

## **USAID FISCAL REFORM PROJECT**

### **WORKSHOP ON INFORMATION TECHNOLOGY SYSTEMS & REVENUE MANAGEMENT IN THE DEVELOPING AND TRANSITION ECONOMIES**

**February 23-24 2006**

*Venue - Washington, DC*

#### **Concept:**

**Day 1** – Status quo/developments over the past 10 years: most sessions in Day 1 would touch on system/software costs, implementation/adaptation time and training costs.

**Day 2** – Where IT can take revenue management in the Developing and Transition Economies over the next 5 years.

**Proceedings** will be edited and published

#### **DAY 1 CRITICAL IT CHALLENGES FOR REVENUE MANAGEMENT**

**08.30- 09.00: Registration**

**09.00-09.15: Opening comments - USAID**

**09.15-10.00: IT Systems in Revenue Administrations – Past, Present and Future**

Richard Ainsworth, Boston University & General Counsel, Taxware

**10.00-11.00: The Use of IT systems to improve Efficiency of Revenue Administration**

*Prof. Malcolm Lane, Executive Director, Bearing Point, and James Madison University*

**11.00-11.30: Coffee**

**11.30-1.00: Customs Administrations and IT Development**

*Tony Mort, Gareth Davies, Jean Jacques Guy, (ASYCUDA)*

**1.00-2.00: Lunch**

**2.00-2.45: IT Systems for VAT**

*Crown Agents/Bearing Point/PWC/Taxware*

**2.45-3.30: Digital Vat and Development**

Richard Ainsworth, Boston University & General Counsel, Taxware

**3.30-3.45: Coffee**

**3.45- 4.30: IT Systems in Income Tax**

*Bearing Point, PwC, Crown Agents, GTZ (others???)*

**4.30-5.30: Other Business Process Re-engineering in Support Functions** (Revenue Accounting, Performance Appraisal, VAT Refunds, dovetailing of revenue silo systems)

*Presenters???*

**5.30 Conclusion and wrap up of Day 1**

**6.00 Welcome Reception - Location**

**DAY 2 - LEADING EDGE IT DEVELOPMENTS IN REVENUE SYSTEMS**

**08.30- 09.00: Registration**

**9. .00-9.30: US-IRS: Modernization Experience (Income Tax)**

*John Reece, former CIO and Modernization Chief, IRS*

**9.30-10.00: Florida Revenue Department – Modernization (Sales/VAT)**

*Jim Evers, Director, Revenues, Florida State*

**10.00-10.30: Panel discussion:**

Based on these 2 presentations lead a "highly audience interactive" discussion searching for the differences before the break.

Rationale:

This session will discuss the differences between the IT income tax (failure) of the IRS and the IT sales tax (success) of Florida, with the direction of the argument pushing the audience to see that there are good "digital-tax-laws," and "impossible-to-digitize-tax-laws." It is more than the size of the IRS that caused its failure; to what degree is it attributable to (a) the type of tax, and (b) the extreme complexity of the US version of the tax?

Can policy makers write laws (and prefer those taxes) that pass a "digitization" test?

**10.30-11.00: Coffee**

**11.00-12.00: Customs Developments: (GovernmentExecutive Vision, Crimson Logic – Singapore/Ghana/Mauritius, MicroClear, TIMS, Alice etc.)**

*Jean J. Guy*

**12.00-1.00: E-filing: Singapore, Ireland, others?**

**1.00-2.00: Lunch**

**2.00-3.00: Country Models: Two DTEs and Two Developed Economies (15 mins each?)**

**DTEs**

- *South African Revenue Services – pioneer in organizational modernization with IT*

- *Egypt – Work engines? (Bearing Pt., Alan Robinson)/ Singapore/Latin America?*

*Singapore?*

**Developed Economies**

- *Canada – taxpayer service developments/British Columbia: Accounts Receivable*

- *Ireland/New Zealand*

**3.00-4.00: What the ERPs can do to improve revenue management: Benefits & Costs (each asked to address the following issues)**

(a) ERP in the Revenue Administration

(b) ERP and the E-filing solution.

(c) ERP and the certified service provider

*SAP, ORACLE, others??*

**4.0-4.30: Coffee**

**4.30-5.30: Business Panel Discussion: What is needed and where – are there regional/global solutions?**

-The business panel/group will likely say collectively, "This is what our ERP and tax filing situation is today, and this is what would make our job easier, and this is how you can use technology to help us get you your money."

- Where is it appropriate to look for a Regional IT Solution? (a) Because the companies are global and (b) because the ERP systems are global, then (c) in what degree should the tax solutions be regional?

**5.30-6.00: Conclusion and wrap up of Day 2**