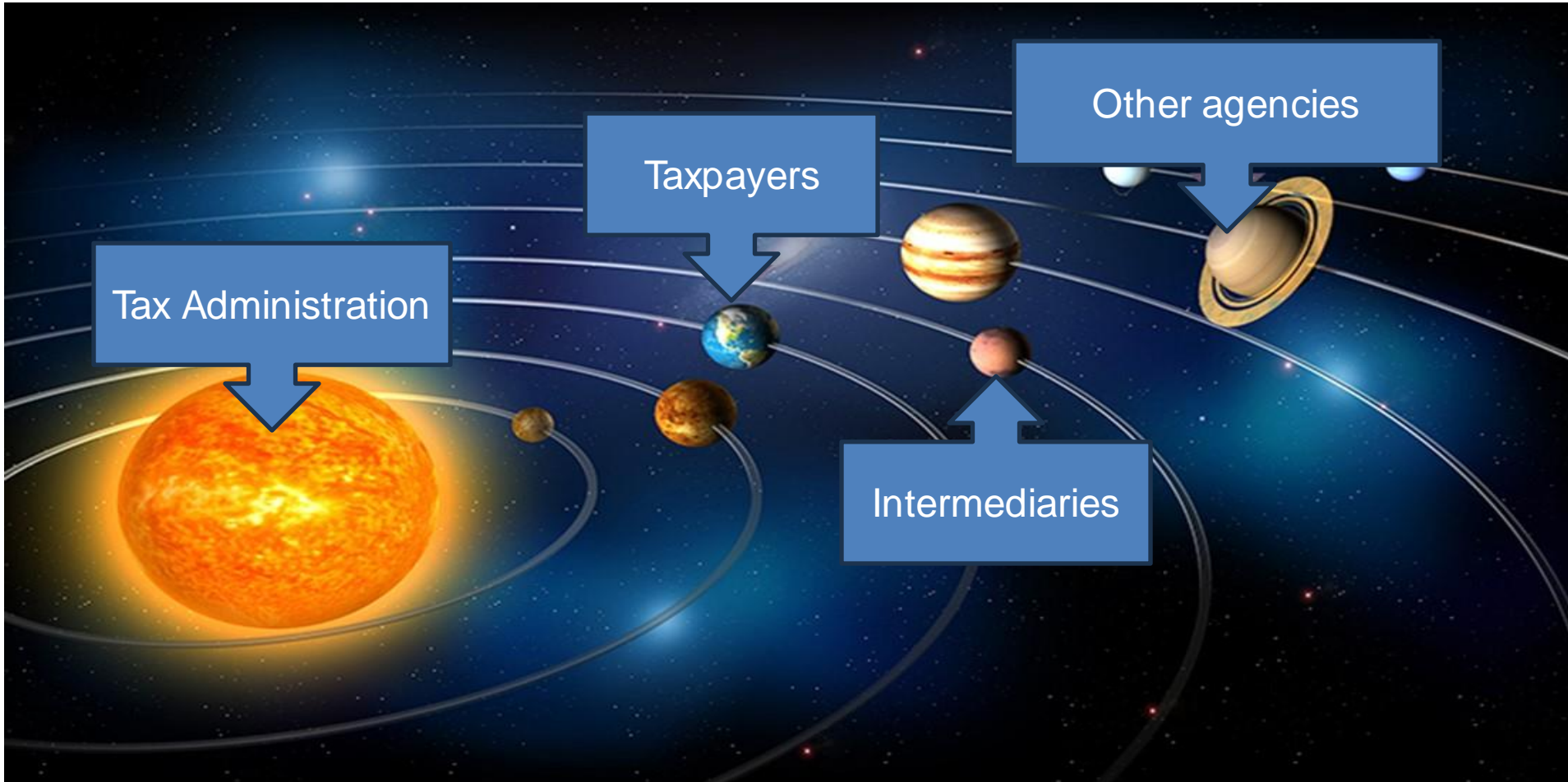


FORUM ON TAX ADMINISTRATION

TAX ADMINISTRATION 3.0

Peter Green, FTA Secretariat

Tax Administration 2.0 – Digitalisation of existing administration processes



Why change?

Current limitations:

- Tax administration-centric
- Focus on the non-compliant
- Heavy compliance burdens
- Sticky tax gaps (errors etc.)

New challenges and opportunities:

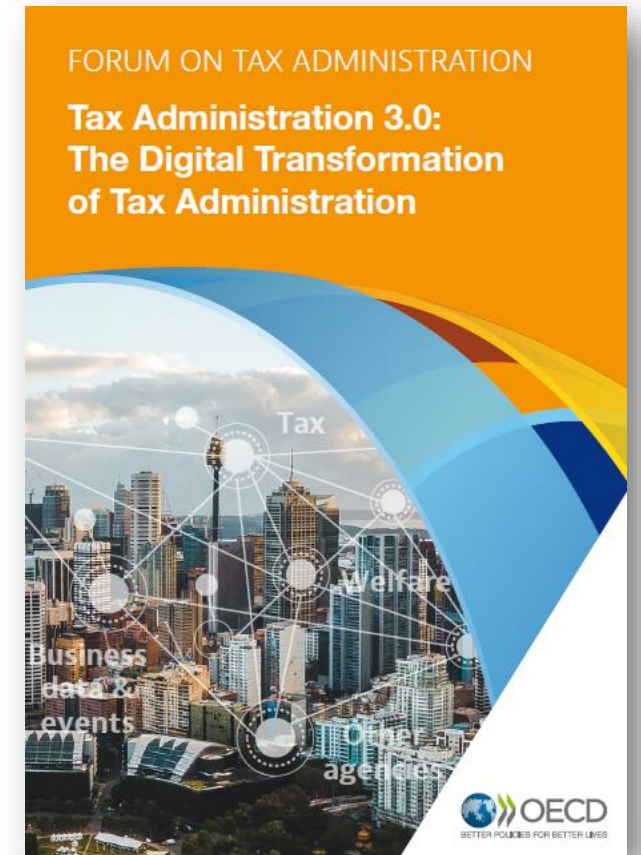
- Digitalisation of the economy
- New business models
- Changing work patterns
- Expectations of citizens
- Data privacy and protection

Tax Administration 3.0

A vision of future tax administration

Vision of future tax administration requested by FTA Commissioners

Core characteristic is embedding taxation processes into taxpayers' natural systems



What the citizen sees and interacts with



Taxpayer Touchpoints

How the community engages with tax administration and government

Business management systems are the primary touchpoints for businesses

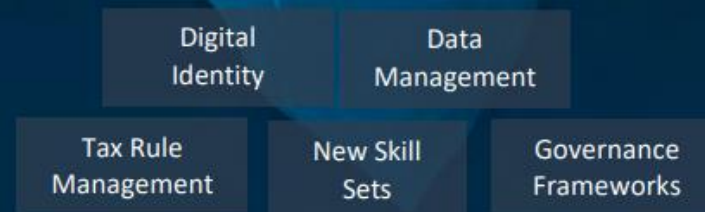
What happens below the line to achieve an integrated, frictionless experience



Natural systems

Operate in sync within whole of system governance frameworks

- Taxpayer obligations and requirements for eligibility of benefits are fulfilled as part of the normal course of activities
- Interoperable ecosystems enable validation & automation of data and data flows



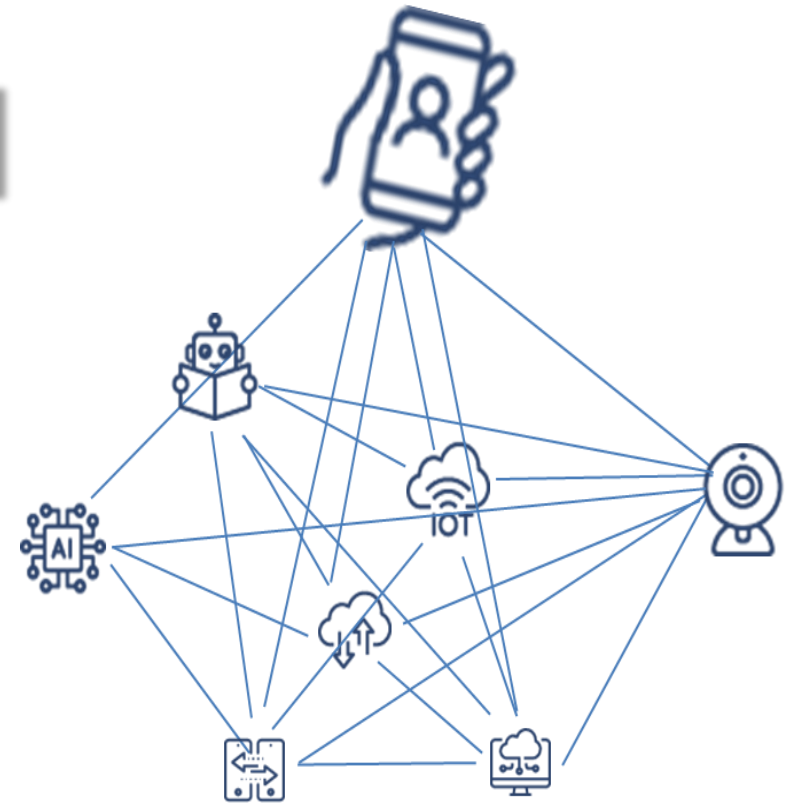
Building Blocks

Required to enable Tax Administration 3.0

Moving Taxation Processes into Taxpayers' Natural Systems

What is the end result of TA 3.0?

- **Seamless taxation**
- **Reduced burdens**
- **Targeted data flows**
- **Greater fairness/lower tax gaps**
- **More flexible systems**
- **Greater tax certainty**



FORUM ON TAX ADMINISTRATION

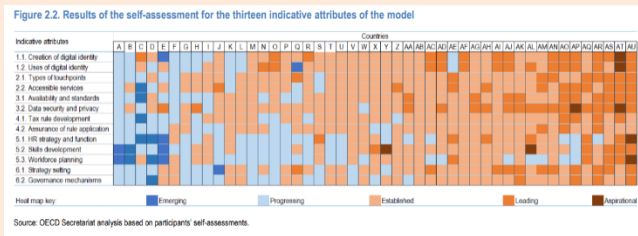
WORK COMPLETED AND NEXT STEPS

Tax Administration 3.0

Phase 1 - 2021-2022

Assessment tools

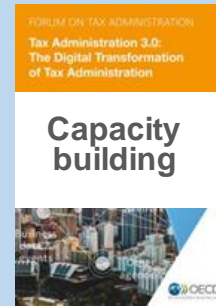
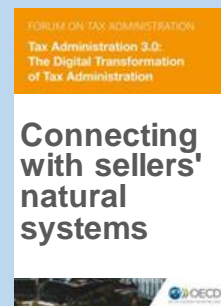
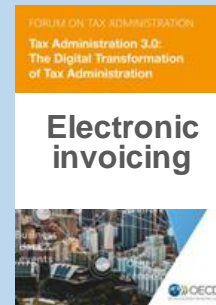
Maturity model



Technology Initiatives



Reports



Knowledge sharing

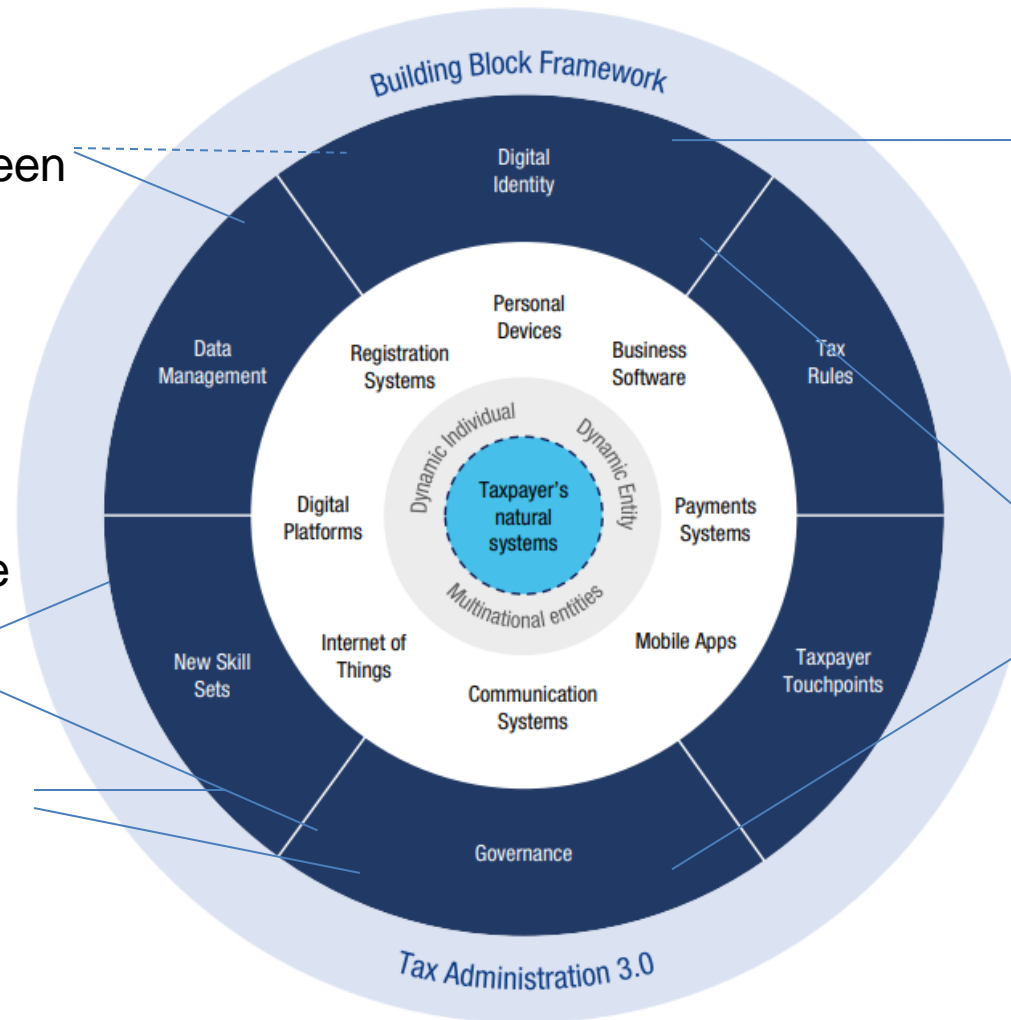


Projects align with the TA 3.0 building blocks

Project A: Seamless transfer of information between tax administrations electronically – Proof of Concept

Project C: TA3.0 transformation strategy core components

Project D: Enhancing the trustworthy use of Artificial Intelligence (AI) in tax administration



Project B: Digitally connecting a tax administration and a third party to agree the identity of a mutual customer - Proof of Concept

Project E: Digital identity foundations across borders

Wider engagement

- **Maturity model workshops**
- **Engagement with regional tax administrations**
- **Opening-up more virtual FTA meetings**
- **TIWB – Digitalisation of Tax Administrations**

Thank you

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