



BACKGROUND NOTE

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

30 September – 1 October 2026
Digital Meeting via Microsoft Teams

BACKGROUND

Systems interoperability highly contributes to a sustainable ecosystem that facilitates compliance and maximises the efficiency of tax administration.

Businesses and administrations are continuously developing applications and systems that allow machine-to-machine and potentially real-time transfer of data and information for tax purposes. Connecting stakeholders' systems and incorporating taxation services and processes into taxpayers' information systems would enable the implementation of strategic drivers for digital transformation, as the once-only principle, compliance-by-design and digital-ready policymaking.

The event seeks to facilitate knowledge sharing on **how to achieve systems integration among tax administrations, taxpayers and third parties**, and provide key considerations on process reengineering, technological tools and data management.

OBJECTIVES

This digital workshop aims to broaden perspectives on the **opportunities enabled by interconnected systems and how integration could change the tax system**.

Many tax administrations already receive data automatically from taxpayers' systems on core tax processes, as for example digital identity, real time reporting (e.g. e-invoicing), returns management (e.g. automated software for VAT return filing), payment system (e.g. PAYE), and upstream compliance activities.

Continuous technological advancements implemented by all stakeholders involved in the taxation landscape could further facilitate new systems architecture, embedding taxation services and processes into taxpayers' systems based on new digital-by-design rules, and allowing more complex data management and data analytics.

Specifically, the workshop will focus on the following **key topics**:

- › **Analyse best practices** adopted by tax administrations for digital integration with taxpayers' systems on core tax processes
- › **Identify key policy challenges and viable solutions** to facilitate taxpayer compliance using interconnected systems for automated data access, transfer and integration
- › **Explore technological requirements and software tools** facilitating integration of systems developed by tax administrations, taxpayers and third parties

- › **Highlight the key role of data management** to ensure efficient operations and seamless taxpayer journey
- › **Explore further IOTA actions** to strengthen cooperation between members integrated data systems, considering the increased cross-border interactions.

EXPECTED OUTCOMES

The expected outcomes of the digital workshop are as follows:

- › Enhance knowledge on the **opportunities of integrated data systems**, both for taxpayers and tax administrations
- › Gain practical insights on embedding tax processes into taxpayers' system, including **legislative, technical and operational perspectives**
- › **Share practical experiences and real use cases/proofs of concept** regarding systems integration
- › Build up and maintain a **network** of senior officials/experts from IOTA member tax administrations.

METHODOLOGY

The event will be a combination of keynote presentations, panel discussions, interactive polls, Q&A, and discussions in plenary. As the event is being held digitally, there is no limit to the number of participants who can attend the sessions of this IOTA Forum.

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

The plenary discussion sessions 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.

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

TARGET AUDIENCE

The digital workshop is aimed at tax officials from IOTA member countries who are specialised or have a strong interest in **process automation, data collection and data management, core tax processes, electronic services**.

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. Active participation is highly recommended to meet the objectives of the event.