



Increased IGF for local development

5 Steps to increase revenues and improve services

Visit: www.vng-international.nl
Contact: peter.jongkind@vng.nl



1 Analysis and strategy development



**Social contract: what do we want to achieve the next 3 years;
what are the costs?
Which part can be paid out of tax?
All stakeholders involved**

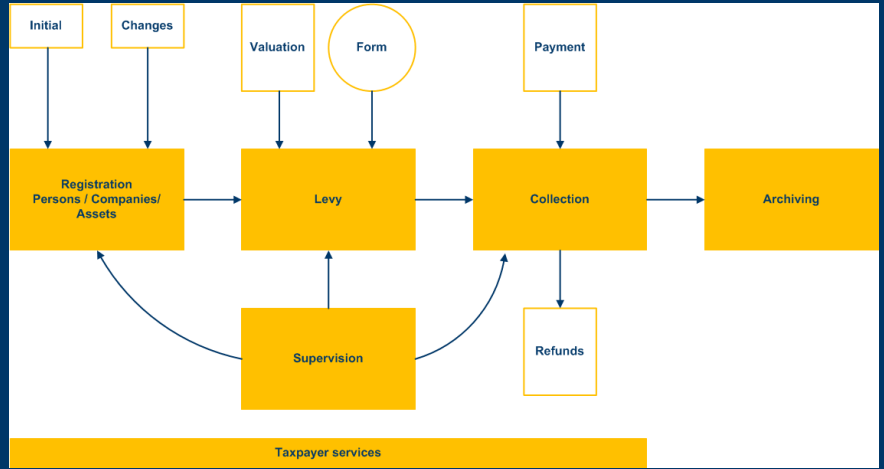
2 Improved and modernized business processes



3 Implementation software

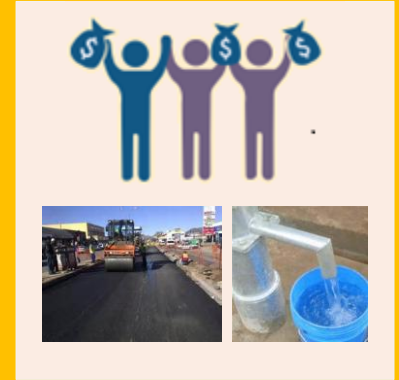


Fit for purpose



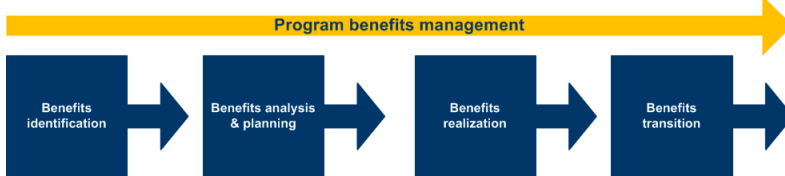
- + Supports all tax processes
- + Easy to use
- + Easy to understand

4 Taxpayer communication



Improved communication and transparency on revenues and investments

5 Program and project management



- Identify and qualify business benefits
- Derive and prioritize components
- Derive benefits metrics
- Establish benefits realization plan and monitoring
- Maps benefits into program plan
- Monitor components
- Maintain benefits register
- Report benefits
- Consolidate coordinated benefits
- Transfer the ongoing responsibility



Project or program organization in place to guarantee sustainability