



IOTA Digital Workshop
Systems integration: a game changer
for taxpayer engagement with tax administration

30 September – 1 October 2026
Digital Meeting via Microsoft Teams

Draft AGENDA

WEDNESDAY, 30 SEPTEMBER 2026

OPPORTUNITIES AND STRATEGIC FOUNDATIONS OF SYSTEMS INTEGRATION

- 09:30 – 10:00** **Connection and access to the event by registered participants**
Registered online participants will be able to connect before the start of the event and test the access and functioning of the online platform.
- › Registered participants
- 10:00 – 10:10** **Welcome Address & Introduction to the Workshop**
Welcome by IOTA Secretariat; introduction to the workshop objectives, expected outcomes, and practical arrangements
- › Elena Timofte & Alexandros Roukalis, IOTA Secretariat
- 10:10 – 10:40** **Session 1 Setting the Scene: Why Systems Integration Matters for Modern Tax Administration**
This session will offer a keynote presentation providing an overview of how interoperable systems can support sustainable compliance ecosystems, improve efficiency, and enable machine-to-machine and potentially real-time transfer of tax-relevant data.
- › International organisation
- 10:40 – 11:30** **Session 2 Integrated Systems as a Driver of Digital Transformation**
This session will explore opportunities created by integrated systems - once-only principle, compliance-by-design, digital-ready policymaking, and embedding taxation services into taxpayers' information systems.
- › Country/Observer presentation
 - › Q&A
- 11:30 – 11:50** **Coffee Break**

**IOTA**Intra-European Organisation
of Tax Administrations**11:50 – 12:40** **Session 3 Best Practices in Digital Integration with Taxpayers' Systems**

This session will present practical examples from tax administrations on integration in areas such as digital identity, real-time reporting, e-invoicing, automated return filing, PAYE/payment systems, and upstream compliance activities.

- › Countries presentations
- › Q&A

12:40 – 13:10 **Session 4 Panel Discussion: How Could Integration Change the Tax System?**

Panellists will exchange their views and perspectives on opportunities for taxpayers and administrations, including improved taxpayer journey, reduced administrative burden, better data availability, and new service models.

- › Pannelists and participants
- › IOTA Secretariat

13:10 – 13:25 **Session 5 Interactive Q&A and Reflections**

Participants will be invited to raise questions and share reflections on opportunities, risks, and early lessons from their administrations.

- › IOTA Secretariat

13:25 – 13:30 **Wrap-up of Day 1 and Preview of Day 2**

Summary of key takeaways and concluding remarks.

- › Elena Timofte, IOTA Secretariat

**IOTA**Intra-European Organisation
of Tax Administrations**THURSDAY, 1 OCTOBER 2026****POLICY, TECHNOLOGY, DATA MANAGEMENT AND FUTURE COOPERATION**

- 09:30 – 10:00** **Connection and access to the event by registered participants**
Registered online participants will be able to connect before the start of the event and test the access and functioning of the online platform.
- › Registered participants
- 10:00 – 10:10** **Recap of Day 1 and Introduction to Day 2**
Summary of key insights and framing of the second day around implementation challenges and cooperation.
- › Elena Timofte & Alexandros Roukalis, IOTA Secretariat
- 10:10 – 10:50** **Session 6 Policy and Legislative Challenges for Interconnected Systems**
This session will examine key policy challenges and viable solutions to facilitate taxpayer compliance through automated data access, data transfer, and systems integration.
- › Country Presentations
 - › Q&A
- 10:50 – 11:40** **Session 7 Technological Requirements and Software Tools for Systems Integration**
This session will explore technology architecture, interoperability, APIs, software tools, third-party solutions, security, scalability, and operational readiness for integration between tax administrations, taxpayers, and third parties.
- › Country/Observer presentation
 - › Q&A
- 11:40 – 12:00** **Coffee Break**
- 12:00 – 12:40** **Session 8 Data Management for Seamless Operations and Taxpayer Journey**
This session will focus on data quality, governance, access, analytics, real-time data use, and the role of data management in efficient operations and taxpayer services.
- › Countries presentations
 - › Q&A

**IOTA**Intra-European Organisation
of Tax Administrations**12:40 – 13:10** **Session 9 Panel Discussion: From Integration to Cross-Border Cooperation**

Panellists will discuss further IOTA actions to strengthen cooperation between members on integrated data systems, with attention to increased cross-border interactions.

- › Pannelists
- › IOTA Secretariat

13:10 – 13:25 **Session 10 Key Takeaways and Participant Reflections**

Participants will be invited to identify practical lessons, cooperation needs, and possible follow-up areas for IOTA members.

- › Participants
- › IOTA Secretariat

13:25 – 13:30 **Wrap-up & Conclusions**

Summary of outcomes, next steps, and closing by IOTA Secretariat.

- › Elena Timofte, IOTA Secretariat

13:30 **End of the Workshop**