ANNEX 1 – OUTLINE

GUIDE TO DIGITALIZATION OF REVENUE AUTHORITIES

I – DIGITAL TAX ADMINISTRATION ROADMAP

Chapter 1 – Introduction and overview

1.1 Importance of digitalization

1.2 Challenges faced by countries in digitalization

Chapter 2 – Developing a roadmap to digitalization

2.1 Introduction.

2.2 Conditions for a successful digital transformation.

2.3 Overarching principles of digitalization projects

2.4 Key steps to digitalization

2.5 Constraints faced by organizations when implementing digital tools

II – LEGAL FRAMEWORK

Chapter 3 – Review of Existing Laws

3.1 Introduction

3.2 Government Functions / Tax Administration's Structure

3.3 Constitutional and Human Rights Consideration

3.4 Preliminary research on existing legal framework

3.5 Phasing off Legislation

3.6 Key Considerations for Legislative changes towards Digitalization

3.7. Outdated Tax Codes

Chapter 4 – New and Updated laws

4.1 Necessity for legislative overhaul

4.2 Key Components of new laws

III: DATA GOVERNANCE FRAMEWORK

Chapter 5 – Data Governance Strategy and Framework

5.1 Background and Foundation

5.2 Moving to Practice: Setting up a Data Governance program

5.3 Challenges in Setting up a Data Governance Framework

5.4 Special Challenges Faced by Developing Countries in Setting Up a Data Governance Framework

5.5 Country Specific Programs

Chapter 6 – Data collection

6.1 Sources Of Data

6.2 Data Collection Tools

6.3 Types of Data Available to Tax Authorities

6.4 Data Quality Data

6.5 Data Mining & Analytics

6.6 Unstructured Data in Tax Administration

6.7 Avoiding Duplication of Taxpayer Registration Data

6.8 Obstacles to Obtaining Data

Chapter 7 – Use of data

7.1 Data Storage
7.2 Data Usage
7.3 Data Archival & Destruction
7.4 Data Safeguards
7.5 Data Policy

IV – INNOVATIVE TECHNOLOGIES

Chapter 8- Innovative technologies

8.1 Introduction
8.2 Artificial Intelligence
8.3 Natural Language Processing
8.4 Block Chain
8.5 Robotics Process Automation
8.6 Chatbot
8.7 Process Mining
8.8 Cloud Computing
8.9 Business Intelligence
8.10. ETL – Extract, Transform, Load
8.11. Optical Character Recognition - OCR
8.12. Low Code / No Code

CASE STUDIES