IOTA
Intra-European Organisation of Tax Administrations

IOTA Digital Workshop
Systems Integration: a Game Changer for Taxpayer Engagement with Tax Administration

30 September – 1 October 2026
Digital Event 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 – 10:20 — ***Session 1*** **Sharing the Opportunities of Systems Integration**

The session will facilitate peer-sharing among participants, identify concrete use cases of systems integration, discover approaches and early lessons from their administrations and collectively identify the next integration opportunities.

- Interactive poll
- Participants
- IOTA Secretariat

10:20 – 11:20 — ***Session 2*** **Best Practices in Digital Integration with Taxpayers' Systems**

This session will explore how interoperable systems can support sustainable compliance ecosystems, improve efficiency, and enable machine-to-machine and real-time transfer of tax-relevant data. Case studies and discussions will highlight the importance of data reporting systems and standardization towards digital transformation.

- *Seamless Taxation Through Data and Interoperability* by **Mrs Eveliina Hannula, Tax Administration, Finland**
- *Tax-Relevant Data Reporting Systems* by **Mrs Magdalena Grădinaru and Mr Albert Fruth, Tax Administration, Romania**

11:20 – 11:40 — ***Coffee Break***

11:40 – 12:30	***Session 3*** **Integrated Systems as a Driver of Digital Transformation**

This session will further explore opportunities created by integrated systems - once-only principle, compliance-by-design, digital-ready policymaking, and embedding taxation services into taxpayers' information systems.

- *Integrated Tax Systems: the Infrastructure behind Transformation and Continuous Modernization* by **Mrs Loren Rose**, **Fast Enterprises**
- *Frictionless Compliance via Data Automation and Interoperability* by **Mr Chris Hall & Mrs Ellen van Daal**, **Vertex, Inc.**

12:30 – 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:**
  - Mrs Eveliina Hannula, Finland
  - Mrs Magdalena Gradinaru, Romania
  - Mr Albert Fruth, Romania
  - Mr Chris Hall, Vertex
  - Mrs Loren Rose, Fast Enterprises

13:10 – 13:30	***Session 5*** **Interactive Q&A and Reflections**

Participants are welcomed to raise questions and share reflections and perspectives on opportunities, risks, and early lessons from their administrations.

- Participants
- IOTA Secretariat

13:30 – 13:40	**Wrap-up of Day 1 and Preview of Day 2**

Summary of key takeaways and concluding remarks.

- Elena Timofte, IOTA Secretariat

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 – 10:40 — ***Session 6*** **Technological Requirements and Software Tools for Systems Integration**

This session will present an example of a governance approach for efficient systems integration, including system architecture, interoperability and Application Programming Interfaces, organisational culture and operational readiness in tax administration.

- *Embedding Tax Compliance into Everyday Business Systems: Exploring how Interoperable Architecture, APIs, Trusted Data, and Operational Readiness Enable Secure, Scalable Integration* by **Mrs Kelly Collins, Tax Administration, Australia**
- **Q&A**

10:40 – 12:00 — ***Session 7*** **Policy and Legislative Challenges for Interconnected Systems**

This session will examin the role of regulations and implementing the Rules as Code principle for effective real time economy and taxpayer compliance through automated data access, data transfer, and systems integration.

- *Regulation in the Real-Time Economy* by **Mrs Anna Nordén, Sovos**
- *Rules as Code – OECD projects and Swedish Tax Agency's Experience* by **Mr Tomas Algotsson, Tax Administration, Sweden**
- *Systems Integrations in the Brazilian VAT Tax Reform* by **Mr Vinicius Pimentel de Freitas, CIAT**
- **Q&A**

12:00 – 12:20 — ***Coffee* Break**

12:20 – 12:50	***Session 8*** **Data Management for Seamless Operations and Taxpayer Journey**

This session will focus on practical use case on data quality, governance, access, analytics, real-time data use, and the role of data management in efficient operations and taxpayer services.

- *Leveraging Payment Data to Simplify Tax Compliance* by **Mr Carlo Ferraioli, Italy**
- **Q&A**

12:50 – 13:10	***Session 9*** **Key Takeaways and Participants' Reflections**

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

- Participants
- IOTA Secretariat

13:10 – 13:20	**Wrap-up & Conclusions**

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

- Elena Timofte, IOTA Secretariat

13:20	**End of the Workshop**