



## ECEG 2009

**9th European Conference on e-Government**  
Westminster Business School, University of Westminster, London, UK  
29-30 June 2009

### CALL FOR PAPERS, PANELS and TUTORIALS

#### Mini track on e-Tax & e-Revenue Administration

**Track co-chairs:** Pat Molan (Limerick District Manager), Irish Revenue Commission; Tom Kennedy (Director of the National Centre for Taxation Studies) University of Limerick, Ireland; David O'Donnell (Intellectual Capital Research) Limerick, Ireland.

To submit an abstract/paper for this mini track, please read the submission details on the [call for papers](#). Please indicate clearly on the abstract/paper whether the submission is 'academic' or 'revenue administration'. A broad and indicative list of topics and themes is listed below that we hope might be included in submissions from Revenue Administration Practitioners; this is not an exclusive list but rather a guide to some of the relevant issues of the day:

#### Benchmarking

- Ongoing benchmarking projects

#### Behavioural change – Cause and effect

- Insights on what changes taxpayer behaviour – customer services or sanctions – case studies

#### Capacity building

- Skill sets and human capital required in a changing environment

#### Communicating with taxpayers

- Segmentation work
- Customer surveys
- Use of plain language

#### Economic profiling

- Understanding what is happening in today's business world

#### e-Business/e-Commerce

- Focus on risks to revenue administrations
- Transfer-pricing

#### e-Customs

- Meeting the EU requirements

#### Performance management, measurement and evaluation

- Shift to outcomes (impact of programmes on taxpayer behaviour) rather than outputs (bean-counting)

#### Risk criteria

- Uses, experiences and lessons learned

#### Simplification

- The e-Agenda as a driver for simplification

#### Tax audit

- Cost-effective use of resources

#### Other topics

#### Important dates

Abstract submission deadline:	8 December 2008
Notification of abstract acceptance:	15 December 2008
Final copy of full paper due for review:	26 January 2009
Notification of paper acceptance (with any requested changes):	6 April 2009
Earlybird registration closes:	20 April 2009
Final paper submission:	4 May 2009
Final author registration date:	25 May 2009