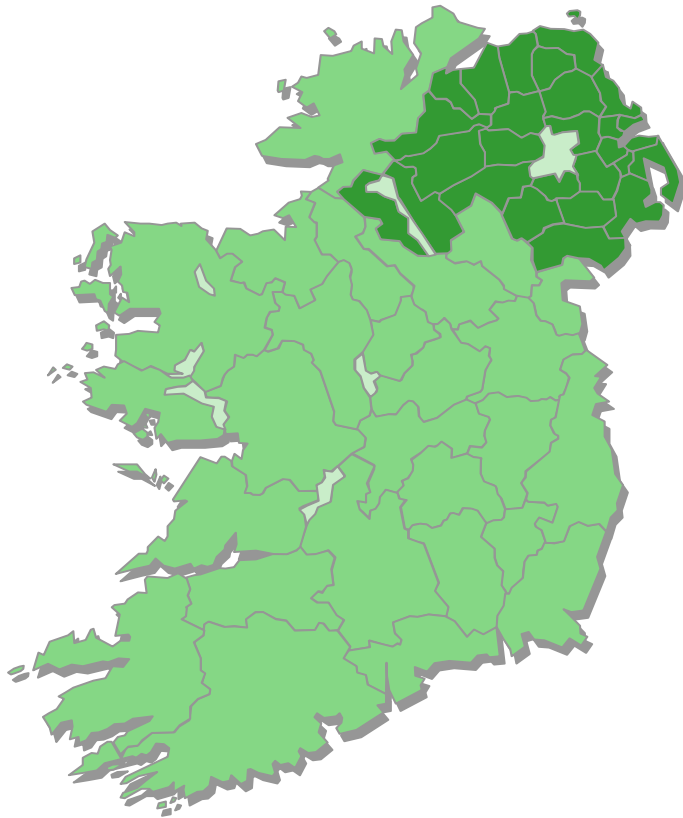


Revenue



Revenue Online Service
Winner of eEurope Award for "Impact"





- Population - 4.2 million
- Revenue Staff - 6,364
- Employees - 2.15 million
- Businesses – 500,000
- Net Tax & Duty Receipts
> €39.5 billion

Features of ROS



- Security



- Online and Offline Filing



- Payment/Repayment Facilities



- Online transactions / Inbox



- Accessibility/ Access Control

Revenue as a ROS driver

Revenue



Revenue Issues

- Bulk of Processing Paper Based/ Resource Intensive
- Provider of information to both customers and agents
- Paper mountain contributes to costs, delays and frustration
- One of the largest processors of Information in Ireland

Information Society Commission - 1997

"Self-service over the Internet should be introduced by all Government Departments as a matter of urgency"

Statement of Strategy 1997 - 1999

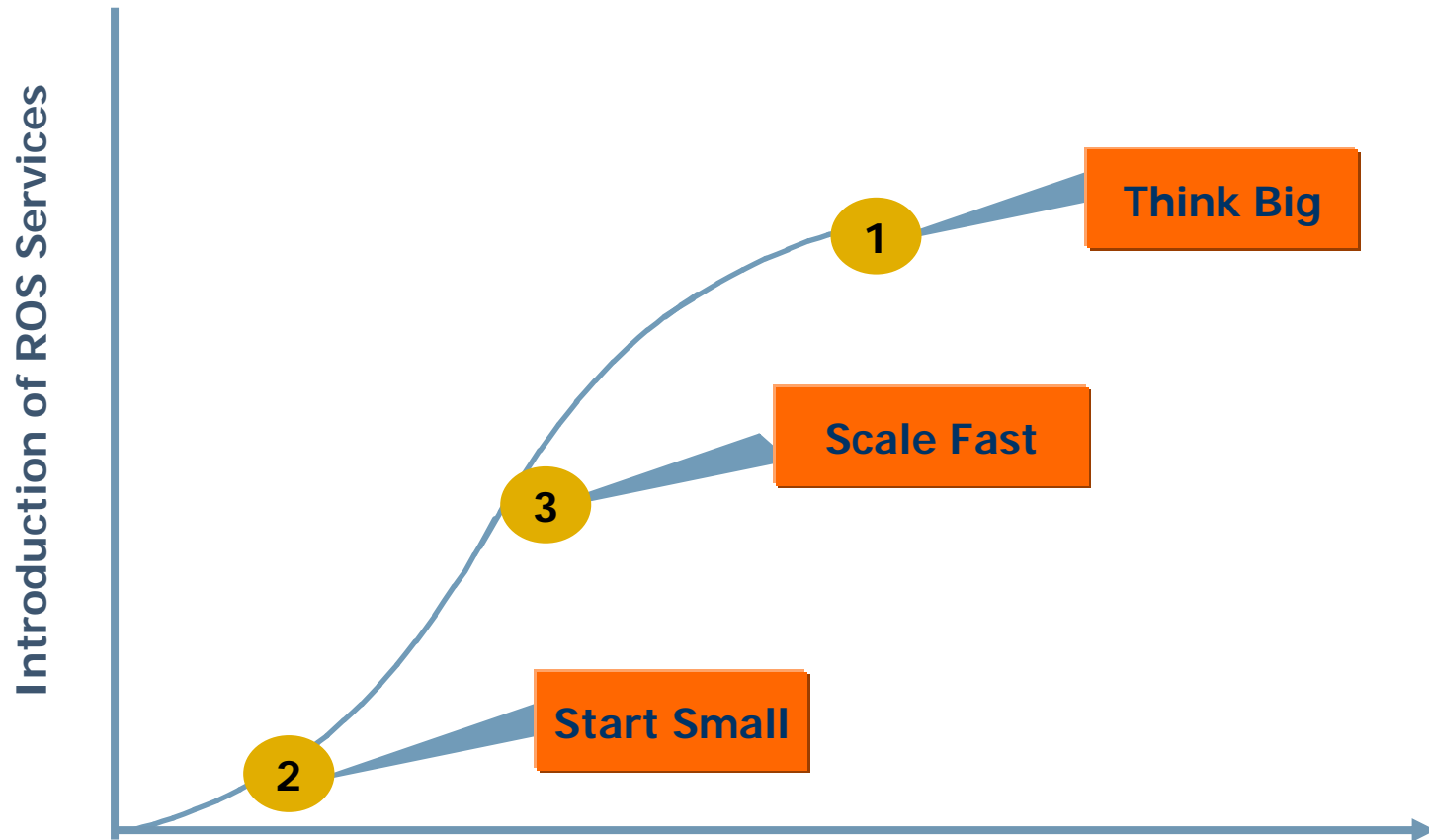
"encourage electronic filing of returns and declarations and other electronic information exchange ... keep pace with and lead developments to underpin the effectiveness of our customer service, accounting, audit and compliance programmes"

Statement of Strategy 2005 - 2007

"Our approach to service delivery, especially for business customers, will be primarily electronic"

Development approach

Revenue





Some challenges in establishing ROS as an electronic service...

Technology

- Scalable technology solution

Security

- Secure and protected site

Legal

- Legislation changes

3rd Party Software Companies

- Communication

Training

- End-user and backup support

Change Management

- Internal changes for Revenue

Critical success factors



Senior Management Support

Funding & Resources

Strategic Plan

Marketing Campaign

Committed Team

Customer Consultation



Revenue

- eGovernment Agenda
- Free up resources
- Better work
- Electronic Storage
- Electronic Compliance
- Single source of information
- Reduced data entry
- Savings

Customers

- Instant acknowledgement
- No duplication
- Elimination of clerical error
- Secure 24 x 7 access
- Online calculations
- User friendly Forms
- Environmentally Friendly
- Prompt Repayments
- Customer Information Service

Key statistics for 2006

Revenue



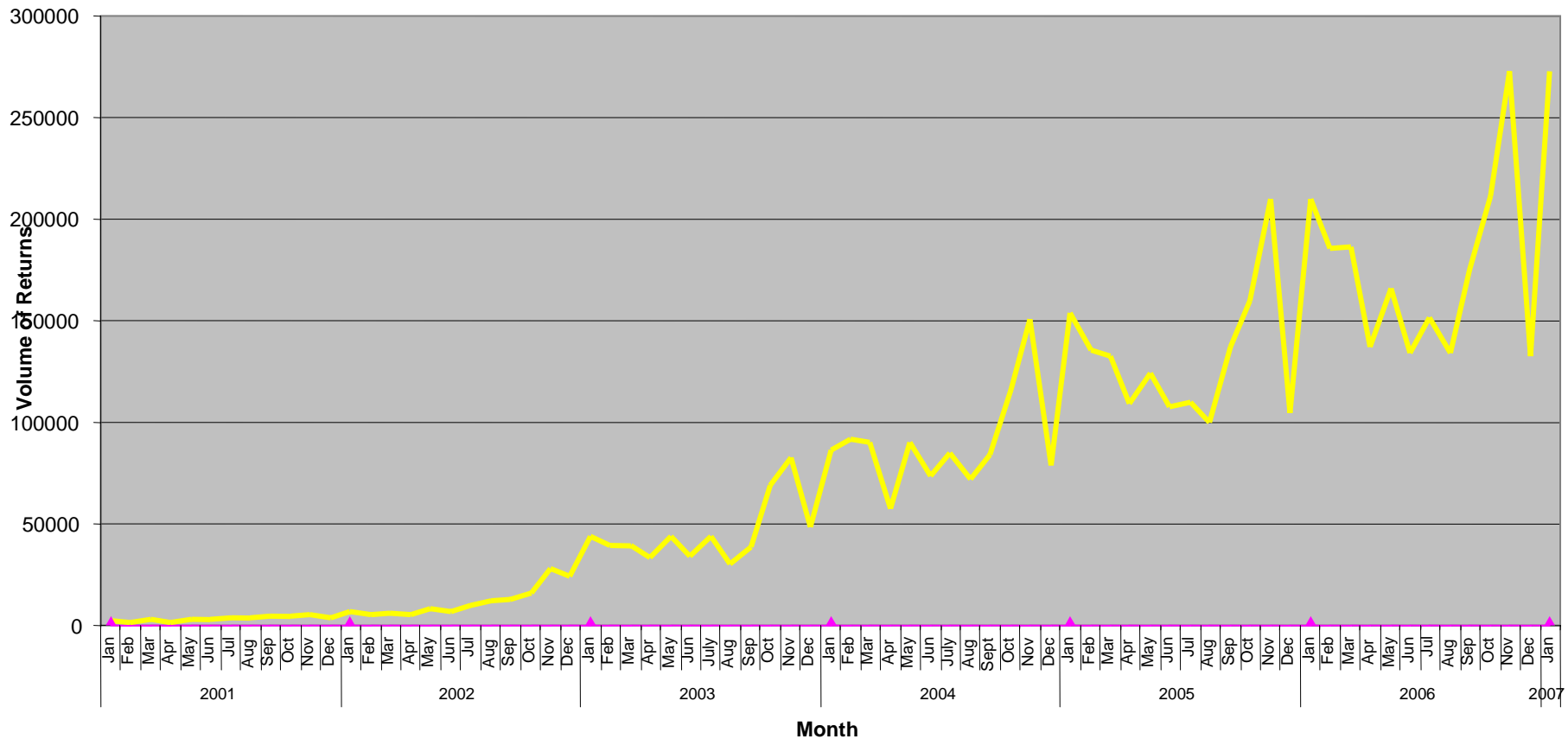
- Over 2 million returns filed
- 244,114 timely Income Tax Forms filed (70%)
- 92% of new vehicle registrations
- 42% of employers payroll taxes paid
- 28% of VAT paid
- €16.6 billion in payments
- Over 34% of all taxes
- Customer Information Service Enquiries: over 6 million



A picture paints.....



Total ROS Returns (By Month)



A major step forward ...

Revenue



paye
self service

**Manage your own tax
affairs anytime, any
place, over the internet,
by text or by
touchtone phone**

Revenue



Short and medium term targets ...

- **eCitizen**
 - Continue provision of e-services for employees via multiple channels

- **eGovernment**
 - Provide more links to other Government Depts and Public Service Broker - "Joined up Government"

- **Business Plan Targets 2007**
 - Vehicle Registration Tax – 98%
 - Customs – 95%
 - Income Tax – 75%
 - Corporation Tax – 85%
 - **"Staff deployed to achieve a 30% increase in the number of staff engaged on compliance work, by end –2007"**

Contact details

- Revenue Website www.revenue.ie
- Contact  chegarty@revenue.ie