

October 9 - 13

Workshop on Reform Management in Revenue Administration – Developing and managing a Reform Program

Description: This workshop has two components.

1. Will help tax administration leaders embark on a reform journey and explains key concepts of reform management, the process of developing a tax administration reform program, the key management and governance arrangements of tax administration reforms, as well as tax administration reform project management. Upon completion of this component of the workshop, participants should be able to:
 - Define key terms related to reform management.
 - Identify the steps involved in developing a reform program and the relationship between a tax administration's strategic plan and reform program.
 - Recognize the management and governance infrastructure required to ensure reforms are delivered on time, within budget, and of acceptable quality, along with the roles and responsibilities of key players.
 - Understand how to prepare and execute a reform project plan, outlining the five key phases of a project.
 - Draft project plans and other documents.

2. Introduces tools and methods in planning, monitoring, and reporting tax administration reform programs, approaches to resourcing reforms, risk management and resourcing tensions, successful change management practices as well as the concept of post-implementation evaluation. Upon completion of this component of the workshop, participants should be able to:
 - Identify tools and methods available in the areas of reform program planning, monitoring, and reporting, risk management, change control, and resolution of issues.
 - Apply approaches to resource the reform program with adequate funds, skilled people, information technology, and other assets.
 - Manage different tensions that may arise in the reform process.
 - Make advance preparations required for upcoming changes and the support mechanisms that need to be in place for successful change management.
 - Recognize the purpose and benefits of post-implementation evaluation and receive guidance on how to do it.

Intended participation: executives and senior managers in tax administrations, and ministries dealing with the design and implementation of tax administration reform programs and reform projects. It also targets other tax administration staff involved in reforming the business model, legal framework, IT systems, work processes, organizational structure, management, staffing and culture, and external relationships of a revenue administration. It is also relevant for professionals engaged in organizing, managing, overseeing, and evaluating reform projects and programs or who are interested to know more about change management and communication in a tax administration. This workshop will be offered to tax administrations and ministries overseeing tax administration.