

[Activities](#)[Publications](#)[News](#)

IOTA NEWSLETTER

January 2024

IOTA Work Programme 2024

NOW AVAILABLE



New Year's Greetings from the Executive Secretary of IOTA

Dear ,

It gives me great pleasure to welcome you to the beginning of the year 2024. As the new year is now fully underway, I wanted to take stock of the milestones achieved in 2023 and express my sincere gratitude for your dedication and contributions to our organisation.

In 2023, IOTA faced several challenges including the implementation of our new Strategy for 2023-2027, the development of the IOTA Web Portal and preparation for its launch, and the relocation of our Secretariat to a new office after 10 years in our old office. On the other hand, 2023 was a welcome return to normality while taking into account the lessons learned from the pandemic. 2023 also saw improvements to IOTA governance via Executive Council workshops dedicated to various topics such as international collaboration, the 3-year modelling budget and the Work Programme Cycle.

For the coming year, the main focus for IOTA will be ensuring the new web portal is successful, ongoing implementation of the 2023-2027 Strategy, addressing the financial

issues arising from the budgetary deficit trend and working on increasing the engagement of the members.

[Read the full New Year's Greetings](#)

IOTA NEWS



Interview - IOTA HRM Forum on Innovations and Trends in Learning and Development (L&D) in a Modern Tax Administration

IOTA held its annual **HRM Forum** in mid-November 2023, focusing on "Innovations and Trends in Learning and Development (L&D) in a Modern Tax Administration". *Michael Vindevoghel* from Belgium, *Jaana Lokka-Palomaki* and *Suvi Juola* from Finland, *Panagiotis Ballas* from Greece, and *Fabrizio Ventimiglia* from Italy shared their experiences.

[Read the interview](#)



IOTA Representatives at the 6th General Assembly of NTO

The **Network of Tax Organisations (NTO)**, one of our international partner organisations, successfully conducted its 6th General Assembly from December 4-5, 2023, in Rome, Italy. IOTA was represented by its Executive Secretary, *Alix Perrignon de Troyes*, and its Work Program Manager, *Eugenijus Soldatkovas*.

[Find out more](#)

UPCOMING EVENTS

IOTA Webinar

14 February 2024
IOTA Studio

**Providing help and support
to start-up businesses**

SAVE THE DATE



14 February 2024 | IOTA Studio

IOTA Webinar on Providing help and support to start-up businesses

The webinar is aimed at:

- Understanding the IOTA members' tax practices on tax compliance management strategies regarding the start-up businesses
- Exploring and studying new approaches used to support beginner businesses in fulfilling their tax compliance obligations
- Identifying successful procedures for conducting surveys and analyses to better recognise the service needs of new taxpayers/start-up businesses
- Share lessons learned

SAVE THE DATE!

[Learn more](#)

IOTA Digital Workshop

21-22 February 2024
IOTA Studio

Use of tax and external data in predictive analytics supported by machine learning and artificial intelligence

SAVE THE DATE



21-22 February 2024 | IOTA Studio

IOTA Digital Workshop on Use of tax and external data in predictive analytics supported by machine learning and artificial intelligence

The workshop will be covering:

- Use of predictive analytics by tax administrations to improve compliance and operations
- Predictive modelling techniques and algorithms
- Approaches to the use of AI and machine learning to support and enhance the use predictive analytics within tax administrations
- Data sources and the implications of data protection legislation on the use and analysis of data, especially external data
- Sharing of lessons learned

SAVE THE DATE!

[Learn more](#)

IOTA Case Study Workshop

5-7 March 2024
Budapest, Hungary

Automated segmentation of debtors for boosting debt recovery success

SAVE THE DATE



5-7 March 2024 | Budapest, Hungary

IOTA Case Study Workshop on Automated segmentation of debtors for boosting debt recovery success

The workshop will focus on:

- Tax debtor treatment plans (how were they designed, which type or set of data is used, type of analysis, tools, methods and criteria that are used to create a tailored approach for tax debt/debtor segmentation)
- Implementation methods of tax debtor treatment plans
- Monitoring, measuring the effects and evaluation of tax debtor treatment plans (what KPIs are used for monitoring, identifying how specific customer groups react to specific actions, evaluating the effect of implemented plans on changes in customer behaviour, improvement of collection and prevention of indebtedness)
- Lessons learned and the way forward

SAVE THE DATE!

[Learn more](#)

PAST EVENTS



5-7 December, 2023 | Budapest, Hungary

IOTA FORUM on the Use of Data from the Automatic Exchange of Information (AEoI)

The forum created a platform for experts in IOTA member tax administrations to work collaboratively towards developing effective ways to access and use the data under the Automatic Exchange of Information (AEoI), Common Reporting System (CRS), and Foreign Account Tax Compliance Act (FATCA).

[Read more](#)

[Watch the event recordings](#)



12-14 December, 2023 | Budapest, Hungary

IOTA WORKSHOP on Virtual Assets: Risks and

The Workshop aimed to explore the impact of the surge in the use of digital assets in both domestic and cross-border transactions and the challenges involved in

Opportunities for Tax Administration

managing them. The presentations covered topics such as how to declare these virtual assets, trace them if they are not declared, prevent their misuse, seize and realise them to settle debts, and more.

[Read more](#)

MEMBER NEWS



The State Revenue Service of Latvia Introduces Audio Assistance in Client Communications

The State Revenue Service (SRS) introduced a new tool - the audio assistant - for communication with clients who cannot be contacted through traditional channels. In short - clients will receive an automated call from SRS and listen to a pre-recorded message.

[Find out more](#)



Newly Appointed Director-General at the Polish Tax Administration

Mr Marcin Łoboda has been appointed to the position of Head of National Revenue Administration in Poland (DG) on 18th December 2023.

IOTA congratulates Mr Łoboda on his appointment and we wish him success in this new position!

[Find out more](#)



IOTA

Intra-European Organisation
of Tax Administrations



Intra-European Organisation of Tax
Administrations

14 Dohány utca

secretariat@iota-tax.org

You are receiving this email because you have registered on the IOTA website. If you do not wish to

1077 Budapest, Hungary

receive the IOTA Newsletter anymore, click the
Unsubscribe button.

[Unsubscribe](#)