



40th CATA ANNUAL TECHNICAL CONFERENCE 2019

Syndicate Session Group 1
Barriers of Digitisation

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Potential Barriers

- Technical capacity - lack of IT literate staff
- Funding – lack of funds
- IT literacy of “clients”
- Implementation of IT Tools – timely implementation and the knowledge of the tool

Challenges

- Integration of tax agency software – making it fit into legislation
- Outsourcing of IT development
- Internal development – setting up a team of IT experts
- Optimisation of IT technology – value for money

Challenges

- Resistance to change – employee training
- Complex Tax Law – changes in IT system
- Legacy system – expensive to maintain or no longer supported
- Cybersecurity – need to safeguard data by means of a “buffer zone”

Challenges

- Inappropriate legislation
- Data extraction
- Senior Management & Political support
- Lack of IT literacy

Challenges

- Lack of the necessary infrastructure in place
- Integrating the solutions in the various parts of Government
- Duplication of functions – not requesting the same information more than once
- Streamline of software – common procedure codes for taxes ex penalties, files due dates

Overcoming Barriers

- Outsourcing of IT projects
- Obtaining funding by means of “results”
- On the job training
- Big data analysis –dedicated function to analyse date

Overcoming Barriers

- Fully fledged IT Department – IT Technicians & Technical experts
- Incentives to “upgrade” to comply
- Testing live with operators
- Establishing relationships with other Public Agencies – the sharing of data
- System integration – making it “work” across the board

Overcoming Barriers

- Appointing tax representatives
- Central agency for the collection of data
- Implementing risk based data extraction
- Forensic Analysis
- Cross training of professional so that understand tax & IT

Conclusions

- Common barriers and there is a lot of scope for the exchanges ideas so as to learn from our unique experience
- However there are some unique situations e.g lack of infrastructure in certain countries
- Customise the solution to our the country needs.



THANK YOU