# FORUM ON TAX ADMINISTRATION
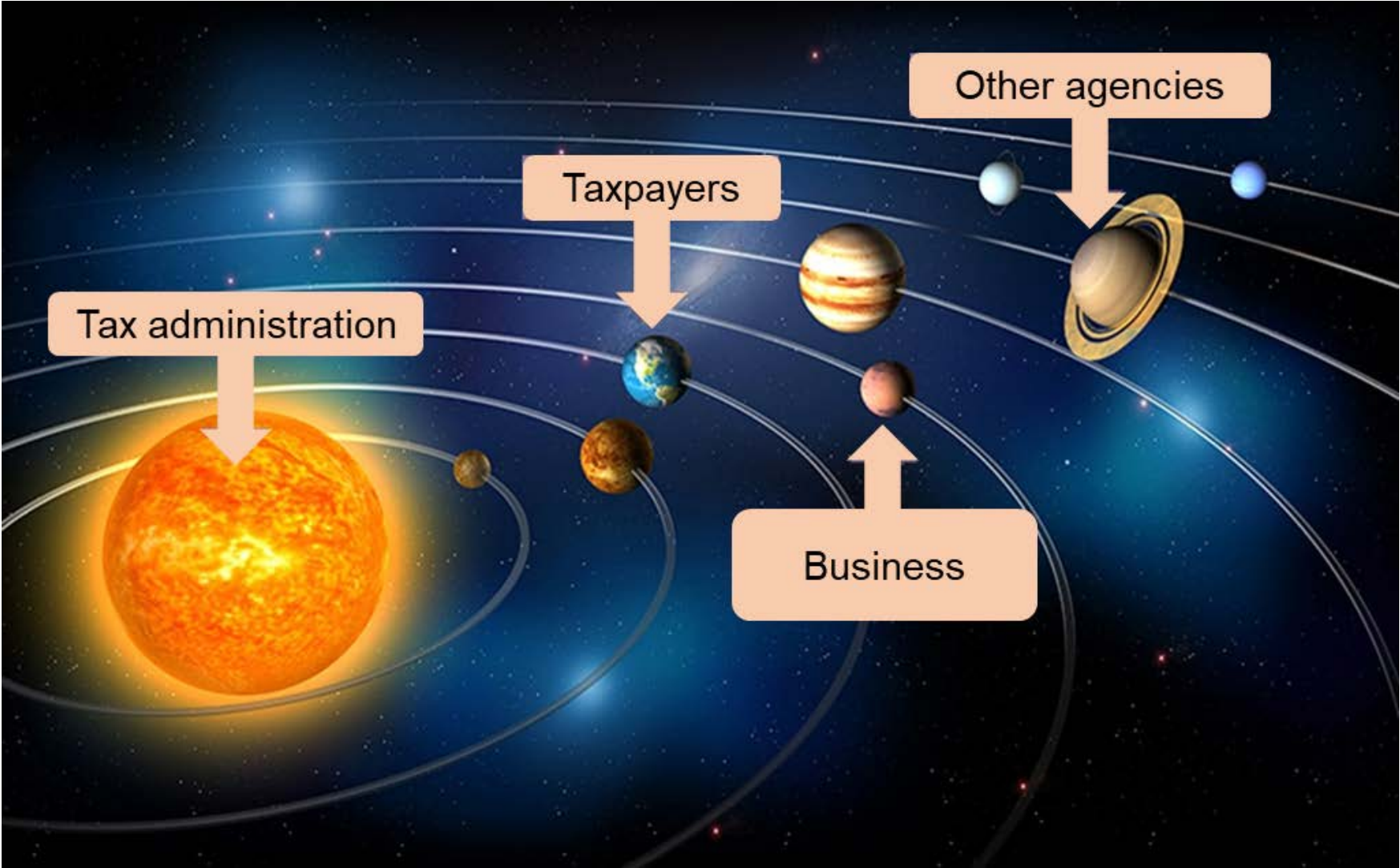
# DIGITALISATION AND DIGITAL TRANSFORMATION OF TAX ADMINISTRATIONS

Peter Green, OECD FTA Secretariat

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# Tax Administration 2.0 - Mindset

# Why change?

**New challenges:**

- Changing working patterns
- Evolving business models
- Interconnected ecosystems
- Whole-of-Government approach

**Current limitations:**
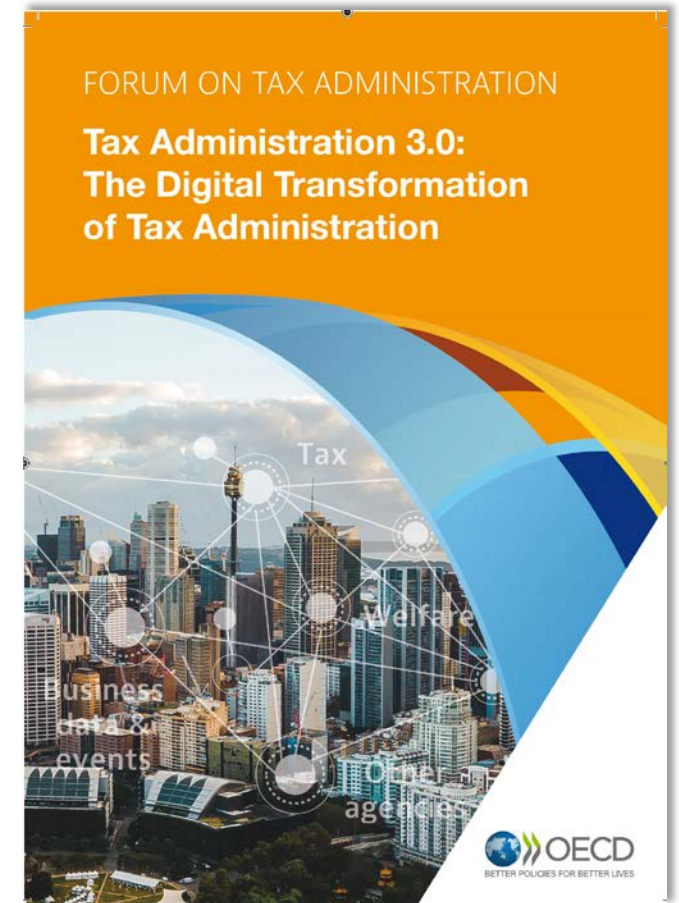
- Sticky tax gaps
- Heavy compliance burdens
- Falling behind expectations
- Increasing frictions
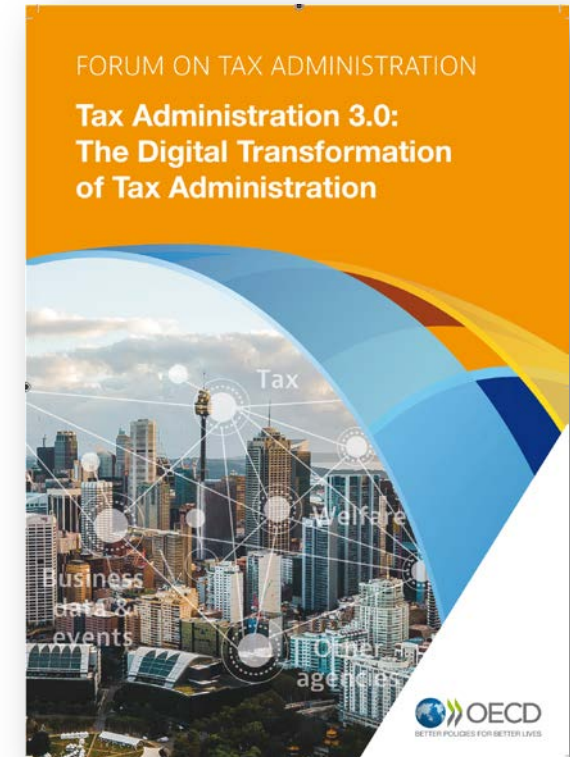- Data privacy and protection

# The Tax Administration 3.0 is a vision of future tax administration

- Bases on collaborative work done within tax administrations.

- Core vision is that taxation processes are embedded into taxpayers' natural systems

FORUM ON TAX ADMINISTRATION

Tax Administration 3.0:
The Digital Transformation
of Tax Administration

Tax
Welfare
Business
data &
events
Other
agencies

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# Tax Administration 3.0: Outcomes

- Seamless taxation
- Reduced burdens
- Lower opportunity costs
- Reduced tax gaps
- Taxation evolves within the ecosystem
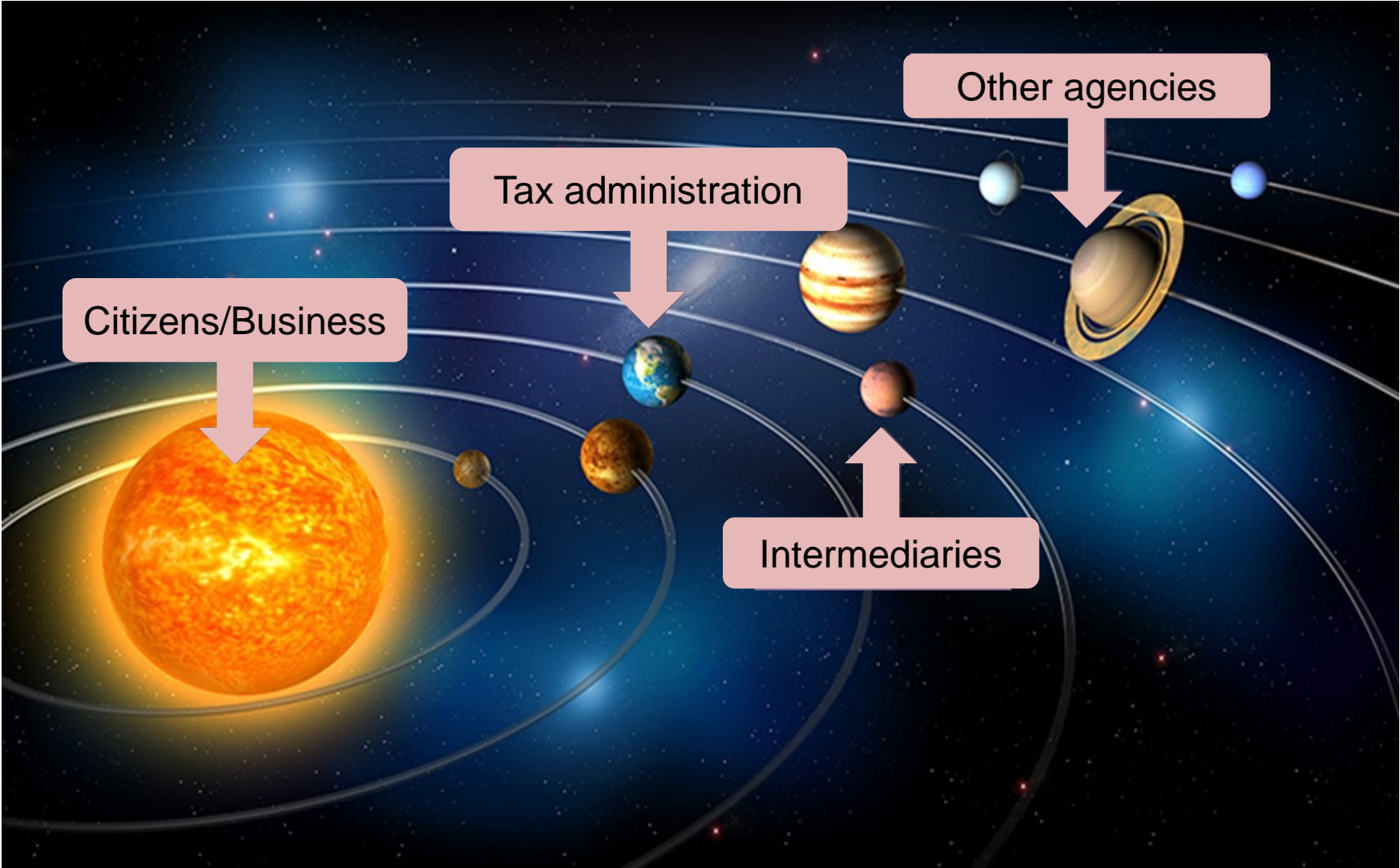- Whole of government enabled
- Data privacy and protection enhanced

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**Tax Administration 3.0:
The Digital Transformation
of Tax Administration**

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https://www.oecd.org/tax/forum-on-tax-administration/publications-and-products/tax-administration-3-0-the-digital-transformation-of-tax-administration.htm

# FORUM ON TAX ADMINISTRATION

## THE LEADERSHIP CHALLENGE

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# Tax Administration 3.0 - Mindset

# The Leadership Challenge

## Internal

| Culture and values | Governance structure | Capabilities |

## External

| Co-owning the vision | Understanding and engaging with the ecosystem | Co-design |