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## NEWSLETTER - SEPTEMBER 2022

### CATCH UP WITH THE LATEST IOTA NEWS!

#### MONTHLY HIGHLIGHTS:

- Mark your calendar – IOTA Activities are back this September
- The updated Activities Calendar of the IOTA Work Programme for 2022 is now available on our website
- SAVE THE DATE – IOTA Annual International Conference “Building a Hybrid Tax Administration for Greater Agility and Resilience in a Changing World” 18<sup>th</sup>-19<sup>th</sup> October 2022, Athens, Greece

Here is what we are talking about.

## IOTA NEWS

[View all](#)

31.08.2022.

### IOTA Activities are Back this September

**We hope you had some time to relax throughout the past weeks and feel ready to begin working and attending IOTA events!** Besides our well-known Forum Meetings, such as Tax Debt Management or Forum on Communication, we will also organise several insightful webinars and workshops before the end of the

year. We will give a fresh start to the autumn season with a Webinar On Delivering Taxpayer Services Through Social Media in September. As we approach the middle of October, IOTA will also hold its Annual International Conference in collaboration with the Independent Authority for Public Revenue of the Hellenic Republic in Athens, Greece. As always, our aim is to facilitate

knowledge sharing between member tax administrations and to offer a platform to discuss relevant topics.

We look forward to welcoming you at our upcoming events. Keep on scrolling to find out more!

[Discover more](#)

01.09.2022.

## Updates on IOTA Work Programme 2022

**We would like to inform you that the updated Activities Calendar of the IOTA Work Programme for 2022 has been uploaded to our website.**

The following changes have been made in relation to IOTA technical and administrative activities:

- The confirmed dates of the IOTA Annual International Conference to be held in Athens, Greece are 18-19 October 2022.
- Due to a clash with the IOTA Forum on Communication, please note that the 8th IOTA Talks, originally planned on 12 October 2022, is now rescheduled to 14 October 2022.



[Find out more about the updated 2022 Activities Calendar here](#)



Virtual Training to Advance Revenue Administration (VITARA) is a joint initiative of four international organizations. It was launched in 2020 to develop a highly effective, globally accessible, on-demand, and affordable online training curriculum on revenue administration issues.

We have six courses available so far and more are coming. Don't miss the opportunity!

1. Strategic Management (SGM)
2. Reform Management Fundamentals: Setting up a Reform Program (RMF)
3. Reform Management Specific Topics: Managing a Reform Program (RMT)
4. Institutional Governance (IGG)
5. Organization (ORG)
6. Human Resource Management (HRM)

ONLINE COURSES WITH FREE ACCESS

**Register now!**

[imf.org/learning](https://www.imf.org/learning)



01.09.2022.

## VITARA Expands its Portfolio of Courses – Registration is Now Open

**VITARA is pleased to announce that its online courses will be relaunched on 1<sup>st</sup> September 2022, as the registration for the modules is already open.** Do not miss the chance and enroll in one of the VITARA courses to improve your skills and build your knowledge under the framework of the Virtual Training to Advance Revenue Administration. In the expanded portfolio, you can explore six English courses as well as a

French and a Spanish course through VITARA, studying about Human Resource

[Read more](#)

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## UPCOMING ACTIVITIES

[View all](#)

**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.

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14th September 2022, Digital via MS Teams

### Webinar on Delivering Taxpayer Services through Social Media

The main objectives of this event are to share country examples of the utilisation of social media in the delivery of tax services and in fostering interactions with taxpayers.

More specifically the Webinar will:

- Explore strategies IOTA member tax administrations are employing to create a new dimension on social media that is focused on service delivery;
- Explain how to use social media platforms as effective tools for providing services to taxpayers nowadays;
- Share lessons learned.

The IOTA webinar will focus on the IOTA members' real success cases and projects concerning the utilisation of social media in the delivery of tax services and fostering interactions with taxpayers.

[Find out more](#)

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27th-29th September 2022, Digital Event via MS Teams

### Workshop on the Impact of the Covid-19 Pandemic on International Taxation: Cross-Border Remote Work

## and Tax Obligations

The COVID-19 pandemic marked the beginning of the change in the cross-border remote working models and the process of adaptation to the new tax compliance environment.

This IOTA workshop will explore country examples of how certain IOTA members addressed the impact of COVID-19 on the employer's taxation and the employee's residence situation in connection with cross-border teleworking opportunities. The Workshop will also focus on the way forward and how the tax administrations need to prepare and adapt to the new cross-border remote working models, prevent non-taxation or double taxation of remote workers, and ensure fair treatment in the application of double taxation agreements.

More specifically the workshop will:

- Share methods and examples of the impact that the COVID-19 crisis had on determining the permanent establishments and the individual's tax residence;
- Share practical examples of addressing the COVID-19-caused complex situations of employer taxation and their tax compliance obligations;
- Offer different approaches for adaptation of the tax administration to the new cross-border remote working models (permanent remote, hybrid schedules, workers regularly change locations), prevention of non-taxation or double taxation of remote workers, and ensuring fair treatment in the application of double taxation agreements;
- Share changes in national regulations, procedures and digitalisation of processes (Tax residence certificates), required for adaptation of tax compliance to the COVID-19-affected environment
- Share lessons learned.

The event will offer an opportunity for tax administration to share the changes in national regulations, procedures and digitalisation of processes (Tax residence certificates), required for adaptation to the new tax compliance environment.

[Find out more](#)

04th-06th October 2022, Budapest, Hungary, Hybrid

**Forum on Tax Debt Management "Tax debt**

## management during the high-impact events”

The meeting of the IOTA Forum on Tax Debt Management will cover strategies, working plans and methods, and best practices on effective debt management during high-impact events.

More specifically, the meeting of the Forum will address the following topics:

- Tax administrations’ readiness and ability to respond to high-impact events that affect the tax debt and recovery processes;
- How IOTA member tax administrations adapt their tax debt management methods, processes, and practices in response to high-impact events;
- Tax debt management strategies and operating models developed for preparedness in case of high-impact events;
- Reflecting on lessons learned from the experiences and practice when dealing with high-impact events that affect the tax debt management processes and the way forward.

This meeting of the IOTA Forum will also explore the effect that high-impact events have had at an international level of tax debt management and the recovery procedures, especially the practical implementation of mutual assistance, which presents different angles and challenges in communicating with international debtors.

[Find out more](#)

11th-13th October 2022, Budapest, Hungary, Hybrid

## Forum on Communication “Building trust in tax administration”

The Forum brings together communication experts of IOTA member tax administrations from both EU and non-EU countries to discuss strategies and practical application of communication campaigns to effectively enhance the reputation and trust in tax administrations, and consequently tax compliance.

The purpose of this year’s Forum will be to share strategies and experiences on how IOTA countries are trying to enhance trust internally, within their own tax employees, and externally among taxpayers (e.g. tax practitioners, businesses, young people etc.).

Find out more



SAVE THE DATE

## IOTA Annual International Conference

We are proud to announce that the *Independent Authority for Public Revenue of the Hellenic Republic* in collaboration with the *Intra-European Organisation of Tax Administrations (IOTA)* will host the **IOTA Annual International Conference in Athens on 18<sup>th</sup>-19<sup>th</sup> October 2022**.

This year's Annual Conference is going to bring together the commissioners of IOTA member tax administrations along with the representatives of international organisations, the business community and academic society, to foster a debate on ***"Building a hybrid tax administration for greater agility and resilience in a changing world"***.

**A particular focus of the IOTA Annual Conference will be on:**

- Developing a hybrid strategy that works for everybody
- Major organisational elements of the hybrid organisation
- Aligning the organisation's setup with customer expectations
- Re-considering the organisational capabilities
- Hybrid work models: digitalisation, future workplace
- Advantages and disadvantages of a hybrid organisation
- Measuring the results of a hybrid transformation.

This **1.5 day event** will connect like-minded tax administration commissioners, senior officials, and tax professionals via a finely curated selection of thought leader keynotes and masterclasses, insightful case presentations and engaging panel discussions to

deal with today's challenges and face tomorrow with confidence by sharing **PRACTICAL IDEAS with IMPACT**.

*There will be more to follow soon.*

## 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

### Intra-European Organisation of Tax Administrations

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