

NEWSLETTER - SEPTEMBER 2023

**Registrations
are open**

Workshop

on Contact Centre of the Future:
Digital Transformation Best Practices

Forum

on Human Resource Management

Dear Reader,

In the upcoming months, IOTA's calendar is filled with captivating activities designed to meet a broad spectrum of interests and to offer professional growth. September brings two engaging virtual events:

- **Webinar on International Approaches to Virtual Currency and**
- **Digital Workshop on Using Unstructured Data to Improve Compliance Risk Management in Tax Administrations,**

followed by three hybrid forums:

- **Forum on Tax Debt Management,**
- **Forum on Communication and**
- **Forum on Implementation of Measures to counter Base Erosion Profit Shifting**
- **and a Digital Workshop on Understanding and Mitigating the Disinformation Threats in Tax Administration**

in October.

Looking ahead to November, we're excited to present the

- **Workshop on Contact Centre of the Future: Digital Transformation Best Practices and the**
- **Forum on Human Resource Management.**

All events promise invaluable insights and networking opportunities. Join us to expand your knowledge and secure your spot today!

Scroll down for more details!

[Click to IOTA Work Programme 2023](#)

[Click to Calendar of Activities](#)

UPCOMING ACTIVITIES

Please note: Registration for the below events is only possible via IOTA Principal Contact Persons. 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.



13 September 2023, via MS Teams

WEBINAR on International Approaches to Virtual Currency

Target audience: Participants are senior officials/experts from IOTA member tax administrations responsible for tax compliance and tax treatment of transactions involving crypto-assets and virtual currencies.

This IOTA Webinar is a continuation of several IOTA Workshops/Webinar on cryptocurrency and virtual-assets, which are devoted to explore how digitalisation of money is rapidly changing along with the understanding of what a virtual currency is and how it operates.

Registration is still open. Enrol today!

[Find out more](#)



27-28 September 2023, via MS Teams

DIGITAL WORKSHOP on Using Unstructured Data to Improve Compliance Risk Management in Tax Administrations

Target audience: The target audience is officials/experts from IOTA member tax administrations dealing with the management of unstructured data and use of analytical models in compliance risk management.

The main objectives of this event are to share IOTA members` practices and lessons learnt in storing, cleansing, classifying and analysing unstructured data to support compliance risk management and tackle tax fraud and error.

Save your virtual spot today!

[Find out more](#)



3-5 October 2023, Budapest, Hungary, Hybrid

FORUM on Tax Debt Management

Target audience: Participants are senior officials/experts from IOTA member tax administrations involved in the management of tax debts, tax enforcement practice and insolvency and bankruptcy procedure.

This IOTA Forum will cover strategies, working plans and tailored approaches to decreasing tax debts in the period of global crises and at the same time create a supporting mechanism to manage the surge of insolvency and bankruptcy.

Registration for in-person participants is open until 8th September. Claim your seat!

[Find out more](#)



10-12 October 2023, Budapest, Hungary, Hybrid

FORUM on Communication

Target audience: Participants should be senior tax officials (managers, experts) from IOTA member tax administrations who are working in the field of communication. They should have a good knowledge of the topics to be addressed during the Forum and be in a position to express opinions on the effectiveness of their current practices, in discussion with other delegates.

The purpose of this year's Forum will be to share strategies and experiences on how IOTA member tax administrations are dealing with the new digital communication channels, social media, IT tools, AI technology, and consequently measure the effect and impact of these communication tools.

Registration for in-person participants is open until 7th September. Sign in TODAY!

[Find out more](#)



17-19 October 2023, Budapest, Hungary, Hybrid

FORUM on Implementation of Measures to counter Base Erosion Profit Shifting (BEPS)

Target audience: Participants are representatives from IOTA member tax administrations who are responsible for and/or dealing with the practical implementation of BEPS measures.

The main purpose of the Forum on Implementation of Measures to Counter Base Erosion and Profit Shifting (BEPS) is to share knowledge and experiences between IOTA member tax administrations to identify best practices in the way tax administrations operate upon the implementation of the BEPS Action Plan.

Registration for in-person participants is open until 14th September. Claim your spot!

[Find out more](#)



25-26 October 2023, Digital via MS Teams

DIGITAL WORKSHOP on Understanding and Mitigating the Disinformation Threats in Tax Administration

SAVE THE DATE

Target audience: Participants should be senior tax officials (managers, experts) from IOTA member tax administrations who are working in the field of communication and social media as well as IT expert in cybersecurity against disinformation threats and fake news.

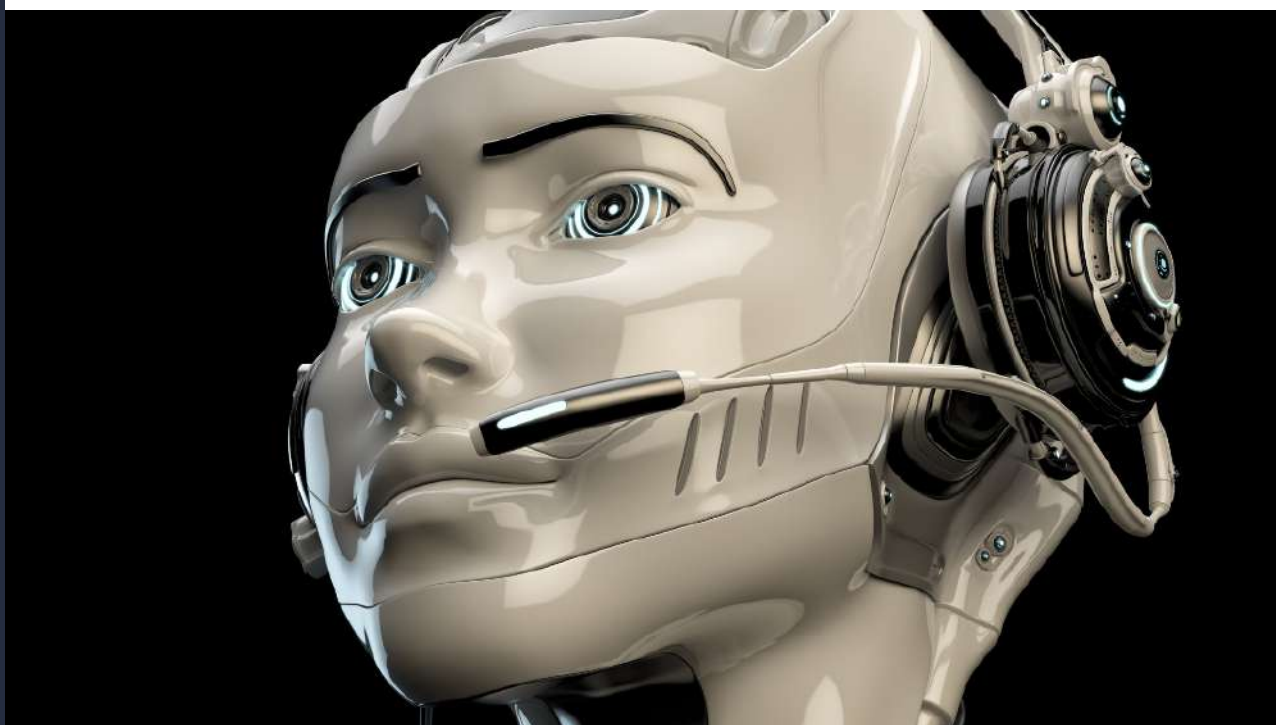
Disinformation or "fake news" has continuously proven to be a pervasive threat in the digital space. The spread and persistence of disinformation especially in social networking media

sites currently factors as one of the most challenging threats for users and content administrators alike. Disinformation attacks use manipulated, mis-contextualized, misappropriated information, deepfakes, cheapfakes, and so on.

The main objective of the IOTA workshop is to clarify the threat level of disinformation in the environment of tax administration and basic proposals for lowering the severity of the threat and handling the impacts.

SAVE THE DATE

[Find out more](#)



7-9 November 2023, Budapest, Hungary

Workshop on Contact Centre of the Future: Digital Transformation Best Practices

Target audience: The target audience is officials/experts from IOTA member tax administrations dealing with the digital transformation of Contact Centres from an operational perspective.

Contact Centres are often the first point of contact for anybody who wants help with their tax affairs, whether that is personal tax liability, help with returns, claims, tax debts, VAT rules, or any other tax issues. They are also the primary point of contact for tax agents who are looking for definitive advice on their clients' affairs. This IOTA workshop will allow IOTA member Tax Administrations to come together and learn about approaches members have taken, or are looking to take, in digitally transforming their approaches to giving advice to taxpayers in order to create Contact Centres of the Future.

This face to face Workshop will focus on:

- Approaches to the use of AI and Chatbots to answer queries online or on the telephone without the need for intervention by a human advisor;
- IT approaches to improving the information available to human advisors so they can answer queries more rapidly;
- New ways of working, such as use of IT to support hybrid instead of single location Contact Centres;
- Using IT to automate proactive advice and nudges to taxable persons, in order to drive down contact and improve customer compliance;
- The use of different channels to optimise performance and improve the customer experience, instead of having a general reliance on the telephone.

The expected outcomes of the Workshop are:

- A better understanding of how new IT developments, such as AI, machine learning and Chatbots can be used to improve the service offered by Contact Centres.
- Insight into how tax administrations are adapting to, and implementing, new ways of working for Contact Centres in a post-pandemic world;
- A look at potential future developments and ways of future-proofing operations against crises such as the pandemic;
- Sharing of lessons learned.

Registration deadline is 19th September. Save you seat today!

[Find out more](#)



14-16 November 2023, Budapest, Hungary, Hybrid

IOTA Forum on Human Resource Management

Target audience: Learn & Development managers and specialists, HR managers and experts of IOTA member tax administrations, representatives of training institutions for tax officials, mid/senior managers interested in the L&D strategies and approaches.

Tax authorities are undergoing large scale transformation of their operating models to deliver their services to taxpayers in the most efficient way. Such transformation is driven by the challenges arising from the post-pandemic period and global high-impact events on the one hand and latest technological developments on the other hand.

Every organisation needs to adapt to the emerging big trends affecting future work and this will be a major question what HR leaders and professionals should do to prepare for the future.

After 5 years of its operation, the IOTA Human Resources Management (HRM) Forum will focus on the topic of Learning and Development of tax officials, trying to explore the new strategies and innovative approaches to the L&D in tax administrations.

The Forum plans to discuss different L&D practices of IOTA member countries with a focus on the two main aspects:

- People (L&D strategies, Future skills, Leadership, mentoring and coaching);
- Platforms and technologies (online training tools, blended learning, knowledge transfer, learning and management systems).

The main objectives of the Forum meeting are:

- Exchange best practices and forward-looking solutions in identifying and building new skills and competencies required for tax officials;
- Showcase innovative Learning and Development solutions;
- Strengthen and develop an IOTA network of HR and L&D professionals through activities of this Forum.

Registration is already open. Apply now!

[Find out 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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