investigation Tools

**A two-day digital workshop was held by IOTA on the 23rd and 24th of March 2022 about the Latest Developments and Best Practices in the Use of E-commerce Monitoring and Investigation tools.** With more than 100 participants from 32 IOTA member tax administrations, the event provided an opportunity to gain experience on the newest IT tools for structuring data, preparing data for analysis, and presenting results and evolutions in dashboards, use of data mining, web scraping and social network analysis for monitoring and investigating tax compliance of online traders. The digital workshop also offered insights into best practices of IOTA members with advanced experience in applying data analytics to identify the risks of tax fraud and evasion that occur in online transactions.

[Read more](#)

22.03.2022

## New VITARA Courses on the Horizon – Registrations are Now Open

VITARA is pleased to launch that the next two e-learning modules on Organization and Human Resource Management are now open for registration. Both courses

last three weeks, the Organization

course (application deadline until 5<sup>th</sup> April) can be completed from the 6<sup>th</sup> to the 27<sup>th</sup> of April 2022, while the Human Resource Management course (application deadline until 17<sup>th</sup> May) will take place from the 18<sup>th</sup> of May until the 8<sup>th</sup> of June 2022 in the virtual space.



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## IOTA MEMBER NEWS

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28.02.2022

### Simplifying Taxpayer Identification

**The State Revenue Service of Latvia (SRS) announces that it has made efforts to simplify procedures for foreign tax administrations to verify the legitimacy of taxpayers' tax claims in Latvia and to prevent double taxation.** The

tax administration of any country that has signed a Tax Agreement with the Republic of Latvia for the Avoidance of Double Taxation and Prevention of Fiscal Evasion can simply check the Certificate of

Residence issued to the taxpayer by SRS by clicking on the link to the SRS website and entering the verification code and the taxpayer's code.

[Read more](#)

## UPCOMING ACTIVITIES

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**Please note:** Registration for the below events is only possible for Principal Contact Persons of IOTA. If you would like to attend, kindly contact the PCP or Shadow PCP of your Tax Administration to invite you to the event you are interested in.

6th-7th April 2022, Hybrid

## 29th Forum of IOTA Principal Contact Persons “IOTA in 2022 – Back to the Future”

**The 29<sup>th</sup> Forum of the IOTA Principal Contact Persons (PCP) is going to be the first hybrid IOTA event conducted in Budapest as well as virtually.** This year’s PCP Forum will focus on the forward look of the organisation and return to the new normal after 2 years of digital operation.

On the Forum the following topics will be discussed:

- New IOTA Strategy 2023-2027,
- Development of New IOTA Strategy, including the transformation of technical activities, adjustments in the financial framework, preparation of new guiding principles for communication,
- Code of Conduct, technical assistance, and a few other topics.

The event will contain plenary and group discussion sessions held on both days, the 6<sup>th</sup> and the 7<sup>th</sup> of April 2022. Virtual participants will be able to attend plenary as well as group discussion sessions of the event.

[Find out more](#)

20th-21st April 2022, Digital

## Workshop on Facilitation of Taxpayer Touchpoints

**The two-day digital workshop will share member experiences and strategies to improve and/or reduce unnecessary taxpayer touchpoints.** The key objective of the event is to identify practices for effortless and effective taxpayer interaction with the tax administration.

Specifically, in the workshop we will:

- Learn about the approaches that IOTA members use to facilitate the development of better taxpayer touchpoints,
- Share different projects or introduced novelties that improve taxpayers' experiences when in contact with tax administrations,
- Understand the points where friction in taxpayer's touchpoints arises,
- Consider the best practices which make taxpayer interactions with tax administrations most effortless and effective,
- Share lessons learned from the facilitation of taxpayer touchpoints.

The Workshop will provide an interactive virtual environment with a mix of plenary and group discussion sessions that foster collaborative learning amongst participants.

[Find out more](#)

## 26TH IOTA GENERAL ASSEMBLY

29th-30th June 2022

Kameha Grand Zürich Hotel, Switzerland



SAVE THE DATE

## 26th IOTA General Assembly

**On 29<sup>th</sup> and 30<sup>th</sup> June 2022, the IOTA General Assembly will be held in Zürich under the Swiss Presidency.** This year the technical session will follow the theme **“Compliance and Trust: affecting tax behaviour while redefining the relationship between taxpayers and tax administrations”** and the GA will address:

- Taxpayer psychology and behaviour: taxpayers' perspectives and attitudes to paying taxes, tools available to build tax ethics and tax morale, the importance of communication in trust-building.
- Embedding trust in the overall strategy of a tax administration: staff engagement in redefining the relationship between taxpayers and tax authorities.
- Extensive use of digital platforms and tools to change taxpayer behaviour and enhance trust and foster compliance.

- Cooperation between governmental bodies: sharing information between different governmental bodies, use of a single digital identification, and legal boundaries for cooperation between governmental bodies.

[Find out more](#)

## LATEST VIDEOS

**Full event recordings:  
(for registered users of the IOTA Website)**



**6th IOTA TALKS**

[Watch now](#)



**IOTA e-Commerce Workshop**

[Watch now](#)

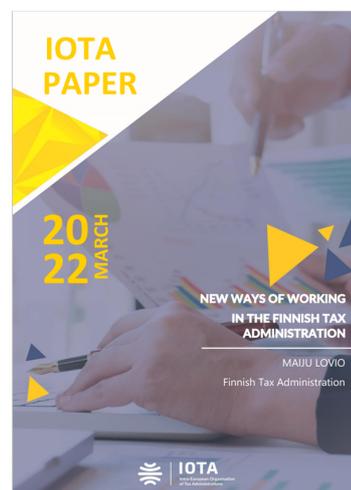
## LATEST PUBLICATIONS

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### IOTA PAPER

#### **New Ways of Working in the Finnish Tax Administration**

The concept of the new normal in the Finnish Tax Administration has raised a lot of interest, mainly because we did something very unusual: we defined the outlines for working procedures for our employees' but did not specify the regulations. Our HR Director, Pirta Karlsson, presented the new ways of working of the Finnish Tax Administration in the IOTA Forum on HRM in November 2021 and was asked to share more information and backgrounds of how all this was done.



Read the full IOTA Paper

## Submit your IOTA Paper!

Would you like to see your IOTA Paper published? Do you have any relevant issues you wish to share? Apply NOW!

*Please note: Before submitting your paper, kindly contact the IOTA PCP of your Tax Administration for approval and include them in your correspondence with us as well. Thank you for your cooperation!*

Submit IOTA Paper

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