



ATI spotlight session

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Digital Transformation Maturity Model

We have feedback from 61 countries that have used DTMM so far

Key highlights from using DTMM:

- Reveal our organisation's level of maturity in terms of digital transformation
- Raised awareness about already implemented and ongoing projects within the organisation
- Prioritise areas for future work planning
- Improved cooperation and team-building
- Increased intention and readiness for digital transformation

5 Pilots accomplished under the TIWB-DTA – 2 ongoing (4 ATI member)

Host-partner capacity building:

- Performing a self-assessment of its digital maturity level
- High-level strategic advice on Digitalisation/digital transformation
- Developing or revising its digitalisation strategy

Report on Digital Transformation Strategy



The report will be available publicly in Spring 2025



Closely follows the high-level project on digital transformation strategy Project C under the Tax Administration 3.0.



Report structure

Key Components of the strategy

Challenges and opportunities

Roadmap to the strategy

Case studies from all over the world

Opportunities for our partners

ITTI Community meetings 2024

- AI usage in Compliance – Pros and Cons, September 2024
- Digital Skillsets and Workforce Planning (Digital school case), December 2024

Seeking some more case studies on the topic below:

1. Creating a viable, healthy, and trusted tax ecosystem
 2. Stakeholder mapping and addressing their concerns
 3. Developing the broader digitalisation landscape
 4. Developing a roadmap for digitalisation
 5. Establishing legal frameworks, accountabilities, and liabilities
 6. Addressing Tax Authority organisational culture, structure, capabilities, and operating models
 7. Achieving success in workforce planning and addressing the need for digital skillsets across the organisation
 8. Identifying appropriate technologies and solutions, including AI
 9. Measuring outcomes
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