



Inland Revenue
Te Tari Taake

Business Transformation



The Transformation Story

Senior Management Team

16th October 2012

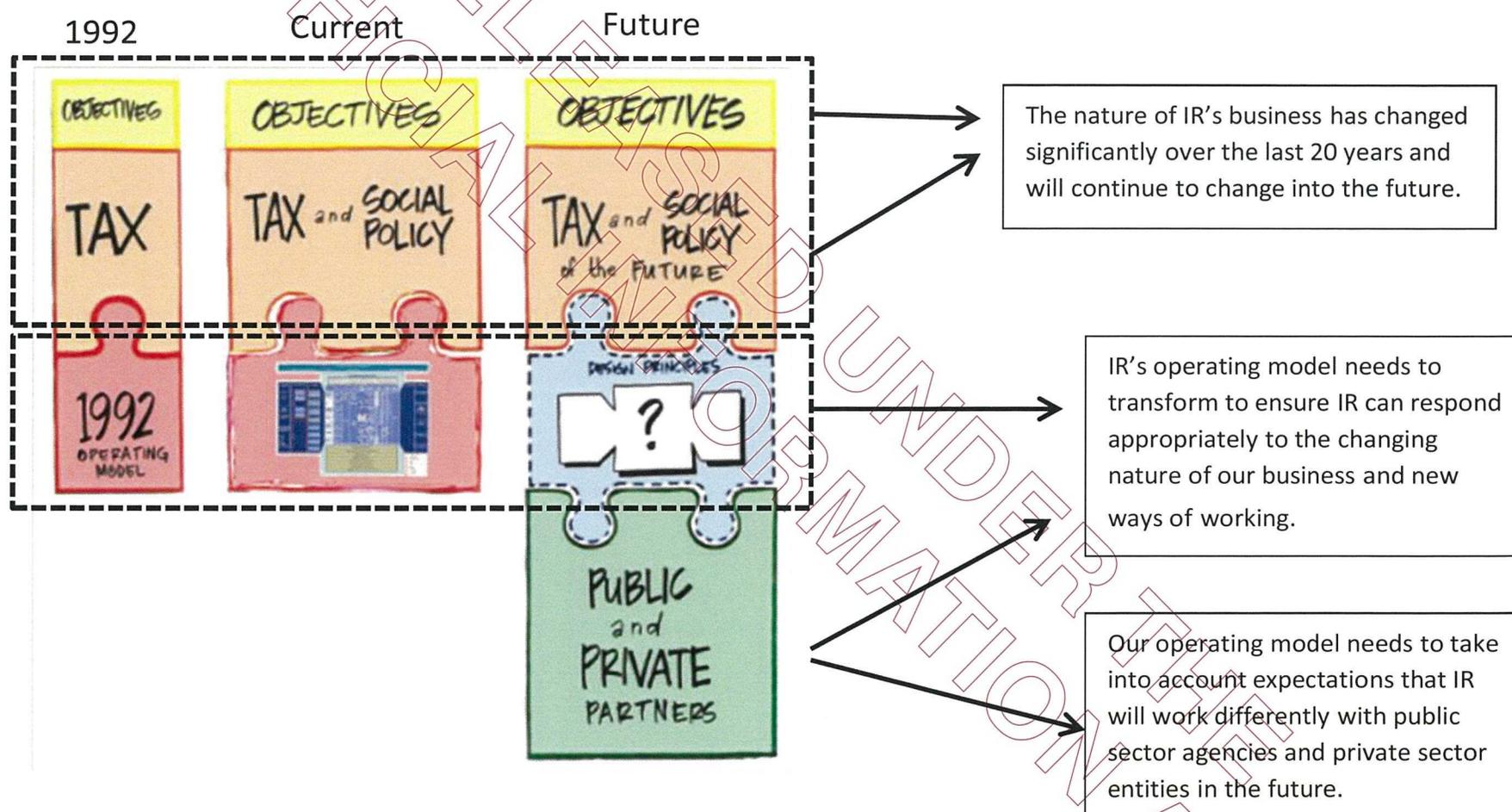
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Objectives

- Understand and agree the Transformation Story
 - What we agree on
 - What needs more work
 - What we don't agree on.
- Confirm Options for the Programme Business Case
- Agree Tranche 1 for the Programme



The Case for Change



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Considerations for Transformation

The government's priorities for 2011 include:

- a) building a stronger economy and
- b) building better results from public services.

IR contributes to these priorities by:

- delivering an effective and efficient tax administration,
- providing better, smarter public services by changing the way we work to give customers greater certainty and faster, simpler interactions with us.

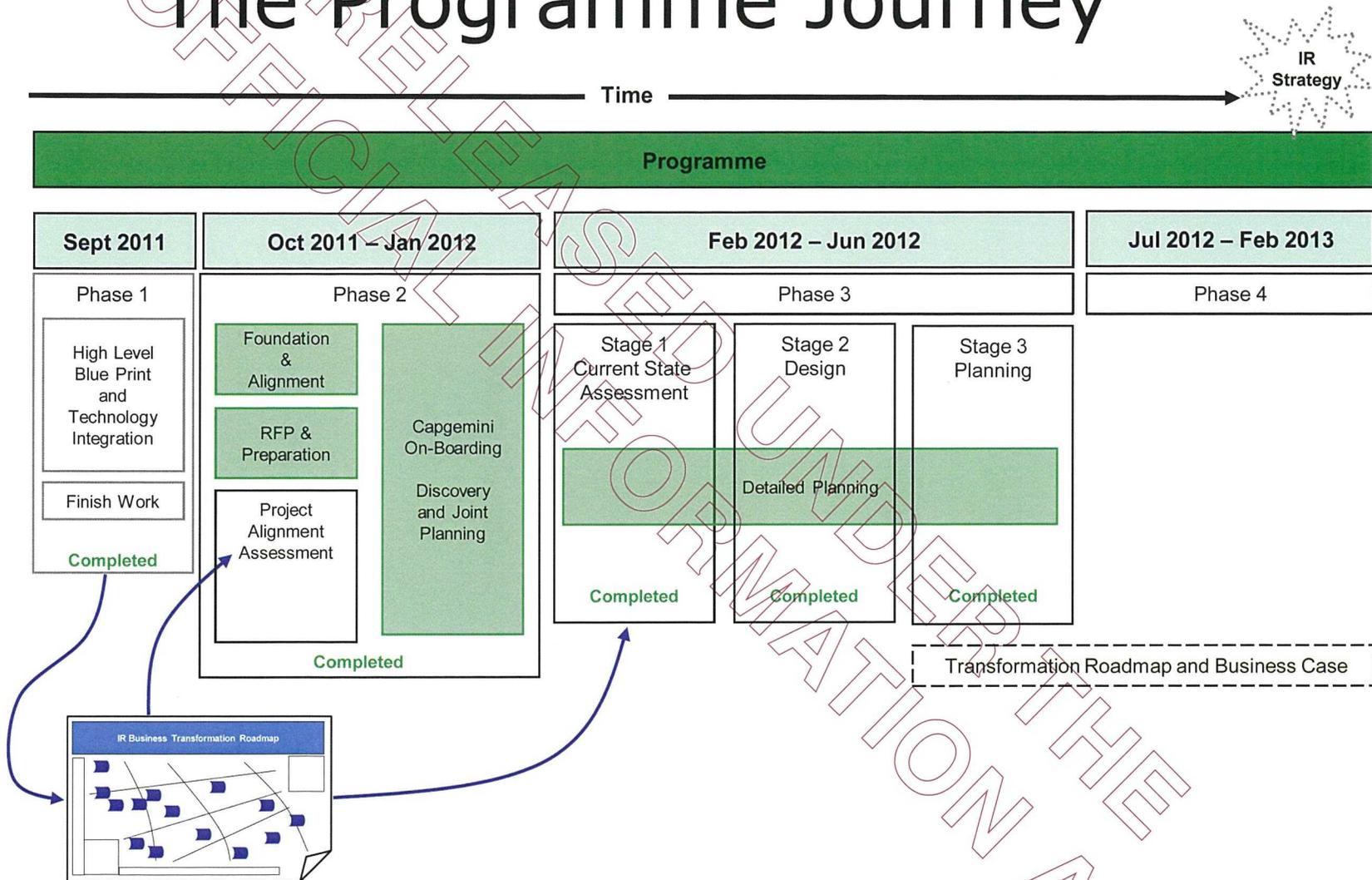
Focusing our efforts and resources on these priorities will ensure IR continues to progress towards the achievement of our outcomes i.e. revenue is available to fund government programmes through people meeting payment obligations of their own accord and people receive payments they are entitled to, enabling them to participate in society.

Transformation Drivers

Our Transformation programme has four drivers that help shape the plan and prioritise the timing and grouping of initiatives, the four drivers of transformation are:

- Our current operating model will not deliver the transformed agency described in IR4TF
- We need to replace aging technology
- NZ citizens are demanding reduced government spending and better services, while the Government are asking IR to increase revenue collection
- IR needs to align with the Governments "Better Public Services" programme and contribute to results areas 9 & 10.

The Programme Journey



IR: Current State

- IR's ageing technology system can't cope with the demands of an expanded portfolio of tax and social products and services and poses a systemic risk.
- The political, economic and business landscape has shifted and IR is struggling to meet current needs while trying to fulfil new government and customer expectations.
- In an era of tightening budgets, the government is pushing for greater cross-agency collaboration and a seamless digital experience for customers.

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(f) (iv)**

What has to be done differently?

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What do we need to deliver?

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How will we get there?

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Official Information Act**



How will we get there?

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How will we get there?

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The Costs and Benefits

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The Risks

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Next Steps

- **Agreeing a programme of work**
- **Funding our Transformation Programme** (through the "Better Business Case" process)
- **Planning for Implementation**
- **Communication and Engaging with internal and external Stakeholders**



Next Steps

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