

NEWSLETTER - OCTOBER 2022

CATCH UP WITH THE LATEST IOTA NEWS!

MONTHLY HIGHLIGHTS:

- IOTA to Apply its Newly Developed Employee Handbook
- Introducing the *New President of IOTA* and the *Georgian Presidency*
- Discover more about the first IOTA digital activity of the autumn season:
Webinar on Delivering Taxpayer Services through Social Media
- **SAVE THE DATE** – *IOTA Annual International Conference “Building a Hybrid Tax Administration for Greater Agility and Resilience in a Changing World”*
18th–19th October 2022, Athens, Greece

Scroll down to find out what is dominating the headlines.

IOTA NEWS

[View all](#)

UPDATES ON THE SECRETARIAT



30.09.2022.

IOTA to Apply its Newly Developed Employee Handbook

IOTA Secretariat would like to notify you about the implementation of the

Organisation’s newly developed Employee Handbook. As we have declared that all the members of the IOTA Secretariat are mainly regulated by the Human Resources Guiding Principles and some other internal regulations.

The last binding document is the Code of Conduct which was adopted by the 26th General Assembly of IOTA on 29 June 2022 in Zurich, Switzerland.

[Find out more](#)

27.09.2022.

Save the New Date - 8th IOTA Talks

We would like to inform you that due to the preparation of the upcoming IOTA Annual International Conference in

Athens, Greece (18-19 October 2022) the 8th IOTA Talks, previously planned on 14 October 2022, is now rescheduled to 10 October 2022, Monday from 10:00 a.m. to 12:00 p.m. CET. Thank you for your cooperation and understanding. We look forward to welcoming you at this IOTA Talks!



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



30.09.2022.

Interview with Levan Kakava, the New President of IOTA

As you may have heard that the 26th IOTA General Assembly appointed the Georgia Revenue Service as the next Presidency of IOTA for the period 2022/2023.

Marc Bugnon, former President of IOTA handed over the IOTA flag to

Levan Kakava, the Director General of Georgia Revenue Service during the flag handover ceremony at the 26th General Assembly this June in Zurich, Switzerland, making Levan Kakava the new President of IOTA for the one-year term. In this interview Levan Kakava reveals some interesting milestones about his professional life, his work and role within IOTA, as he shares his thoughts about the priorities of the Georgian Presidency, and more.

[Read more](#)

29.09.2022.

New International Taxation Expert on Board

IOTA Secretariat is glad to announce a new colleague on board. Alexandros Roukalis joined our team as an International Taxation Expert on 19th September 2022. Alexandros is highly experienced in participating, organising and presenting on events and seminars in an international environment, cooperating and collaborating with the separate needs of tax officials coming from different countries.



[Read more](#)

MORE IOTA NEWS



14.09.2022.

IOTA Webinar on Delivering Taxpayer Services Through Social Media

On Wednesday 14th September 2022, IOTA successfully hosted a Webinar on Delivering Taxpayer Services Through Social Media. The first digital activity of the autumn season attracted more than 130 attendees from 24 IOTA member tax administrations, who virtually came together to explore new methods and approaches of using social media platforms as effective tools for providing services to taxpayers nowadays.



30.09.2022.

IOTA Workshop “The Impact of the Covid-19 Pandemic on International Taxation: Cross-Border Remote Work and Tax Obligations”

IOTA is pleased to announce that the Organisation successfully held its latest Workshop on the Impact of the COVID-19 Pandemic on International Taxation: Cross-border Remote Work and Tax Obligations on 27th-28th September 2022. The two-day digital event was broadcasted live from the IOTA Studio in Budapest and welcomed more than 80 attendees from 24 IOTA member tax administrations along with speakers from IOTA member countries, the Organisation for Economic Co-

operation and Development (OECD) and the European Commission (DG TAXUD).

[Find out more](#)

[Find out more](#)

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.

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](#)

15th-17th November 2022 Budapest, Hungary, Hybrid

Human Resource Management Forum “Effective Use of HR Data And Analytics in the Modern Tax Administration”



IOTA Forum

Human Resource Management

15-17 November 2022
Budapest, Hungary

REGISTRATION
IS NOW OPEN

www.iota-tax.org

The IOTA Human Resources Management Forum will focus on approaches to collecting, processing, analysing and effectively using HR data and analytics to improve decision-making, intelligently preparing the future workforce and ensure data-driven decisions in all HR-related domains.

The hybrid event plans to discuss different practices of IOTA member countries, including how they use the HR data in the process of HR planning, recruitment, onboarding, learning and development, performance evaluation, employee relations and other processes. Also, possibilities for using advanced HR analytical tools and techniques as well as challenges in the way of their implementation will be identified and best practices shared between the participants.

The main objectives of the 2022 IOTA HRM Forum are as follows:

- to share best practices in collecting, using and analysing HR data;
- to learn about initiatives on advanced HR data analytics, predictive tools and other techniques for better decision-making;
- digitally connect a network of HR and L&D Professionals and HR data analytics experts within IOTA members following the previous three IOTA HRM Forums.

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 18th-19th 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**.

Find out more

LATEST VIDEOS

Full event recordings for registered users of the IOTA Website



14.09.2022.

Webinar on Delivering Taxpayer Services through Social Media

Watch now

LATEST PUBLICATIONS

IOTA PAPER

Ecosystem-Based Digitalisation of Taxation

IOTA successfully published on 27th September 2022 its latest IOTA Paper in collaboration with the Finnish Tax Administration.

The Paper is about *Ecosystem-Based Digitalisation of Taxation* and is written by Sami Koskinen, who works as Stakeholder Relations Director at the Customer Relations Unit of the Finnish Tax Administration. The complete version of this IOTA Paper is now available on the IOTA website and can be found by clicking on the button below.



Discover more

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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