

REVENUE MEMORANDUM ORDER NO. 27-2020 issued on August 13, 2020 prescribes the BIR Digital Transformation (DX) Roadmap for 2020-2030, which enumerates the programs, outcomes and corresponding timelines that will help the BIR in carrying out its mission to improve revenue collections to fund the national government programs and initiatives under the 10-Point Socio Economic Agenda.

The DX roadmap is anchored on three principles, namely: (i) adopting a people first approach; (ii) instituting a process perspective; and (iii) embracing digital technology, with the digital transformation mindset as its foundation.

The BIR DX Roadmap for CY 2020-2030 shall contain the BIR DX Vision 2030, the DX Strategy Theme with Outcomes and the Project Timeline to be implemented per DX Phase, to wit:

- a. Phase 1 (2020-2030): Build the DX Foundation – Engage and build the DX culture within the BIR in streamlining current taxpayer services
 - i. Theme 1: People first and elevated taxpayer experience (2020-2021)
 - ii. Theme 2: Anytime, Anywhere Taxpayer Service (2022-2023)
- b. Phase 2 (2024-2030): Strengthen DX in BIR – Leverage on data and digital technology within BIR for better taxpayer services
 - i. Theme 3: Strengthening the BIR Digital Organization and Infrastructure (2024-2026)
 - ii. Theme 4: Leveraging taxpayer data for managing tax services (2027-2030)

The BIR DX Roadmap Phases shall be composed of four (4) major programs with corresponding initiatives, as follows:

- a. Innovating TP Experience with BIR Service processes – for elevating taxpayer experience and innovating BIR processes;
- b. Enhancing Administration and Support Services of BIR – for driving efficiency on BIR internal processes;
- c. Aligning policies to a BIR Digital Workplace – for reformulating BIR policies and National Internal Revenue Code to enable DX in BIR;
- d. Enabling the Digital Backbone of BIR – for adopting and integrating digital technology in BIR.

Offices concerned shall ensure that all other programs, projects and activities to be undertaken are aligned with the BIR DX Roadmap 2020-2030 and shall strictly refer to this memorandum as guide.

