



BACKGROUND NOTE

IOTA Digital Workshop Digital Identity and eGovernment in the Tax Domain

22-23 April 2026
Digital Event via Microsoft Teams

BACKGROUND

The digital transformation of tax administrations is increasingly reliant on secure and user-friendly digital identification systems. Digital identity is fundamental for efficient tax administration and service delivery, improving compliance, fraud prevention and data usage across Governments.

The digital workshop will explore the development and implementation of digital identity solutions that enable seamless, trusted and privacy-compliant access to eGovernment platforms, exploring implementation models and technologies, governance features, and future trends to enable cross-border identity.

Participants will have the opportunity to exchange experiences on national ID frameworks, authentication standards, and cross-border interoperability, with a particular focus on their application in tax administration, as well as understanding the challenges of the deployment of various digital identity solutions.

OBJECTIVES

The workshop aims to enhance tax officials' knowledge about international frameworks/standards and practical implementation options of digital identity, and how tax administrations could leverage data and technologies to facilitate taxpayer digital interactions at the national and international level. Exploring best practices and innovative approaches, the event will provide insights for integrating secure digital identities into tax processes (e.g. registration, filing, payment, etc.), thereby improving efficiency, data protection, and user experience.

The main objectives of the event:

- › Build a shared understanding of the strategic role of digital identity in modern tax administration
- › Present best practices and innovative approaches from tax administrations/Governments developing digital identity initiatives, including implementation models and technologies
- › Analyse governance features, including data protection, security, risk management, and accountability
- › Support peer exchange related to digital identity practical implementation, including systems architecture, interoperability, risk mitigation practices, and cross-border solutions.

The digital identity area is governed by a set of regulations aimed to build secure and interoperable systems, to be presented during the event, together with the main functionalities of the common EU digital identity solutions (technical architecture, reference framework, and standards).



EXPECTED OUTCOMES

The expected outcomes of the digital workshop are as follows:

- › Improved understanding of digital identity frameworks and key concepts applicable to taxation to guide digital identity strategies for tax administration
- › Identify digital identity models for various tax use cases
- › Case examples on digital identity solutions in tax administrations and/or Governments
- › Practical insights into implementation challenges, risk mitigation and governance models for managing digital identity
- › Enhanced partner experience through simplified, secure digital interactions
- › Broaden perspective on the benefits of Government platforms development to facilitate citizens' and businesses' access to digital services
- › Support peer exchange related to digital identity practical implementation, including architecture at the national level.

METHODOLOGY

The event will be a combination of presentations, Q&A sessions, and discussions in plenary and in virtual breakout groups. As the event is being held digitally, there is no limit to the number of participants who can attend the sessions of this IOTA digital workshop.

The participants will have the opportunity to raise questions and explore the topic further during the Q&A sessions.

The group discussion session(s) will offer an opportunity for the participants to reflect on their own experiences, share their approaches, discuss problems, and consider solutions to any outstanding issues through a free exchange of information.

On the last day of the event, an open debate session will summarise the outcomes of the workshop.

TARGET AUDIENCE

The digital workshop is aimed at tax officials from IOTA member countries who are specialised or have a strong interest in **digital identity management, authentication, taxpayer registration, electronic services, regulatory and technical expertise governing taxpayer identification** (e.g. data protection, security).

REQUIRED INPUT

Please note that it is not possible to provide any interpretation facilities, and IOTA expects that all participants will have sufficient language skills for active participation in English.

Aiming to meet the outcomes of the workshop, the participants registered for the group discussion(s) should ensure their commitment to active participation. **It is important that participants of the group discussion sessions take time to prepare for the debate and read the documents (the case study and the subsequent questions).**

