# Information Management and Utilization: Business Intelligence and Proper Data Mining, Evaluation and Utilization

**47th SGATAR Meeting**

**Chao, Wen-pin**
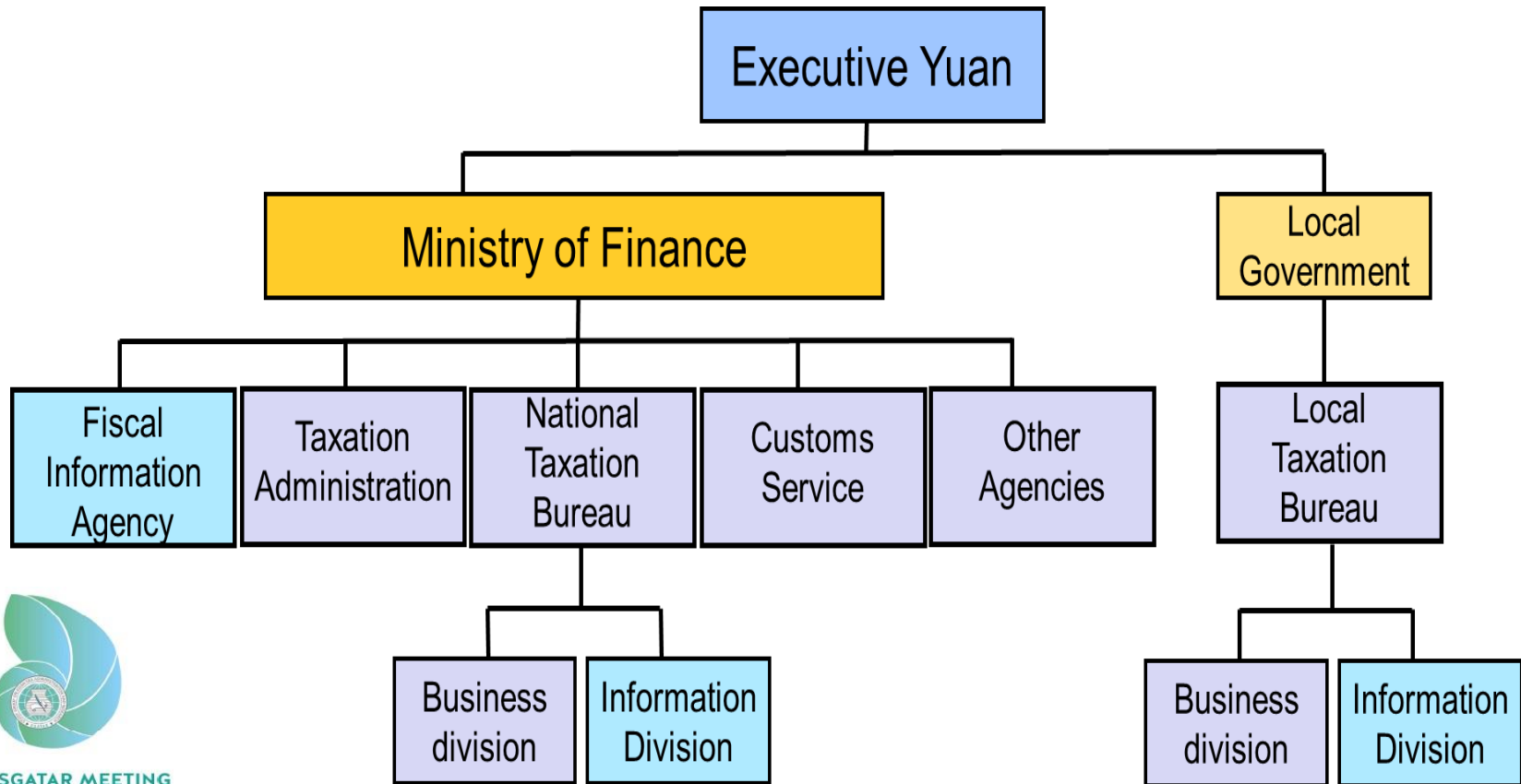
**Chinese Taipei**

Date of Presentation: 26-11-2017

# Agenda

❑Taxation System and Organization

❑Information Management and Utilization

❑Information Requirements

❑Information Processing and Confidentiality

❑Evaluation

# Taxation System and Organization

❑National tax, levied by the central government

❑Local tax, levied by local governments

# Taxation System and Organization

❑Responsibilities of information division

| Fiscal Information Agency | Taxation Bureau |
|---|---|
| 1. Planning | 1. Operating |
| 2. Project management | 2. Business management |
| 3. System designing and developing | 3. Requirement assessing |
| 4. Counseling | 4. Testing and training |
| 5. Assessing | 5. Trouble shooting and supporting |

# Information Management and Utilization

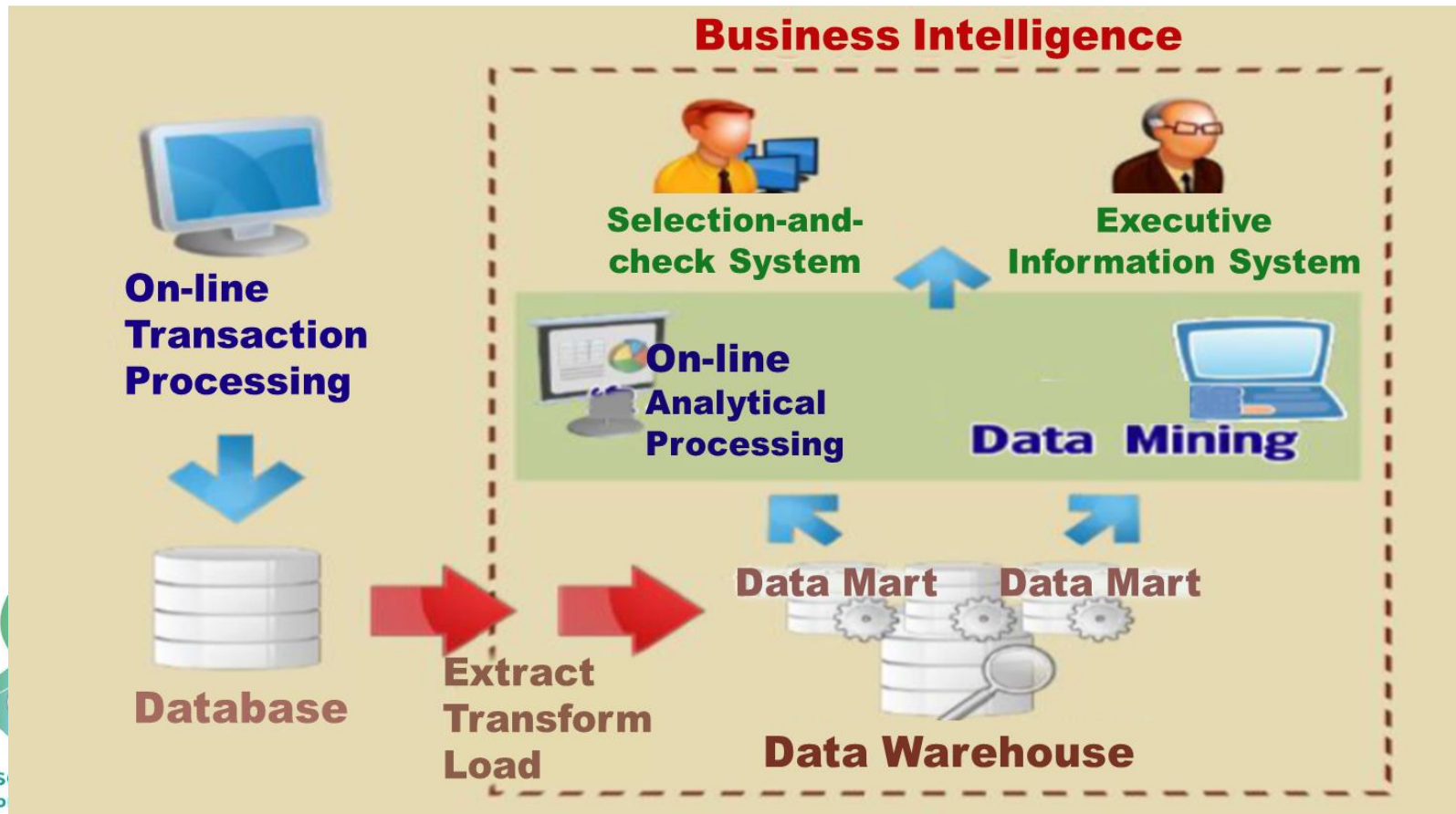□Tax information system reconstruction
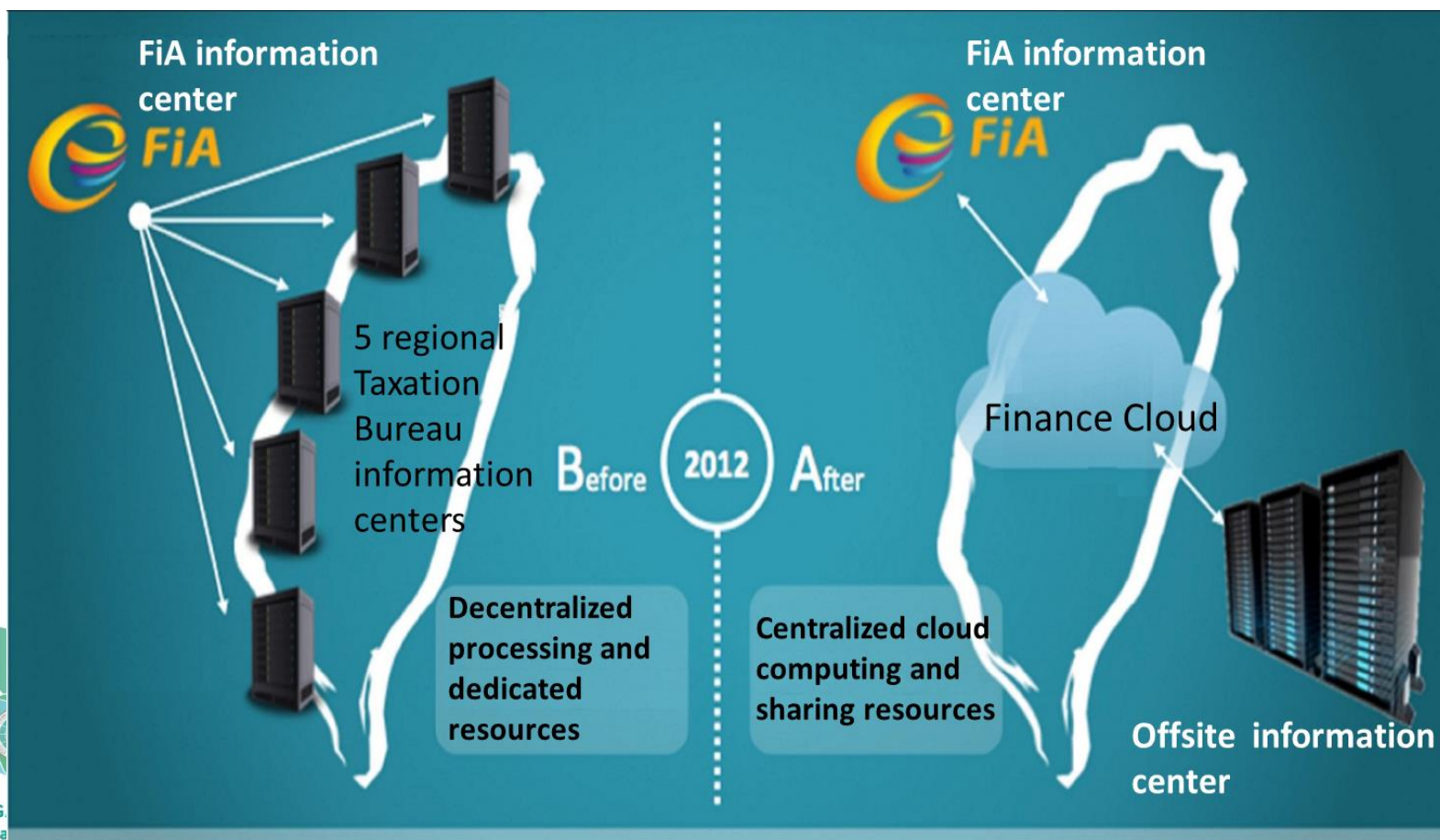
# Information Management and Utilization

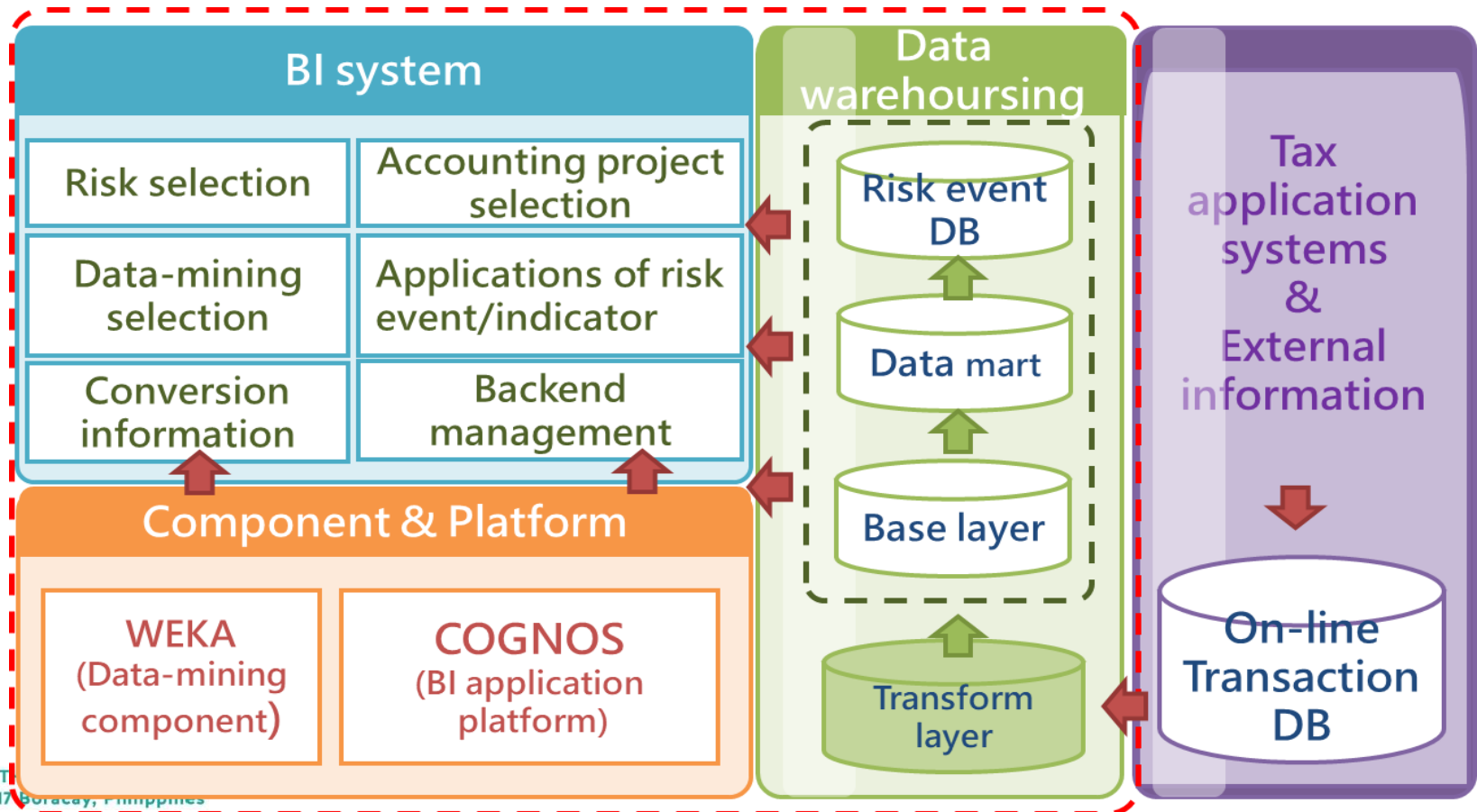☐ Policies of tax information system

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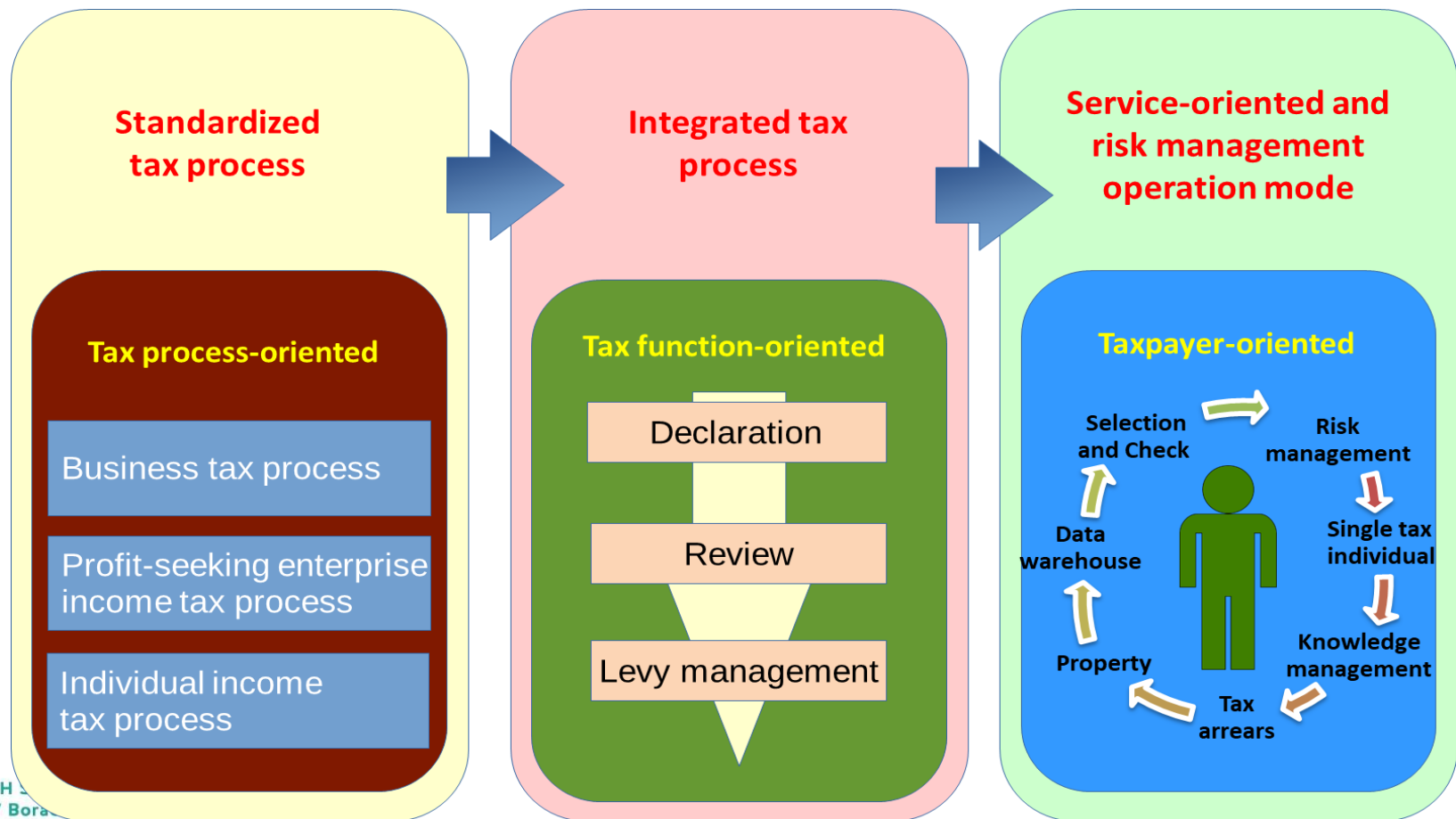
# Information Management and Utilization

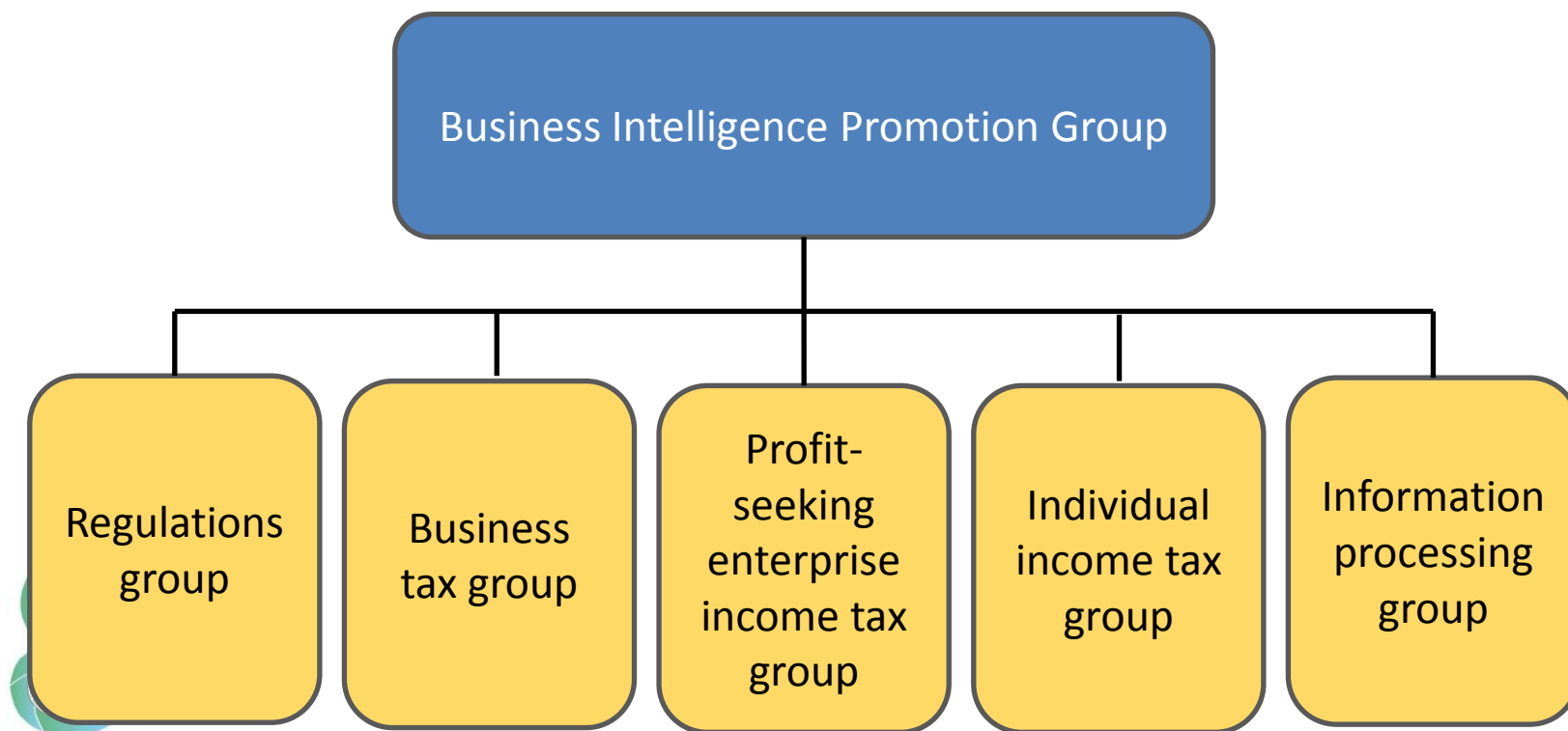❑Overall operation of business intelligence

# Information Management and Utilization

☐Business intelligence system architecture

# Information Management and Utilization

☐ Business Intelligence Promotion Group

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                    │ Business Intelligence Promotion Group │
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                                      │
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┌──────────┐ ┌──────────┐ ┌──────────────┐ ┌──────────┐ ┌──────────────┐
│Regulations│ │Business  │ │Profit-       │ │Individual│ │Information   │
│group     │ │tax group │ │seeking       │ │income tax│ │processing    │
│          │ │          │ │enterprise    │ │group     │ │group         │
│          │ │          │ │income tax    │ │          │ │              │
│          │ │          │ │group         │ │          │ │              │
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# Information Management and Utilization

❑Information quality assurance

| Accuracy | • Selection or case-by-case check → verify → summarize → determine criteria → create guidelines |
|---|---|
| Delivery and share | • Application → approval → execution<br>• Audit query and use regularly<br>• Review changing needs, content, format, IT and personnel |
| Management | • Access control policies, audit log, backup, gathering process<br>• Regular management reports |
| Capture and preservation | • Logical check through tax applications<br>• Database relevance and normalization<br>• Regular information checking program |

# Information Management and Utilization

## Challenges

- Information security and privacy issues
- Difficulty of integrating cross-organization information
- Government open data has become an international development trend
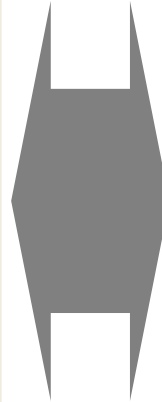
## Solutions

- Secure information systems and personal information
- Establish cross-organization information sharing platform
- Open government data and use big data technology to explore the value of services

# Information Requirements

❑Information types and sources

- Collected by taxpayers' declaration, investigators and government agencies

- Information from foreign jurisdictions

❑Purposes

- Prevention of transnational tax evasion, tax fairness and national tax income maintenance

# Information Requirements

❑Regulations and legislation

- Tax collection agency can require taxpayers to submit information or answer interpellation

- Taxpayer shall fill in the settlement declaration form, report to the tax collection authority and pay their tax before the declaration

- Exchange of information, tax assistance shall be conducted reciprocally in accordance with the provisions of treaties or agreements
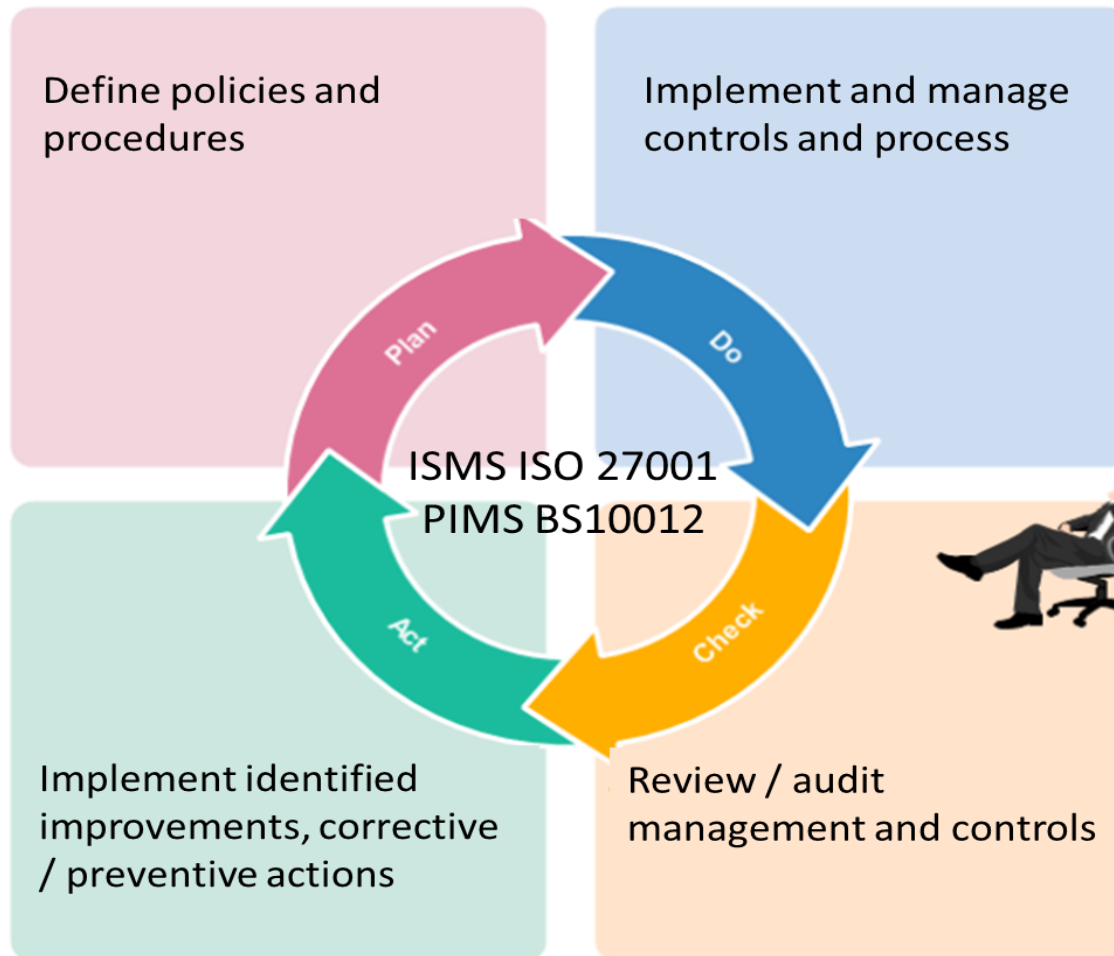
# Processing of Data and Confidentiality of Information

❑Overall information processing flow



Flow chart of information processing procedure of tax administration
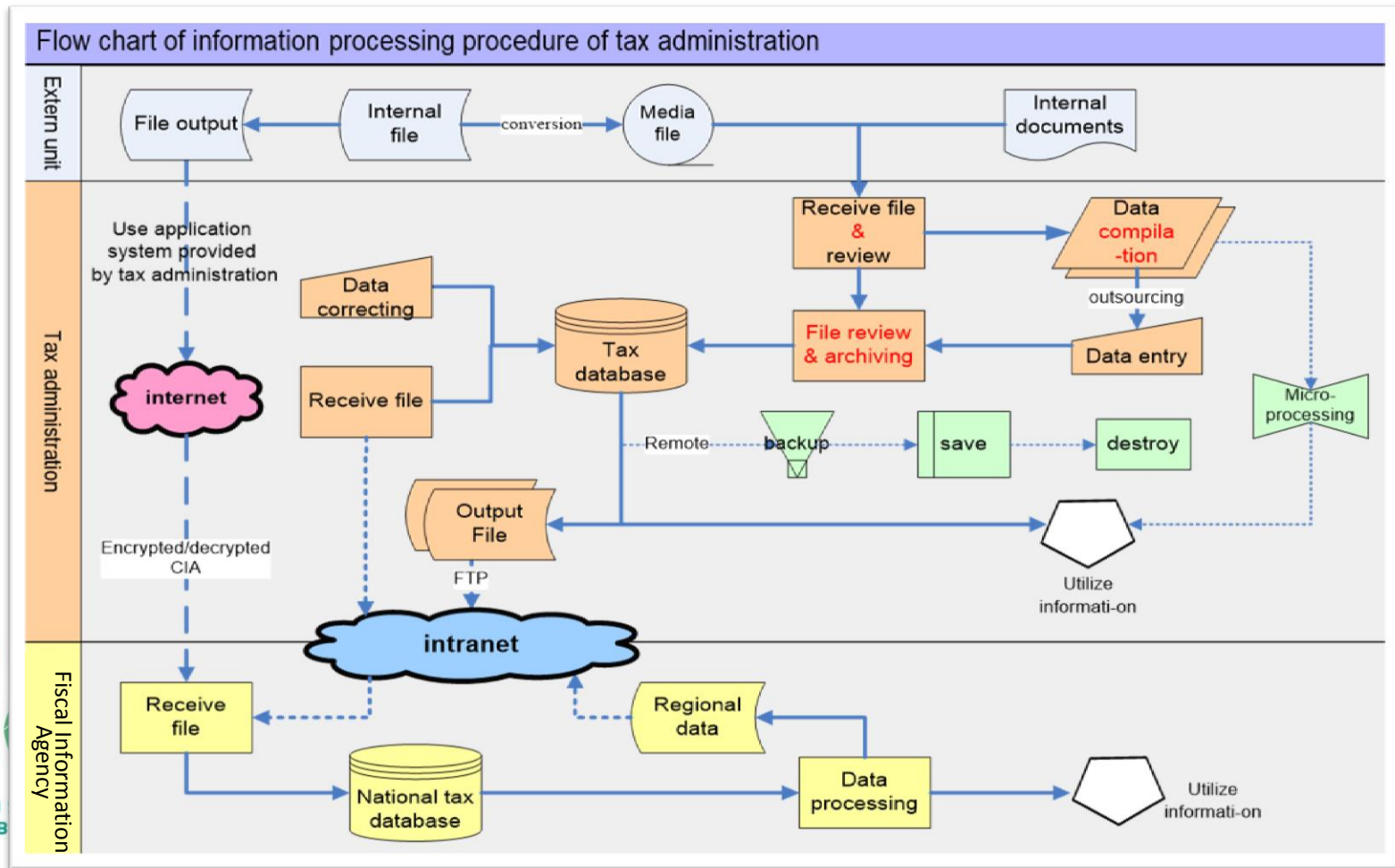
# Processing of Data and Confidentiality of Information

☐Implement management system

Define policies and procedures

Implement and manage controls and process

Certified by The British Standards Institution

Plan

Do

ISMS ISO 27001
PIMS BS10012

Act

Check

Implement identified improvements, corrective / preventive actions

Review / audit management and controls

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# Processing of Data and Confidentiality of Information

❑Implement management measures

- Construct physical isolation network and defend in depth

- System and information access management

- Application system management

- Client environment management

- Information transmission management

# Processing of Data and Confidentiality of Information

❑ Status of common reporting standards

- Amended the Tax Collection Act in June 2017

- Relevant declaration form was set up and platform for the system was planned

- Transmission and reception of information expected to be carried out at the end of August 2020

# Evaluation

❑Effectiveness evaluation indicators

- Internal control items are set up to assess effectiveness

❑Performance evaluation indicators

- Performance of information division in promoting policies and processes

❑Annual self-assessment and internal audits are conducted to track the improvements

# Evaluation

❑Strengths

- Centralized Information system
- Integrated Processes
- Integrated information of taxpayers
- High quality of selection-and-check environment
- Electronic transfer to Reduce printed paper usage
- Strengthened information security

# Evaluation

❑Enhancement areas

- Optimize systems by automating the audit and control operations of the equipment and systems; concentrate on innovative operations and improvement measures

- Integrate cross-field information resources by promoting the "Finance Cloud"

- Carry out research of big data and create information value

# *Thank you for your attention*

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