

## Examples of tax administration digitalisation

Presentations and documentation related to digitalisation of tax administrations contributed by administrations worldwide.

Name	Description
<a href="#">Armenia – Artificial Intelligence and Machine learning</a>	A presentation from the Armenia State Revenue Committee on identifying tax fraud using Artificial intelligence and Machine learning.
<a href="#">Armenia - Online filing &amp; e-invoicing</a>	A report from the Armenia State Revenue Committee on electronic tax returns and electronic invoicing.
<a href="#">Chile - User Experience and digital services</a>	A presentation from the Internal Revenue Administration of Chile (Servicio de Impuestos Internos de Chile) on User experience and digital services.
<a href="#">CIAT- stakeholders in the digitalisation journey</a>	A presentation from the Inter-American Center of Tax Administrations (Centro Interamericano de Administraciones Tributarias - CIAT) on stakeholders in the digitalisation journey.
<a href="#">Georgia - Digital transformation journey</a>	A document from the Georgia Revenue Service on their digital transformation journey, spanning from the early 2000's to 2021.
<a href="#">Ghana - Digitalisation Journey</a>	A presentation from the Ghana Revenue Authority on their digitalisation journey.
<a href="#">Indonesia – Strategy and process towards a core tax system reform</a>	A document from the Indonesia Directorate General of Tax outlining the strategy and process towards their core tax system reform.
<a href="#">Indonesia – Elements of the core tax system reform</a>	A presentation from the Indonesia Directorate General of Tax visualising elements of their core tax system reform.
<a href="#">Indonesia - Natural Digital Tax System</a>	A document from the Indonesia Directorate General of Tax describing their Natural Digital Tax system.
<a href="#">Italy - Electronic invoicing</a>	A white paper from the Italian Revenue Agency (Agenzia Entrate) on Electronic Invoicing in Italy.

# FORUM ON TAX ADMINISTRATION

Name	Description
<a href="#">Kazakhstan – Technologies for improvement of tax administration</a>	A presentation from the Kazakhstan State Revenue Committee on Technologies for improvement of tax administration.
<a href="#">Kenya - Digital Transformation case study</a>	A case study from the Kenya Revenue Authority on their Digital Transformation Journey.
<a href="#">Kenya - Digitalisation challenges</a>	A document from the Kenya Revenue Authority outlining digitalisation challenges.
<a href="#">Liberia – Digitalisation successes</a>	A presentation from the Liberia Revenue Authority on their digitalisation successes.
<a href="#">Liberia - Tax Administration mobile Application</a>	This video, prepared by the Liberian Tax Administration, shows their mobile APP.
<a href="#">Liberia - Efiling Software</a>	This video, prepared by the Liberian Tax Administration, illustrates the efiling software.
<a href="#">Liberia - Direct transfer payment</a>	This video, prepared by the Liberian Tax Administration, explains how the direct transfer payment works.
<a href="#">Liberia – Expectations and requirements for funding digitalisation projects</a>	A presentation from the Liberia Revenue Authority on expectations and requirements from donors for funding digitalisation projects.
<a href="#">MAPS Secretariat - Methodology for Assessing Procurement Systems</a>	A presentation from the MAPS Secretariat on the Methodology for Assessing Procurement Systems (MAPS) and the support offered by the Secretariat.
<a href="#">Mexico – Solutions for improved taxpayer service and compliance</a>	A document from the Mexico Tax Administration Service on solutions for improved taxpayer service and compliance.
<a href="#">Norway - Data and Analytics</a>	A presentation from the Norwegian Tax Administration on Data and Analytics: Overview and an example of use.
<a href="#">Sweden - chatbot using Artificial Intelligence</a>	A presentation from the Swedish Tax Agency on their chatbot that uses Artificial Intelligence.
<a href="#">Thailand - Data Analytics</a>	A document from the Thai Revenue Department on their use of Data Analytics.

Name	Description
<a href="#">Thailand - Digital transformation overview</a>	A presentation from the Thai Revenue Department giving an overview of their digital transformation projects.
<a href="#">Thailand - Hackathon &amp; Tax Sandbox</a>	A document from the Thai Revenue Department on their Hackathon and Tax Sandbox projects.
<a href="#">Thailand - National Digital Identity Platform</a>	A document from the Thai Revenue Department on their National Digital Identity Platform.
<a href="#">Thailand - Open Application Programming Interface solutions</a>	A document from the Thai Revenue Department on their development of Open Application Programming Interface (API) solutions.
<a href="#">Thailand - Workforce changes</a>	A document from the Thai Revenue Department on their change in the workforce to develop a taxpayer centric mind-set.
<a href="#">World Bank Group – Funding tax administration digitalisation systems</a>	A presentation from the World Bank Group on funding tax administration digitalisation systems.