

2017

Annual Report

Fiscal Information Agency, Ministry of Finance

Preface

The Fiscal Information Agency was established 50 years ago, as the Finance and Taxation Data Processing and the Assessment Center, by economist Dr. Liu Da-zhong in May 1968. Dr. Liu was the first elected director, responsible for processing the individual income tax, profit-seeking enterprise income tax, household register, land tax, and so on. The Ministry of Finance was the first institution to take the lead to utilize massive computer processing at that time.

The FIA used large-scale exclusive servers IBM, VAX, and DP, long ago. The technological incompatibility between the server and the technical personnel made work difficult. With the development of information technology, the Agency carried out the first system upgrade in 1998, swapping out the three kinds of exclusive servers to an open style server (UNIX-based). I was fortunate to be present on that grand occasion. In accordance with the policy to establish a ministerial-level information center by the Executive Yuan, the second upgrade was carried out to transform the national and local tax system from the distributed client-server model to a centralized structure. The server rooms of five Internal Revenue Services and 22 Local Tax Collection Authorities were all moved to this center for unified and centralized management in 2012. To coordinate the policy of official organization transformation of the Executive Yuan, it changed its name to the Fiscal Information Agency, whose duties increased from primarily handling the tax affairs information service to the comprehensive planning, execution, and control assessment of various information service systems in the Ministry of Finance.

In terms of policy implementation and results, the FIA has worked to continuously improve the quality of open data to enhance the quality and value of government data. To strengthen food safety management, the FIA worked with the Changhua County Public Health Bureau on the 2017 medium-term project "Intensified Tracking of Commodity Process Tracing and Cross-regional Inspection and Integration Projects" to provide information and improve the efficiency of front-line inspections. The FIA provided assistance to



local taxation bureaus in tax case selection through visualization of big data analysis of e-invoice, customs, and taxation statistics. In 2017, the FIA continued to promote the adoption of e-invoices, with 4,011 companies in the food industry using e-invoices, accounting for 39.10% of the 10,258 companies in the food industry. The "Electronic Invoice Service Leap Project" received many awards for promoting electronic invoice innovation applications in the year 2017, including "2017 DTA Awards Digital Service Innovation Award - Open Digital Government" Premium Award and "2017 Asia Pacific Electronic Achievement Award (2017 eASIA Awards) - The Open Government Gold Award". The "Building a Financial Cloud Service Network Project" aims to reduce the operating costs of the Ministry of Finance's information operations, complete the first phase of the fiscal cloud computing and integration platform, and gradually establish a financial cloud computing service environment. The cumulative number of datasets provided by the MOF and subordinate agencies is 2,139.

The government has promoted the overall outsourcing policy of information services since 1998. The development and maintenance of the central system has changed from the original self-development to full-scale outsourcing. The technology autonomy has gradually disappeared, and there are increasing security risks. In response to the multiple threats to information security, the increasing demand for convenient tax services and quality e-invoicing services, we would like to list the key issues that we need to push forward in coming years:

A.Reconstructing the FIA's self-developed technology

The System Design Section and the Quality Control Department are established. Newcomers must first receive six months of system development and practical training in order to be assigned to a work group. At the same time, a quality control system for self-developed programs is established, and the Quality Control Division is responsible for checking and processing.

B.The establishment of security health inspection and digital forensics team (MOFCERT)

The task team is highly technical and composed of the best and brightest members of the FIA and the Ministry of Finance's subordinate agencies. Training and practical experience are equally important. The Ministry of Finance affiliates (or-organizations) carry out security checks and penetration tests on weekdays to encourage them to be alert. When a security incident occurs, they are able to respond quickly to block attacks and trace the hacker's entry point.

C.Promote the combination of electronic payment and electronic invoices to improve the quality of electronic invoices

Faced with the low prevalence of invoice carrier usage, the FIA adopted and combined policies of the Executive Yuan to promote mobile payment, integrated electronic invoices with mobile payments, and simplified the procedures for storing electronic invoices during consumption, in order to expand the use of invoices in the cloud and reduce paper usage and carbon emissions.

D.Promoting real estate transfer network consolidation services

The transfer of real estate is often commissioned to an agent due to the complexity of the operating procedures. Even so, the process still requires going through a number of government agencies for completion, including taxation, household and land administration agencies. The FIA currently plans to offer "real estate transfer network consolidation services" in the hope of assisting people in future transfers of real estate. With one-stop, online government services, the public need only confirm their identity to the land administration agency before the actual transfer of the property in order to complete the process. Thus, the FIA will achieve e-government services based on citizen-centric principles.

Chen Chuan-Hsi

Director-General

Fiscal Information Agency, Ministry of Finance

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I. Organization and Functions



Hsieh Dong-Liang
Deputy Director



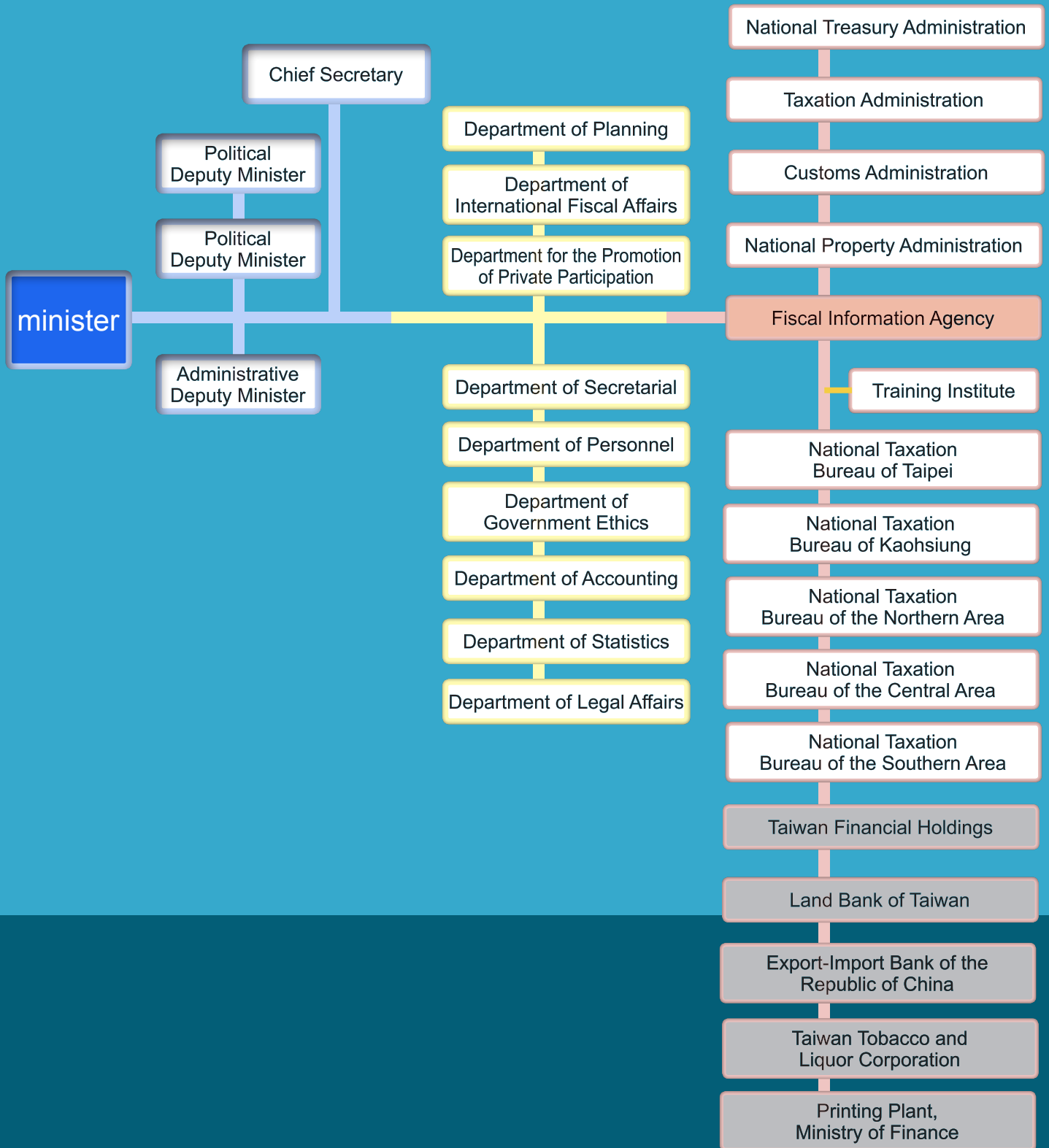
Hsu Ning-Yung
Deputy Director



Tzeng, Shih-Horng
Chief Secretary



1. Organization of the Ministry of Finance



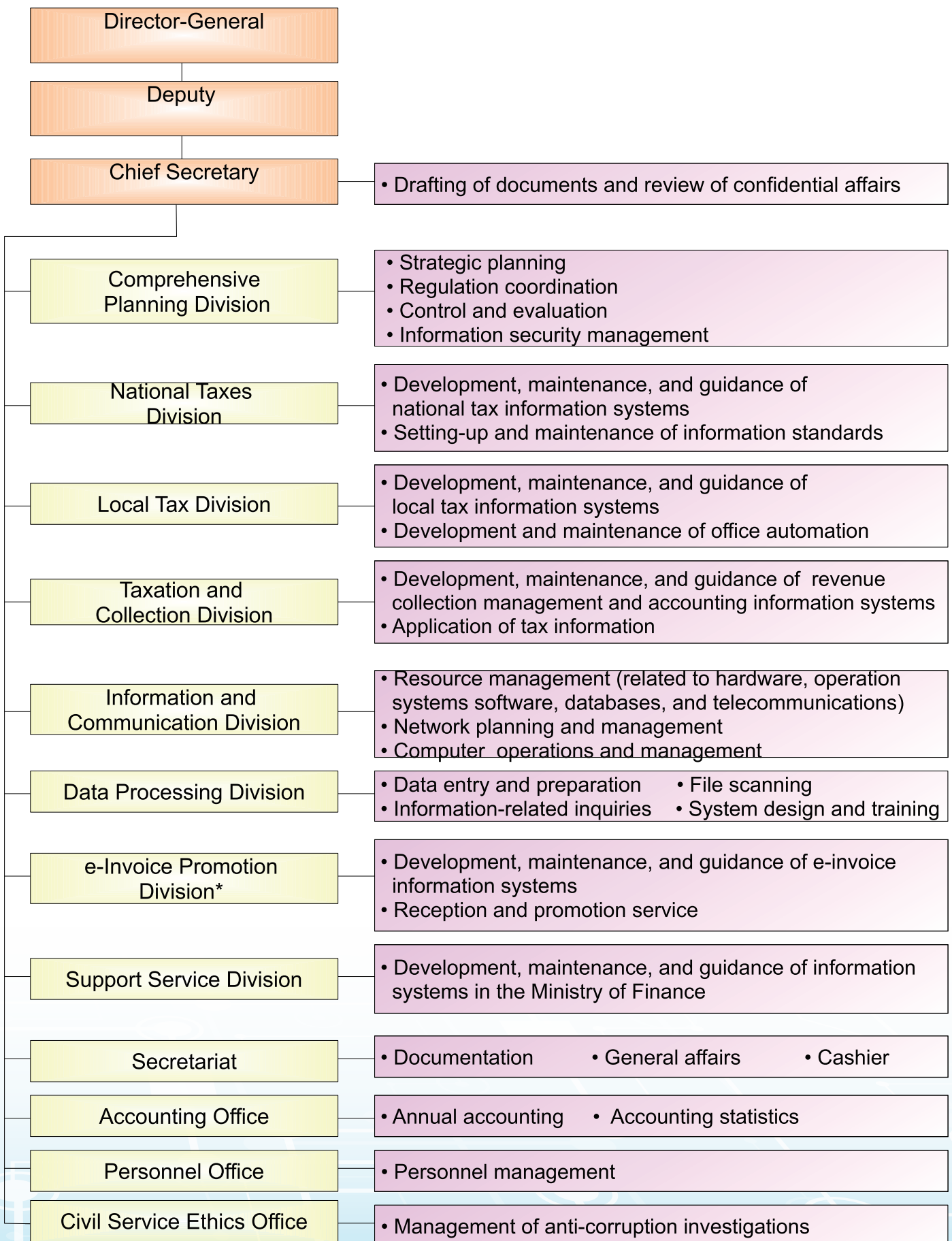
2. Organization of the Fiscal Information Agency

The Fiscal Information Agency (FIA) was established by the Ministry of Finance for the purpose of overseeing the information operations of the MOF and subordinate agencies. The FIA is constituted according to The Act of Organization of the Fiscal Information Agency, Ministry of Finance with a Director-General, two Deputy Director-Generals, and a Chief Secretary.

The Agency is responsible for the following affairs:

- A. The overall planning, coordination, research, and evaluation of the information systems of the Ministry of Finance.
- B. Deliberation, inspection, and assessment of operations, plans, equipment, and performance of the information systems of the Ministry of Finance and its subordinate agencies.
- C. The planning, advocacy, and assessment of information security of the Ministry of Finance and its subordinate agencies.
- D. The overall planning of fiscal information management, systems design, examination and review of procedural handbooks and regulations, operational training, guidance, supervision, and control.
- E. The implementation of data collection, processing, and utilization in accordance with the Tax Collection Act and other relevant laws.
- F. The establishment and management of the information system for government procurement and private participation in infrastructure.
- G. Other matters related to the fiscal information of the Ministry of Finance.

The Comprehensive Planning Division, National Taxes Division, Local Tax Division, Taxation and Collection Division, Information and Communication Division, Data Processing Division, Secretariat, Personnel Office, Civil Service Ethics Office, Accounting Office, and Support Service Division were established for the above affairs. The e-Invoice Promotion Division was established for the affairs of e-invoicing on March 7, 2014.



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II. Information System Resources of the FIA



1. Human Resources

The workforce of the FIA totaled a staff of 407 members as of the end of 2017, wherein 270 (71.43%) were directly employed and 93 were employed on contract. By job, 199 (54.82%, the highest percentage) were assigned to system design and planning. By age, 121 members, the largest group (33.33%), was of those aged from 50 to 59. By educational attainment, those with a bachelor's degree were the largest group with 116 (31.96%).

Table 2-1 Statistics of Staff, by Job Area

No. of Staff Function		Job Area				Total	%
		Design and Planning	Computer Operation and Control	Data Compilation and Entry	Adminis- tration		
Management		40	2	3	5	50	13.77
Field of Operation	By Appointment	144	26	14	36	220	60.61
	By Contract	15	9	46	23	93	25.62
Total		199	37	63	64	363	100.00
Rate %		54.82	10.19	17.36	17.63	100.00	*

Table 2-2 Age Statistics

No. of Staff Operational Level		Age Group				
		29 or under	30-39	40-49	50-59	60-65
Senior Grade		0	0	6	17	6
Assistant Grade		4	50	55	28	11
Junior Grade		13	9	10	25	36
Contract Employee		1	2	35	51	4
Total		18	61	106	121	57
Rate %		4.96	16.80	29.20	33.33	15.70

Table 2-3 Educational Statistics

No. of Staff	Education Attainment	Doctorate	Graduate Institute	University	Junior College	Senior High School
		Operational Level				
	Senior Grade	4	17	5	3	0
	Assistant Grade	2	83	56	7	0
	Junior Grade	0	7	36	29	21
	Contract Employee	0	3	19	41	30
	Total	6	110	116	80	51
	Rate %	1.65	30.30	31.96	22.04	14.05

Table 2-4 2011-2017 Workforce Profile

No. of Staff	Year	2011	2012	2013	2014	2015	2016	2017
		Job Area						
	Design and Planning	158	150	203	192	204	204	199
	Operation and Control	48	51	28	33	28	32	35
	Data Compilation and Entry	152	143	73	90	75	66	63
	Administration	45	47	90	69	76	69	66
	Total	403	391	394	384	383	371	363

2. Expenditure

The total amount of the expenditure for information operations for 2017 was NT\$1,167.987M, with NT\$122.978M (10.53%) used to pay for hardware (including mainframe and peripherals) and NT\$537.240M (46.00%) for software (including lease, purchase, and contracted programming). Other payments, including those of data transmission, data entry and processing, consumables, personnel costs, training and education, and other G&A expenses came to NT\$507.769M (43.47%) of the total.

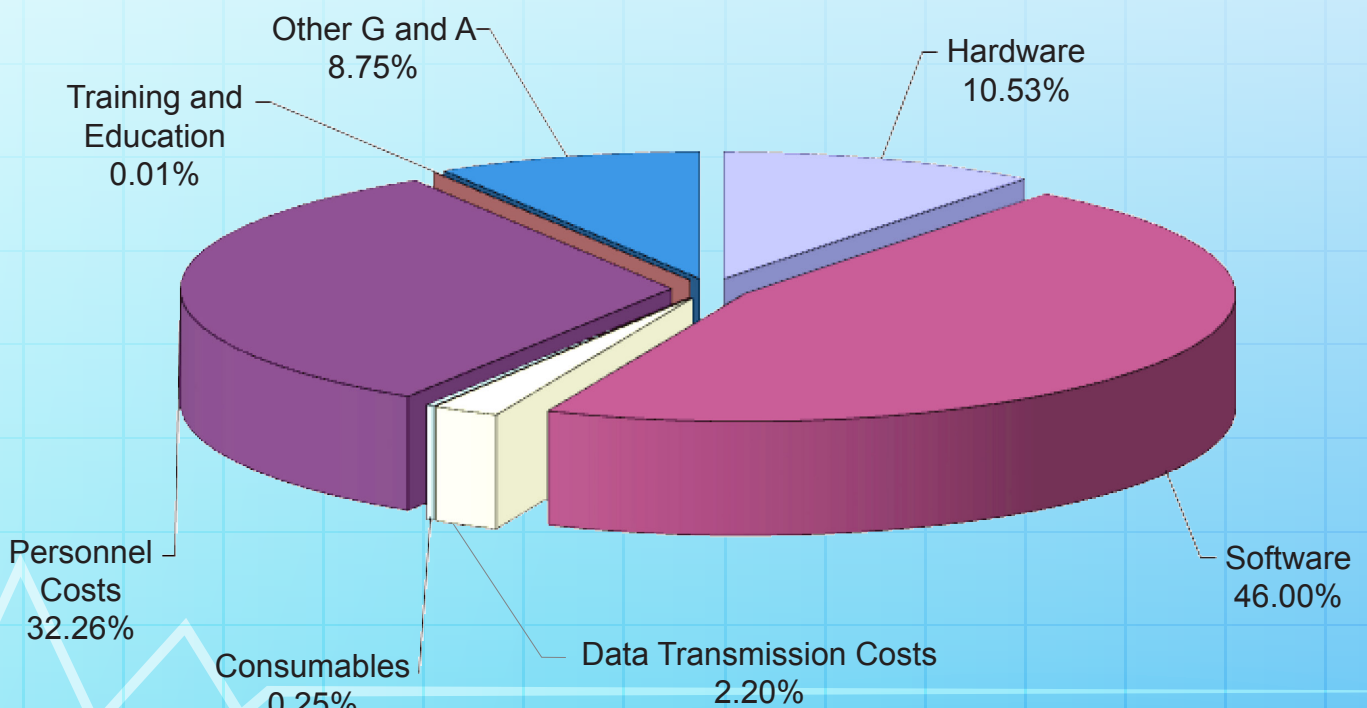


Figure 2-1 2017 Expenditure for Information Operations.

III. Financial Information Services



1. Management of Information Systems for the MOF

A. MOF Executive Information System

The system version has been upgraded in order to enhance the quality of service and to be in accord with the information security policy of the MOF.

B. MOF World Wide Web System

This website has been completely transformed into a responsive web design model, making it easier for people to browse the information disclosed by the MOF.

C. MOF Documentation and Archive Management System

Drills for mainframe disaster recovery and vulnerability scanning are held regularly. In addition, the Government Configuration Baseline (GCB) has been adopted to enhance information security.

D. MOF Electronic Document Exchange Center

Document exchange service is provided at 185 terminal layers at the Ministry of Finance, its subordinate agencies, and local taxation units in Taipei, with average daily document exchange at about 20,000. With the update of the National Development Council's electronic official document exchange system, the MOF has followed suit and launched the new version in 2017.

E. MOF Office Automation Integration and Inspection System of MOF and Privatization Institutions

In response to operation requirements, functions for employee leave and compensatory time have been amended. Furthermore, email notifications of abnormal employee attendance will be sent out, new notifications of overdue collection of special gifts has been added, and the privatized system will transmit files on a monthly basis in accordance with the policy change.

F. MOF Portal System

In order to maintain the steady and secure operation of the portal system, the account numbers and the authorization of access to the functions of the Inner Portal System of the MOF have been checked. Two drills for system disaster recovery have been held to enhance the overall service quality of the system.

G. MOF Host Computer Management

The stable operation of application server host, database, storage, backup system, and other hardware and software devices is maintained. A highly-

accessible information operating environment is provided through planning, adjustments, updates, expansions, monitoring, and drills in accordance with application system requirements.

H. External Gateway of MOF Management

In order to ensure network security, the MOF updated the spam email filter and deployed APT protection system.

I. MOF Network Resource Management

In accordance with the "IPv6 Upgrade Promotion Program of the Executive Yuan," the MOF completed the planning of Internal network's IPv4/IPv6 Dual-Stack mechanism to ensure that internal users can connect safely and conveniently to Internet Ipv6 websites.

J. Personal Computer Management of the MOF

Computers, notebooks, and printers are replaced when necessary to strengthen the information security of the MOF's personal devices mechanism, providing a more efficient operating environment.

K. MOF Promotion of Private Participation System

To assist with the additional functions of the Department for the Promotion of Private Participation, the systems are continuously modified to meet the actual needs.

L. MOF Fiscal News Management System

The MOF Fiscal News Management System collects automated data from authorized news sources. The maintenance system operates effectively and continuously, which can provide more safe, diverse, and convenient services.



2. Information and Communication Security Management

- A. Based on The Information Security Management Directions for the Executive Yuan and its Subordinate Agencies, The Information Security Management Guidelines for the MOF and its Subordinate Agencies, The Plan for the Establishment of National Infrastructure for Information and Communication Security and related regulations, the FIA supervised the subordinate agencies of the MOF in the implementation of information and communication security measures.
- B. Engagement in the formulation of the information security management mechanism of the MOF with requests to the subordinate agencies of the MOF to make annual information security plans, with evaluation reports after the execution of the plans.
- C. The FIA supervised the MOF and its subordinate agencies to establish an information reporting mechanism for information security incidents, and actively processed reports of information security incidents, held drills on social engineering and information security attacks and defense, and continually enhanced the information security defense ability for the MOF and its subordinate agencies. The FIA had carried out social engineering drills for the MOF and its subordinate agencies in April and September 2017. The overall click rate was 0.03% and 0.08% and web address click rate was 0% and 0.02% in April and September 2017, respectively, which were all lower than the yearly target values presented before the exercises (click rate was below 2.5% and web address click rate was below 1.4%). In August, the MOF and its subordinate agencies completed the information security incident reporting drills within 2 hours.
- D. By enhancing the information security and personal data management strategies and operations, and following the "Planning, Execution, Inspection, and Action" model, the FIA could promote business continuity management, and could continue to successfully fulfill the requirements of the ISO27001:2013, and could pass agency-wide assessments of the ISO27001:2013.



- E. External specific information audit
 - a. In order to enforce the Information and Communication Security Policy formulated by the National Information and Communication Security Taskforce (NICST), on-site audits were carried out at the Customs Administration of Taipei Customs, the Training Institute of MOF, the National Taxation Bureau of Taipei, and the National Property Administration in 2017.
 - b. Formulation of the routine and annual on-site evaluation of taxation automation business in all local revenue services in 2017.
- F. According to the requirements of the Personal Information Management System (PIMS) and the ISMS in regard to out-sourced maintenance and operation of the taxation application systems, the FIA carried out an external audit of on-site out-sourced contractors and undertook follow-up supervision of those contractors.
- G. In November 2017, three information security events were held for the heads of local tax collection agencies of the Ministry of Finance and its affiliates and counties and municipalities, information security chiefs, and a senior official of the FIA, using real cases to illustrate responsive measures and control operations for information security, in order to avoid recurring problems and losses.
- H. The Information Security Diagnostic and Digital Forensics Team was set up in September 2016. The team had completed penetration tests of the websites of the 20 subordinate agencies of the MOF in 2017 through 97 hours of courses on digital forensics, vulnerability assessment and penetration test.

3. Comprehensive Planning

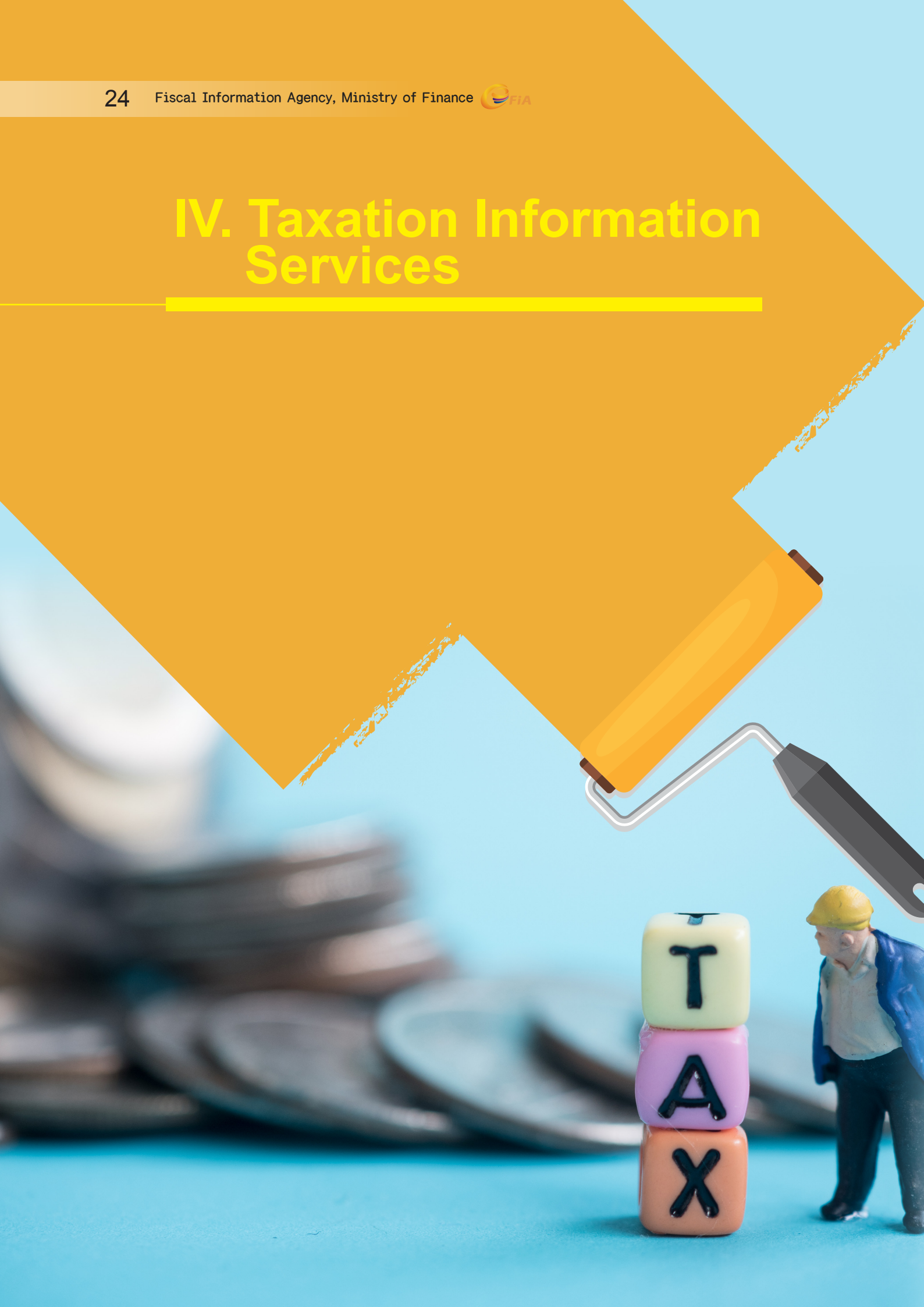
- A. Promote Government Open Data
 - a. The FIA manages the MOF Government Open Data Platform in line with the National Development Council (NDC) policy. The FIA established a three-tiered mechanism from top to bottom to promote open data of the MOF, and set up the MOF Advisory Group to hold meetings and to formulate the "Open Data Action Plan of the MOF", which will make public the financial information in terms of classification and staging. As of the end of December 2017, the MOF opened 2,139 datasets on the Government Open Data Platform.
 - b. To enhance the data quality, data integrity and ease of use, the FIA followed the NDC's data inventory and quality evaluation mechanism and requested the MOF and its subordinate agencies to review the amendment to continue to enhance the amounts and quality of open datasets.
- B. Examination of the information projects of 2017 and the budget estimation of 2017 of all the departments and organizations under the Ministry of Finance on the basis of "The Rule of the Information Projects and Budget Estimation of All

Departments and Organizations under the Ministry of Finance" with the principle of zero-bias budget and information-related-only requirements.

- C. The FIA, in line with the plan of "Work at Home e-Delivery Circle" implemented by the Council for Economic Planning and Development, has actively promoted the integration of a number of services and the transformation of processing among agencies of the Executive Yuan. In addition, the FIA cooperated with the New Taipei City Government to deal with the "Work at Home e-Delivery Circle" and the "New Taipei Citizen Convenience Circle" businesses. The New Taipei City Government completed the system conversion, allowing them to use the e-government platform to query the taxation data of the MOF and to achieve the goal of convenience services.
- D. The FIA established open data standards in taxation in accordance with the open data policy of the NDC. Using the master files of house tax registrations and statements as pilot exercises, the FIA improved information accuracy and accessibility in line with NDC standards, improving inter-agency efficiency.
- E. In order to maximize the use of information resources in the MOF and provide more high-quality financial mobile information service, the "Finance Garden App" offers high-quality services for the public. Related functions have been moved to the new MOF website with responsive web design in August 2017.
- F. To fulfill the NDC's regulation of the mobile application services performance detection and information security detection, testing of mobile application service security is held regularly. Furthermore, information security of the MOF and its subordinate agencies is enhanced to protect citizens' personal information and avoid breaches of personal data.
- G. The FIA is proceeding with its plan to construct the Financial Cloud Service of the MOF and has accomplished the first phase at the end of 2017. The cloud server room for new operations related to national property is scheduled for completion in 2018. The FIA will provide the MOF flexible information resources to elevate cloud computing software developing skills, strengthen the information management capability of cloud service, and reduce operating cost of information operations.



IV. Taxation Information Services



1. National Taxes

A. e-Filing

(A) Operation of the Electronic Declaration of Individual Income Tax Data.

In 2017, 823,258 individual income tax cases were declared via e-Filing, representing 90.10% of the total.

Table 4-1 No. of Cases Declared of Individual Income Tax Data by Type of Filing (2013-2017)

Taxation Year	Via e-Filing		Manually		Via Media		Total
	Cases	Rate %	Cases	Rate %	Cases	Rate %	Cases
2013	773,970	90.89	50,354	5.91	27,240	3.20	851,564
2014	760,743	90.67	51,797	6.17	26,476	3.16	839,016
2015	784,060	89.77	62,322	7.14	27,005	3.09	873,387
2016	804,516	89.69	63,809	7.11	28,640	3.19	896,965
2017	823,258	90.10	58,022	6.35	32,391	3.55	913,671

Source: Individual Income Tax Data Electronic Declaration Operations System.

(B) Filing of Individual Income Tax Returns via e-Filing

In 2017, 3,748,173 cases of individual income tax returns were filed via e-Filing or electronic media, representing 93.13% of the total of 4,024,689 declarations of individual income tax for the year.

Table 4-2 No. of Individual Income Tax Returns Filed via e-Filing, Manually, and by 2D Barcode Returns by Type of Filing (2013-2017)

Taxation Year	Via e-Filing		Manually		2D Barcode Returns		Total
	Cases	Rate %	Cases	Rate %	Cases	Rate %	Cases
2013*	3,263,439	79.90	624,940	15.30	196,105	4.80	4,084,484
2014*	3,285,206	85.31	437,851	11.37	127,733	3.32	3,850,790
2015*	3,505,608	88.89	343,267	8.70	95,174	2.41	3,944,049
2016*	3,558,834	91.30	271,610	6.97	67,544	1.73	3,897,988
2017*	3,748,173	93.13	226,335	5.62	50,181	1.25	4,024,689

Source: Outputs from the Individual Income Tax Declaration System.

*Excluding the number utilizing the service of the pre-calculation of individual income tax returns.

(C) Service of the Pre-Calculation of Individual Income Tax

Service of the Pre-Calculation of Individual Income Tax via e-Filing commenced in 2011. By mailing a pre-calculation of individual income tax for simple cases, the FIA enables taxpayers to confirm the pre-calculation and to complete their tax declaration via e-Filing. In 2017, 416,351 cases were declared by this method, representing 18.97% of the total number of declarations of individual income tax for the year.

Table 4-3 No. of Cases Declared Using the Pre-Calculation of Individual Income Tax by Type of Payment (2013-2017)

Taxation Year	Via e-Filing		Letter / Telephone		Straight Payment of Tax In Person		Total
	Cases	Rate %	Cases	Rate %	Cases	Rate %	Cases
2013	377,777	20.04	768,372	40.76	738,990	39.20	1,885,139
2014	430,014	20.22	919,646	43.25	776,641	36.53	2,126,301
2015	405,481	18.97	907,852	42.47	824,424	38.56	2,137,757
2016	451,751	20.18	976,636	43.63	810,033	36.19	2,238,420
2017	416,351	18.97	944,538	43.04	833,457	37.98	2,194,346

Source: Files provided by National Taxation Bureaus.

(D) Individual Income Tax e-Filing for Foreigners

In 2017, 199,336 cases were filed via e-Filing or other electronic media, representing 71.47% of the total of 278,911 of such returns filed.

Table 4-4 No. of Cases Declared of Individual Income for Foreigners (2013-2017)

Taxation Year	Via e-Filing		Manually		Via Media		Total
	Cases	Rate %	Cases	Rate %	Cases	Rate %	Cases
2013	85,032	65.46	37,871	29.15	6,980	5.37	129,883
2014	102,891	66.71	39,419	25.56	11,925	7.73	154,235
2015	150,402	65.37	57,965	25.19	21,726	9.44	230,093
2016	178,300	70.21	51,720	20.36	23,948	9.43	253,968
2017	199,336	71.47	46,703	17.74	22,872	11.79	278,911

Source: Files provided by National Taxation Bureaus.

(E) Individual Income Tax e-Filing for Professional Practitioners

In 2017, 30,040 cases were declared via e-Filing, representing 65.79% of the total number of cases of such returns filed.

Table 4-5 No. of Cases Declared of Individual Income Tax Returns via e-Filing of Professional Practitioners (2013-2017)

Taxation Year	Via e-Filing		Total
	Cases	Rate %	Cases
2013	27,539	59.23	46,498
2014	28,307	62.90	44,997
2015	27,682	63.28	43,745
2016	28,749	64.15	44,812
2017	30,040	65.79	45,658

Source: Files provided by Five National Taxation Bureaus.

(F) Filing of Profit-seeking Enterprise Income Tax Return

In 2017, 892,476 cases were filed via e-Filing or other electronic media, representing 99.95% of the total of 892,953 cases filed.

Table 4-6 No. of Profit-Seeking Enterprise Income Tax Returns (2013-2017)

Taxation Year	Via e-Filing		Manually		Total
	Cases	Rate %	Cases	Rate %	Cases
2013	796,417	99.60	3,192	0.4	799,609
2014	820,208	99.86	1,121	0.14	821,329
2015	844,390	99.91	771	0.09	845,171
2016	867,812	99.94	531	0.06	868,343
2017	892,476	99.95	477	0.05	892,953

Source: Files provided by National Taxation Bureaus.

(G) Filing of Provisional Income Tax Return

The percentage of provisional income tax returns declared via e-Filing has been close to 100% every year since it reached 100% in 2008.

Table 4-7 No. of Provisional Income Tax Returns (2013-2017)

Taxation Year	Via e-Filing		Manually		Total
	Cases	Rate %	Cases	Rate %	Cases
2013	29,278	99.99	2	0.01	29,380
2014	25,018	99.99	3	0.01	25,021
2015	23,492	99.99	2	0.01	23,494
2016	21,444	100.00	1	0.00	21,445
2017	20,853	100.00	1	0.00	20,854

Source: Files provided by National Taxation Bureaus.

(H) Business Tax via e-Filing

Provision of the service of business tax declaration via e-Filing saves time to declare business tax for business entities. This also saves labor for the handling of mail for 879,556 cases declared via e-Filing in 2017, representing 96.84% of a total of 908,273 cases declared.

Table 4-8 No. of Cases Business Tax Declared (2013-2017)

Type Taxation Year	Via e-Filing		Manually		Via Media		Total
	Cases	Rate %	Cases	Rate %	Cases	Rate %	Cases
2013	779,897	95.65	34,858	4.28	588	0.07	815,343
2014	805,059	95.94	33,583	4.00	469	0.06	839,111
2015	830,654	96.24	32,119	3.72	353	0.04	863,126
2016	855,503	96.57	30,144	3.40	272	0.03	885,919
2017	879,556	96.84	28,502	3.14	215	0.02	908,273

Source: Outputs from the Business Returns Management Task system.

(I) Securities Transactions Tax and Futures Transactions Tax via e-Filing

The number of cases of securities transactions tax via e-Filing in 2017 was 981, representing 99.09% of a total of 990 filed. The number of futures transaction tax returns filed via e-Filing in 2017 was 205, representing 98.09% of a total of 209.

Table 4-9 No. of Cases Securities Transactions Tax Data Declared (2013-2017)

Type Taxation Year	Via e-Filing		Manually		Total
	Cases	Rate %	Cases	Rate %	Cases
2013	941	69.29	417	30.71	1,358
2014	1,012	93.01	76	6.99	1,088
2015	986	94.17	61	5.83	1,047
2016	1,027	98.47	16	1.53	1,043
2017	981	99.09	9	0.91	990

Source: Outputs from the Securities Transactions Tax Declaration System.

Table 4-10 No. of Cases Futures Transactions Tax Data Declared (2013-2017)

Taxation Year	Via e-Filing		Manually		Total
	Cases	Rate %	Cases	Rate %	Cases
2013	160	72.73	60	27.27	220
2014	185	88.10	25	11.90	210
2015	192	98.46	3	1.54	195
2016	201	96.17	8	3.83	209
2017	205	98.09	4	1.91	209

Source: Outputs from the Futures Transactions Tax Declaration System.

(J) Commodity Tax and Tobacco and Alcohol Tax via e-Filing

The number of cases of commodity tax declared via e-Filing in 2017 was 1,087, representing 98.46% of the total cases; the number of cases of tobacco and alcohol tax declared via e-Filing in 2017 was 378, representing 99.21% of the total.

Table 4-11 No. of Cases Commodity Tax Data Declared (2013-2017)

Taxation Year	Via e-Filing		Manually		Total
	Cases	Rate %	Cases	Rate %	Cases
2013	1,036	91.44	97	8.56	1,133
2014	1,105	97.53	28	2.47	1,133
2015	1,103	99.46	6	0.54	1,109
2016	1,099	99.19	9	0.81	1,108
2017	1,087	98.46	17	1.54	1,104

Source: Files provided by National Taxation Bureaus.

Table 4-12 No. of Cases Tobacco and Alcohol Tax Data Declared (2013-2017)

Taxation Year	Type	Via e-Filing		Manually		Total
		Cases	Rate %	Cases	Rate %	Cases
2013		389	98.73	5	1.27	394
2014		397	97.49	10	2.51	398
2015		388	99.23	3	0.77	391
2016		378	99.74	1	0.26	379
2017		378	99.21	3	0.79	381

Source: Files provided by National Taxation Bureaus.

(K) Estate Tax and Gift Tax via e-Filing

Estate tax and gift tax via e-Filing commenced in September 2011. The number of estate tax cases declared via e-Filing was 13,538 and the number of gift tax cases declared via e-Filing was 29,114 in 2017.

Table 4-13 No. of Cases Estate Tax Data Declared (2013-2017)

Taxation Year	Type	Via e-Filing		Manually		Total
		Cases	Rate %	Cases	Rate %	Cases
2013		546	12.98	3,662	87.02	4,208
2014		786	11.22	6,221	88.78	7,007
2015		1,242	15.13	6,966	84.87	8,208
2016		2,020	19.74	8,215	80.26	10,235
2017		13,538	60.95	8,673	39.05	22,221

Source: Files provided by National Taxation Bureaus.

Table 4-14 No. of Cases Gift Tax Data Declared (2013-2017)

Taxation Year	Type	Via e-Filing		Manually		Total
		Cases	Rate %	Cases	Rate %	Cases
2013		609	9.24	5,980	90.76	6,589
2014		588	3.49	16,260	96.51	16,848
2015		1,266	6.93	17,013	93.07	18,279
2016		2,294	15.16	12,839	84.84	15,133
2017		29,114	67.82	13,815	32.18	42,929

Source: Files provided by Five National Taxation Bureaus.

B. Individual Income Tax e-Deduction Statement Project

This project allows for the auditing of automated deductions and provides e-deduction statement downloads for the taxpayer, reducing the cost of individual income tax filing.

C. Pre-Calculation Service for Individual Income Tax Returns

Individual taxpayers who meet certain requirements can receive pre-calculated income tax notices and tax bills. If the taxpayers confirm the calculation or pay the tax as stated on their tax bills, they are deemed to have completed the filing of their income tax return. The number of taxpayers utilizing the aforesaid service was 2.19 million in 2017, 35.28% of the total number of taxpayers.

D. The Paperless Issuance of Various Withholding and Non-withholding Tax Statements for Income Tax

In order to enhance administrative efficiency and reduce the consumption of paper, the paperless issuance of various withholding and non-withholding tax statements for income tax has been put into practice. The Ministry of Finance provides several convenient ways for individual taxpayers to inquire about paying their taxes.

E. The Enhancement of Information System Integration for Taxes and Customs Duties

- (A) Improvements were made in the sharing of information resources in regard to the imposition of taxes and customs duties. Further work was done to improve the efficiency and selection of cases for auditing to prevent tax evasion.
- (B) To enhance the assessment of tax evasion in Internet purchases, a project team continued to hold meetings to detect tax evasion on Internet purchases early by auditing taxation information collected from payment channels, import declarations, and the Internet.
- (C) Enhance and integrate the information system of taxes and customs duties to improve checking efficiency.

F. VAT Refund on Purchases by Foreign Visitors

The Foreign Tourists VAT Refund was implemented in October 2003. To enhance the efficiency of VAT refunding procedures and provide varied and convenient VAT refund methods, the MOF established the Foreign Tourists VAT Refund Project Team in September 2014. In line with the international practice of outsourcing VAT with reference to the worldwide tax refund services to private business entities, Chunghwa Telecom Co., Ltd. was commissioned to handle this tax refund service starting on May 1, 2016. The number of VAT refund cases increased to 1.45 million cases in 2017. Due to the convenience of various VAT refund methods, the number of tax refund cases at Customs decreased 28.76% over the previous year, and other tax refund cases (including the in-store small-amount VAT refund and the authorized downtown VAT refund) increased 16.79% over the previous year, effectively dispersing foreign tourists to different locations for tax refunding.

Table 4-15 No. of Cases of VAT Refund on Purchases by Foreign Visitors (2013-2017)

Type Taxation Year	VAT Refund at Customs	In-Store Small-Amount VAT Refund	Authorized Downtown VAT Refund	Total
2013	472,093	417,018	N/A	889,111
2014	618,946	626,050	N/A	1,244,996
2015	901,076	738,770	N/A	1,639,846
2016	644,073	845,684	5,267	1,495,024
2017	458,818	985,221	8,601	1,452,640

Source: VAT Refund Website.

(1) In-store small-amount VAT refund service started in 2011.

(2) In-store authorized downtown VAT service refund started in May 2016.

2. E-invoice Services

A. Increasing the adoption rate of e-invoice carrier

(A) Promotion of Credit Card Carriers

- (a) To increase the adoption rate of e-invoice carriers, the FIA actively promoted credit cards e-invoice carriers. As of the end of 2017, there are eighteen credit card issuing banks engaged in the program, and thirteen business entities with a total of 5,299 branches in Taiwan that accept credit cards as e-invoice carriers.
- (b) To guide and encourage the general public to obtain e-invoices using their credit cards, the FIA launched the "credit-card carrier zone" in 2017 and cooperated with thirty-four government authorities in working towards the mutual goal of promoting credit card carriers.

(B) Promoting the Combination of Mobile Payment Tools and E-invoicing

To increase the adoption rate of e-invoice carriers, the FIA promoted mobile-payment industries to integrate e-invoice carriers into their payment tools allowing consumers to obtain e-invoices while paying the bill. As of the end of 2016, there are eleven credit card issuing banks engaged in the program, allowing people to get e-invoices by using smartphones equipped with the tag-to-pay technology. In addition, at least six mobile payment tools have combined e-invoice mobile barcode for consumers to request e-invoices.

(C) Related Tasks for Promoting E-invoice Carriers

- (a) The FIA called on business entities and five national taxation bureaus to continue promoting e-invoice credit card carriers.
- (b) The FIA streamlined the application procedures of mobile barcode and optimized the setting processes of carrier aggregation to activate auto-transfer of prize money to the user's bank account.
- (c) The FIA provided three promotional icons for local tax bureaus nationwide to print on the tax bill. As a result, people can easily apply for cellphone code just by scanning the QR Code from their tax bill.

B. Enhancing traceability of product supply chain and cross-agency inspection

- (A) To promote the cross-domain integration and application of e-invoices, the FIA cooperated with the Changhua County Public Health Bureau in 2017 and provided data query services for food inspection, the same approach adopted by the Food and Drug Administration.

- (B) To assist in the tracking and auditing of food, the FIA promoted commodity bar-codes uploaded with e-invoices and enhanced commodity databases, supply chain transaction model, and API query functions.
- (C) Continue to accelerate the promotion of key industries using e-invoicing and increase the proportion of food industries using e-invoicing in accordance with relevant laws and regulations. In 2017 a total of 4,011 food industries were introduced to e-invoicing, 39.10% of the total 10,258 food industries nationwide.
- (D) Integrate e-invoicing, customs, and taxation statistics to complete big data analytics and applications in four areas of taxation. The visual presentation of said data assists the five NTBs in their selection of IRS tax cases for audit.

3. Local Taxes

A. The Outsourced Service Maintenance Project of Continued Local Taxation-Reform System

To ensure that taxation platforms will continue to provide high-quality and intelligent taxation services, the FIA invited the district tax offices of the six municipal (country/city) governments to discuss and review Request for Proposal (RFP). The implementation of the second phase of outsourced taxation maintenance and operation services in accordance with regulations will promote synergy among local tax systems and boost efficiency of fiscal administrative policies.

B. Multiple Channels of Communication and Messaging

The multi-communication channel system integrates taxation information system resources, provides national and local taxation services for taxpayers, and increases service items year by year. A total of 100,327 messages were sent through the system during 2017.

C. Vehicle License Tax

In response to the direct administration of the Vehicle License Tax by the Local Tax Bureau of Keelung City, Revenue Service Office of New Taipei City Government, Local Tax Bureau of Yilan County, Local Tax Bureau of Changhua County, and Local Tax Bureau of Hualien County, related programs were modified and the direct collection of said tax by 22 local revenue bureaus were promoted.

D. Local Tax e-Filing Tasks

- (A) Over 2,450,000 cases (about 93% of the annual count) were handled via the new network system during 2017, thus saving time needed for related work.
- (B) In order to enhance administrative efficiency and reduce the cost of local tax filing, the FIA provided a way to inquire about and pay tax bills for taxpayers.

E. House Tax Information Operations

- (A) In 2017, the number of house tax cases was 8,546,507, an increase of 1.34% from those of 8,433,894 in 2016, and the tax amount was NT\$75.3 billion, an increase of 5.17% from those of NT\$71.6 billion last year.
- (B) In 2017, a new tax payment service was provided through which a Citizen Digital Certificate or Business Digital Certificate could be used to check the house tax fee at multimedia kiosks, print out the tax payment bill, and pay it directly in convenience stores.
- (C) To make the tax levy process more efficient, the House Tax Information System has been modified in accordance with the Ministry of Finance's amendment of the House Tax Payment Notice Forms and Transfer Payment Notice Forms on January 16, 2017, and "Reference Principles for Simplified Assessment of the Standard Value and Current Value of a House" on March 3, 2017.

F. Deed Tax Information Operations

In 2017, the number of deed tax cases was about 345,800, an increase of 4.53% from those of 330,800 in 2016, and the tax amount was about NT\$13.3 billion, an increase of 5.7% from those of NT\$12.6 billion last year.

4. Taxation and Collection

A. The second phase of Outsourced Service Maintenance Project of the continued National Taxation-Reform System

- (A) With the signing of the contract with Chunghwa Telecom on March 30, 2017, the project commenced on April 1, 2017 and will end on March 31, 2020.
- (B) The main scope of maintenance: Software and hardware equipment, applications, information security services and website services, including a total of 270-hour education training over three years.
- (C) In order to monitor project status effectively, the FIA will periodically conduct project progress review meetings; system quality and operation needs are ensured through ITIL Service Desk, online control mechanism of problem reporting and new/change requirement (CQ).
- (D) Completed the 1st and 2nd phase of user acceptance/verification test process before the end of 2017.

B. Promotion of Tax Payment Notifications with Bar-codes

- (A) Implementation of tax payment of business tax for cross-border e-commerce business entities and cases of tax avoidance at financial institutions and convenience stores.
- (B) Implementation of tax payment of estate tax, gift tax and cases of tax avoidance by financial chip card via the Internet.
- (C) Implementation of tax payment of profit-seeking enterprise annual income tax for the owners of organizations of sole proprietorship and partnership by credit card via the Internet.
- (D) In 2017, convenience stores received a total number of 14,040,212 cases of tax payment to the amount of NT\$61 billion; financial institutions received a total number of 20,666,495 cases to the amount of NT\$1.848 trillion; and electronic payment channels received a total number of 5,831,630 cases to the amount of NT\$205 billion.

Table 4-16 No. of Cases Received by Tax Payment Channels

Taxation Year	Type	Cases	Case Percentage (%)	Amount	Amount Percentage (%)
	Automatic Teller Machine	351,669	0.87	3,751,551,438	0.18
	Credit Card via Internet	2,355,696	5.82	91,516,389,667	4.33
	Convenience Stores	14,040,212	34.63	61,401,407,924	2.90
	Designated Accounts Transfer	2,671,779	6.59	89,722,137,824	4.23
	Current Savings Accounts via Interactive Voice Response System	10,931	0.03	106,503,681	0.01
	Current Savings Accounts via Internet	114,127	0.28	4,269,773,029	0.20
	Financial Chip Card via Internet	327,428	0.80	15,839,799,848	0.75
	Financial Institutions	20,666,495	50.98	1,848,195,272,744	87.40
	Total	40,538,337	100.00	2,114,802,836,155	100.00

C. National Tax Refund Operations

- (A) Combining local and national taxation platforms, tax refund operations were expanded to include local/national taxes and cross-region taxation to enhance refund efficiency, increase national tax resources and reduce personnel costs.
- (B) In 2017, there were 8,119 cases in local taxation services amounting to NT\$17,605,262. In the five NTAs, there were 47,701 cases amounting to NT\$169,705,384.

5. Financial Networking

A. National Taxation and Local Taxation Network Integration

The integration of the national taxation and local taxation networks with high availability, high performance, and high security network configuration helps strengthen the sharing of national taxation and local taxation information resources to accomplish various data queries and file exchanges, and enhances the overall efficiency of the national taxation and local taxation information systems.

B. Household Administration Network Online Operations

Further work was done to achieve the integration of household administration information, enhancing the selection of cases for audit to prevent tax evasion and to increase tax revenue.

C. Tax Declaration Network Connection

Connection of the FIA, the operations center, and the Tax Declaration Network to collect tax return files was carried out.

D. Electronic Gate Connection Task (Information Provider of Tax Information)

As part of the development of the e-government/online government system, the FIA provides the infrastructure for non-taxation agencies to make inquiries regarding common taxation data via the government service network. This facilitates government agencies in the application of taxation resources, thus improving administrative efficiency and upgrading the quality of service for the general public.



E. Other Network Online Operations

To improve the integrity of the tax information system, the FIA established online network operations between the tax authorities and other sections of the government, such as the Ministry of Labor and the National Immigration Agency, transferring up-to-date statuses of foreigners and foreign laborers to the tax offices via the FIA. Links have also been established with the Ministry of Health and Welfare, the Taiwan Depository & Clearing Corporation, the Construction and Planning Agency of the Ministry of the Interior, and the Customs Administration of the Ministry of Finance. In addition, the FIA provided channels to maintain the registration information of taxpayers and businesses.

F. Integration of the VoIP System of the Five National Tax Bureaus

In order to reduce the telephone fees for long distance calls among the five national taxation bureaus, the FIA integrated the Voice over Internet Protocol (VoIP) systems of the five bureaus. This service will be gradually extended to the other government agencies under the Ministry of Finance to reduce calling costs.

G. Continued Promotion of Open Document Format (ODF)

The MOF ODF Promotion Community, with 412 members and 292 articles of discussion, has helped reduce the ratio of Microsoft Office installation under 10% for the FIA and NTBs and under 40% for the MOF and subordinate agencies. To promote the complete deployment of LibreOffice in the MOF and all subordinate agencies, the FIA held seven training lectures to with 263 persons in attendance.

H. Fiscal Big Data Research Center Project

The establishment of the fiscal big data research center and big data analysis operation platform allows users to conduct data analytics research by accessing the back end's operation platform through the center's front end virtual desktop.



6. Data Inquiry and Retrieval

A. Individual Income Tax Database

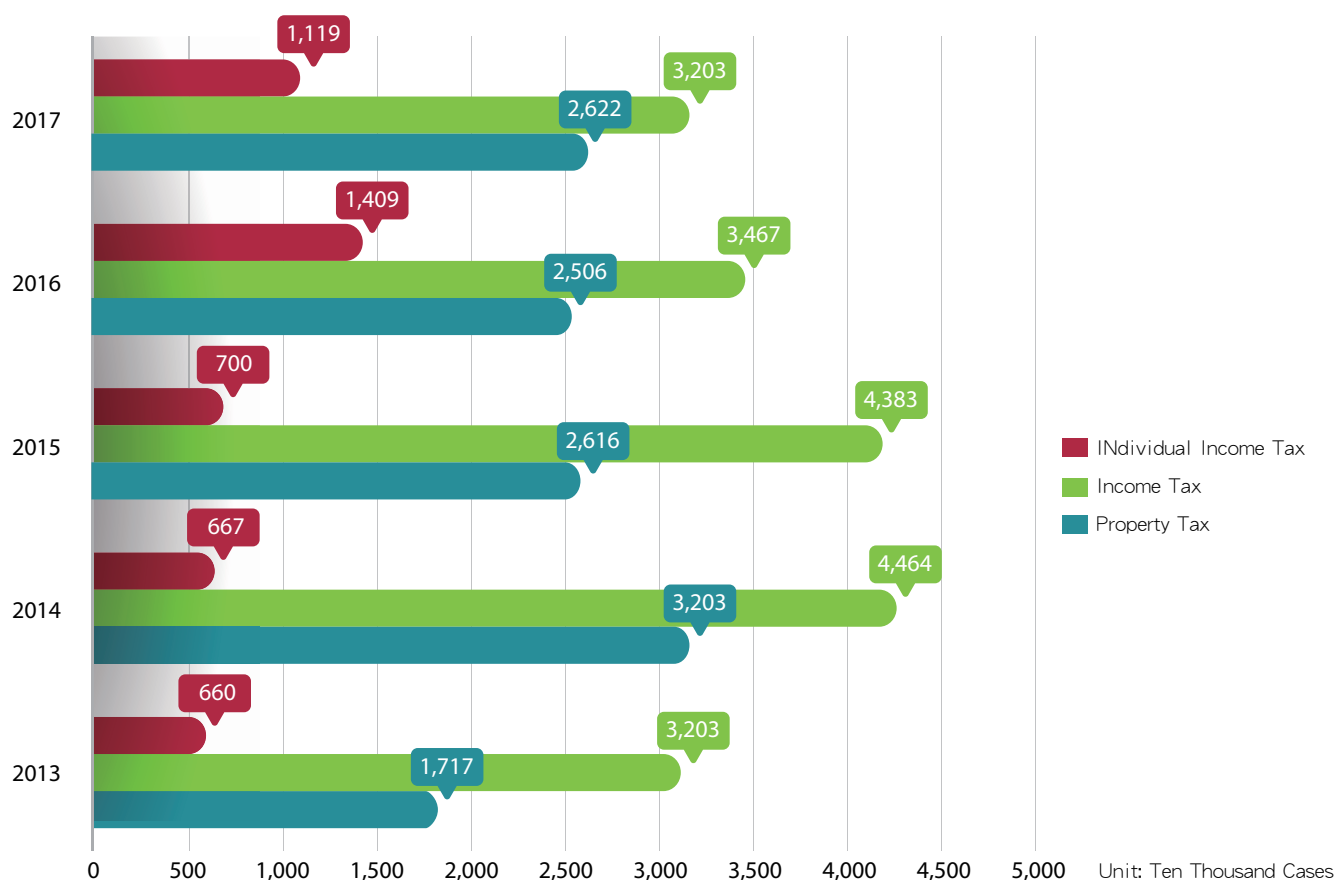
In 2016, a total of 233,726 manually declared cases of individual income tax and 1,868,062 cases of withholding individual income tax statement were filed on time.

B. FIA Scanning and Simplification of Rental Housing Assessment

To simplify operational procedures, the FIA asked the five taxation bureaus to send rental housing approval forms for scanning and processing. The number of scans in 2017 decreased by 65% compared with 2016, greatly reducing the personnel costs of the FIA and the taxation bureaus in book binding, packing, shipping, data compilation and scanning.

C. Inquiry and Investigation of Property Tax, Income Tax, and Tax Data of Individual Income Tax Registration

In accordance with Article 33 of the Tax Collection Act, the data on cases of property tax, income, and individual income tax are as follows:



Source: Outputs from the Individual Income Tax Inquiry System.

Figure 4-1 Investigated Cases of Property Tax, Income Tax, and Tax Data of Individual Income Tax.

D. Selection and Auditing of Individual Income Tax Cases

The annual selection and auditing operations of the five National Taxation Bureaus in 2017 is as follows :

- (A) In 2015, 450 cases of performance statistics reports were printed, reviewed, and mailed to the Taxation Administration, Ministry of Finance.
- (B) In 2016, 450 cases of monthly reports were compiled and archived.
- (C) In 2017, 450 optional cases, cases with a huge number of assets, or selected cases of wealth, were archived.

E. Providing CD Files to Other Agencies

Other agencies were provided with a total of 1,469 CD files, including 2,921 encrypted, non-encrypted, and certificate-based encrypted data files.

F. File Transfer

The FIA completed 1,828 file transfers with other agencies.

G. System Development and Maintenance / Staff Training and Education

In order to strengthen staff capability with computer information system design, the FIA set up the System Design and Data Processing Division in 2016 to handle some system design tasks, including developing self-maintained & small-scale information systems. Dedicated personnel and new IT staff are trained with system development (maintenance) skills, data analysis skills, project management capabilities, and information security knowledge.

H. IT Skill Training

Training in advanced information technology, such as systems analysis, programming, software security and project testing (integration testing), are held regularly.

I. The Template of Request for Proposal (RFP) Revision and RFP Reviews

In order to standardize all RFP, the FIA reviews RFP System documents and set up a series of templates for RFP documents.

J. Office Automation System

- (A) Continue to integrate the office automation system of 5 national tax bureaus and 22 local revenue offices; provide automation service for day-to-day services for the FIA, 5 national tax bureaus and 22 local revenue offices; utilize digital forms and the online authorization system to drastically reduce paper use and boost the efficiency of administrative operations.
- (B) Continue to maintain the FIA's website, which was redesigned in August 2017 in line with new internet trends.

V. This Year's Focus and the Future Direction of Development



1. This Year's Focus

A. Constructing the financial cloud services of the MOF

The FIA in December 2015 completed the "Cloud Open Lab of MOF" and in 2016 completed the financial cloud data center (including information exchange system, MOF backup data center, and off-site backup data center). The Financial cloud development and testing platform passed the Ministry of Economic Affairs' cloud open lab "IaaS (Infrastructure as a Service, IaaS) cloud feature inspection procedures" with an item inspection ratio of 100%. The use of the cloud computing virtualization and dynamic resource allocation mechanism will gradually promote the transfer of MOF servers to the cloud, allowing for more flexible use of information resources by the MOF and its subordinate agencies.

B. Vehicle License Direct Collection

As 12 local tax agencies (including the Department of Taxation of Taoyuan) are directly collecting their Vehicle License Tax in 2018, the FIA coordinated with the Directorate General of Highways to provide interfacing, privileges, and parallel testing for the MP3 Service.

Based on the modification of VAB system and transfer to the VLT system, The FIA imported data on car registration and levy operations.

C. Implementation of online inquiry and payment services for vehicle license tax, house tax, and land tax

The innovative online inquiry and local tax payment reduces the cost of reissuance of tax statements, enhances the convenience of services, and achieves energy saving and carbon reduction targets. Before the collection periods of vehicle license tax (April, October), house tax (May), and land tax (November), tax collection authorities send tax statements to taxpayers, who can pay their taxes through the Paytax website and key in the category, administration code, tax due, term, and reference code.

Taxpayers who have lost or have not received their tax statement need to apply for reissuance of their tax statement.

During the collection periods of vehicle license tax, house tax, and land tax, taxpayers can use their Citizen Digital Certificate or health insurance IC card to log in to the website to inquire and pay taxes without tax statements. This not only reduces the time for applying for the reissuance of tax statements, but also reduces government costs in personnel deployment, tax service counter manpower, printing of tax statements, and other related costs for processing applications for reissuance of the tax statement. In 2017, there were 50,699 cases of online inquiry and payment of local tax services.

D. Self-developed application systems

In order to strengthen the core capability of the FIA, reduce the dependency on outsourcing contractors, maintain competitiveness, and create value, information training courses are held to educate our staff on cloud computing techniques and to improve capabilities in system design, computer language programming and digital identification skills. This year, the FIA adopted advanced information techniques, including Spring framework, Bootstrap, Git (version control tool) and Jenkins (automated process tool), to develop 7 application systems in-house (Authority Control System, Simple Deploy System, Business Tracing System, Schedule of Funding Projects System, Equipment Management of Ministry of Finance and its Affiliates System, Projects Management and Budgets Deliberation of Ministry of Finance and its Affiliates System and Environment Cleaning Request System). These systems cover many of our organization operations with authorization management and communication/information security.

E. New FIA website with responsive web design

In keeping with new internet trends, the FIA redesigned its website to establish a mobile device friendly environment with HTTPS communication protocol and promote government data and operation transparency. The new website, established in August 2017, uses responsive web design (RWD) and adheres to the new guidelines on government website operation management effectiveness index published by the National Development Council.

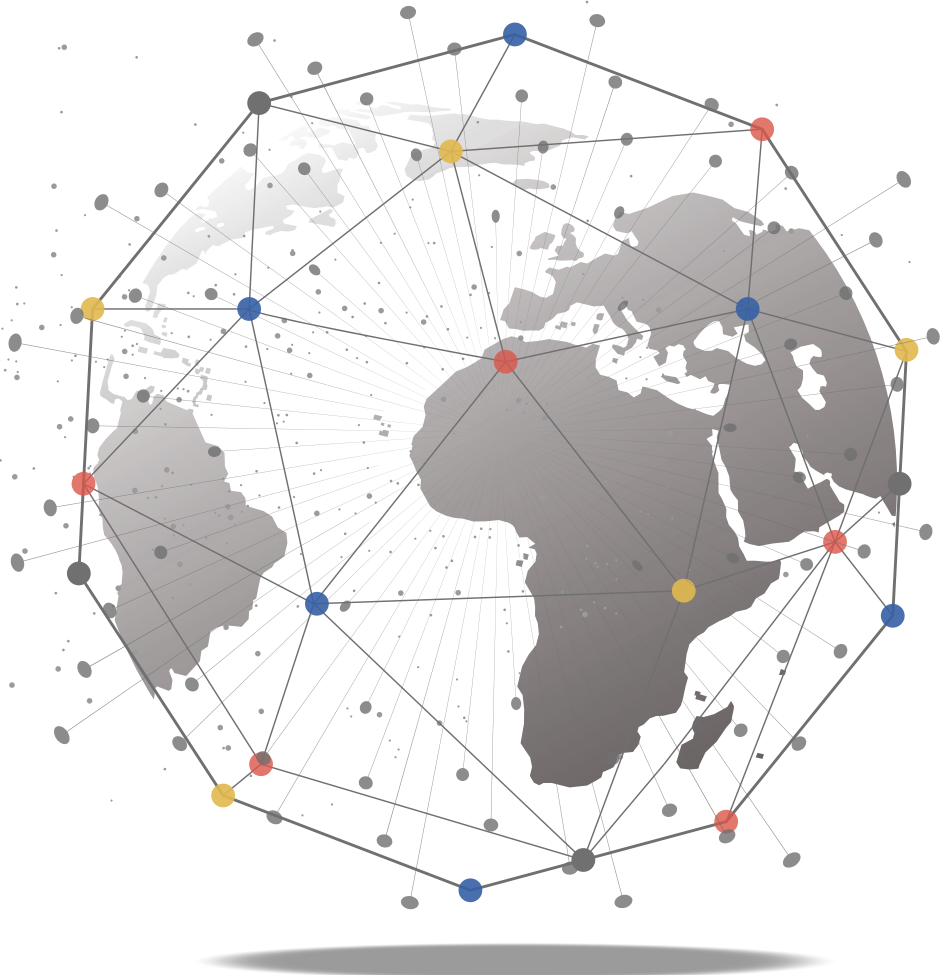
F. Promotion of e-Invoice Services

- (A) Upgrade storage equipment and complete database transfer to comprehensively upgrade and integrate, then promote e-invoice platform service.
- (B) As of the end of 2017, there were more than 186,138 business entities issuing e-invoices. The number of e-invoices surpassed 6.8 billion, with an annual growth rate of 8.63%, which shows that e-invoices are well accepted by business entities and consumers.
- (C) Based on Taiwanese consumption habits, the FIA actively promoted e-stored value cards, credit cards, carriers, and cellphone barcodes to help public utilities adopt e-invoice issuance. As of the end of 2017, cloud invoices reached more than 1 billion, and the annual growth rate of cloud invoices was 9%.

G. Enhancing traceability of product supply chain and cross-agency inspection

This program focuses on the inclusion of electronic invoices in the food and related product traceability systems. The program continues to help support food safety applications, actively promotes cross-domain integration, and encourages all sectors of the food industry to use electronic invoicing.

In order to assist the Ministry of Health and Welfare in tracing food safety incidents, the program compiles an integrated database of product names, which screens food related data from e-invoice items and can avoid the issue of food items labeled under different product names. GS1 is used as a standard for food classification to facilitate food flow query. In 2017, in order to optimize the integration of food product names, the FIA has improved the accuracy of food name integration through improvements such as the GS1 product classification mechanism and GS1 product bar code comparison. At the same time, the process also increased the number of domain name categories. Based on e-invoice data in 2017, there was a total of 23,405 commodity products, including new additions such as tobacco and milk powder.



To promote cross-domain integration, strengthen food safety management, and expand the effectiveness of system development and application, the FIA established cooperation with the Changhua County Public Health Bureau in 2017 to provide data query service and improve the efficiency of front-line inspections. The big data analytics of four tax applications, "VAT Refund Abnormality Audit," "Using Commodity Import Information to Assist Domestic Sales Tax Evasion Audit," "Analysis of Business Entities with High Ratio of Abnormal Input Tax" and "Statistical Analysis of Purchase Invoices, Voided Invoices, and Reporting Sales" through integration of e-invoicing, customs, and taxation statistics are visually presented, to assist the five NTBs in tax case selections.

To promote the use of e-invoicing in the food industry, the FIA held 14 training courses, 4 media events, and consultations for the implementing of e-invoice system for 341 retailers in 2017.

H. Promoting the combination of mobile payment tools and e-invoicing

(A) Promoting combination of the mobile wave-and-pay tools and e-invoicing

The MOF started the service of the credit cards e-invoice carrier in Jan. 2016. When consumers pay with credit cards in retail stores that support credit card e-invoice carriers, the credit card number is transformed into an e-invoice carrier number and is used in the uploaded e-invoice, allowing people to obtain non-physical e-invoices more easily.

The tokenization technology used in mobile payment uses a token to replace the physical card number to enhance the transaction security of NFC or e-commerce. In response to the adoption of tokens in transactions, as with Apple Pay or other mobile payment tools, the FIA planned to exchange a mapping table for physical and virtual card numbers, confirmed the method at a meeting with banks in December 2017, and secured the agreement of fourteen issuers of the e-invoice carrier credit cards. Ten issuer banks including E. Sun Commercial Bank, Taishin International Bank, CTBC Bank, and Chang Hwa Commercial Bank are participants of the program as of December 2017.

(B) Promoting combination of barcode-scanning mobile payment tools and e-invoicing.

(a) Provision of E-Invoice Mobile Payment API

The e-invoice platform has provided dedicated e-invoice barcode API for mobile application developers since 2015, with APIs including "E-invoice Barcode Registration" and "E-Invoice Barcode Query". The platform has provided "E-invoicing Mobile Payment API" since June 2017, with APIs such as "Forgetting Verification Code", "Reset Verification Code", and "Binding Financial Account of Electronic Payment Account", so that mobile payment companies can used

the API for developing versatile applications and provide better user experience to their customers. There have been 5 mobile application payment companies combining e-invoicing barcode and mobile payment, including O'Pay and other major companies.

- (b) Promoting combination of "Common QR Code Mobile Payment of Government Banks" (formerly named "Taiwan Pay Common Payment") and e-invoicing. The FIA requested that the Financial Information Service CO., LTD (FISC) modify data formats to include a data field for e-invoicing. FISC announced the modified specification to 47 financial institutions and explained the interface between e-invoicing and mobile payment. Hua Nan Bank, 7 other banks, and Taiwan Mobile Payment CO., LTD. will support e-invoicing in their mobile payment applications, which is scheduled to come online between March and August 2018.



2. Future Direction of Development

A. Optimization of e-invoice platform to upgrade service and add value

- (A) Optimize e-invoice platform to comprehensively upgrade service.
- (B) Combine new technology to provide innovative service.
- (C) Expand cross-domain application and value-added e-invoicing.

B. Enhancing traceability of product supply chain and cross-agency inspection

- (A) Enhance traceability of product supply chain and increase product names in the commodity database.
- (B) Promote cross-domain integration and application of e-invoices.
- (C) Continue to promote use and adoption rate of e-invoicing by business entities in accordance with relevant laws and regulations.

C. To Improve staff's system developing skills and strengthen their forward-looking computing techniques

The FIA plans to train new staff with more powerful system design capabilities, data analysis skills and teamwork by way of a series of training courses in project management, information security and computer language programming. The FIA will also hold advanced computing/information courses like software quality control, big-data analysis and machine learning courses to enhance the IT and research capabilities of senior staff.

D. Planning the Ministry of Finance's Official Document Electronic Exchange "Agency-level Shared Dispatch and Receiving Platform"

In response to the decision by the National Archives Administration (NAA), National Development Council, to stop providing official document electronic exchange terminal-level software eClient, official document exchange operations in the future will be conducted through the API provided by the NAA.

Due to the limits of internet infrastructure, physically isolated official document systems are unable to link up with the API provided by the NAA. After discussing with the NAA in 2017 to confirm the setup of "Agency-level Shared Dispatch and Receiving Platform," the interfacing will be conducted via index listing supplemented with API. With the exception of our MOF's official document system which is interfaced directly via API, the remaining offices of the FIA, 5 NTBs, 22 local revenue offices, National Property Administration, and Customs Administration will implement the methods suggested by our Agency.

E. Promoting the combination of e-invoicing and electronic payment tools

The FIA promotes the combination of e-invoicing and electronic payment tools and credit cards as a type of e-invoicing carrier, which reduces the cost of compliance for business entities in printing out invoices and simplifies invoice information management. The FIA also assists state-owned banks to connect with the e-invoicing platform so that the combination of e-invoicing and "Common QR Code Payment of State-owned Banks" can come online in 2018 as scheduled. The policy of non-physical invoices will raise the proportion of non-physical invoices and gradually achieve the goal of zero-paper usage.

F. Promote the quality and quantity of Government Open Data

Following the policy of the NDC, the FIA established a three-tiered mechanism from top to bottom for the MOF's government operations in 2013. The financial information was made public according to classification and staging. From 2017, the FIA will follow the NDC policy to improve the quality of open data, and according to the NDC open data quality evaluation mechanism, the FIA will enhance the ease of use and use benefits of financial open data to create new financial open data value.



VI. Major Events in 2017



January 2017

January 12

In conjunction with the definition of carriers added according to the amendments to the Value-added and Non-value-added Business Tax Act in December 30, 2015, the need for practical operations, and the self-management mechanism of the business entities and the value-added centers, issued of Explanatory Decree by the MOF on 12 January 2017, and the amendments of the "Operation Directions on Electronic Invoice" became effective on 1 January 2017.

February 2017

**February
23-24**

The Ministry of Finance Portal system education and training was held with the MOF, NTA, DOT MOFTI, and PPMOF in attendance.

March 2017

March 15

The "MOF Information Promotion and Consultation Team - Policy Consultation Team" is reestablished as the "MOF Information Policy and Security Meeting" and is responsible for the information operations and security policy of the MOF.

April 2017

April 21

The first meeting for "The Government Open Information Promotion Team of the MOF" was held.

May 2017

May 3

Digital Transformation Association (DTA) awarded the "2017 DTA Award for Digital Service Innovation – Open Digital Government" (1st place) to the FIA.

May 4

A speech on "Sexual Harassment and Prevention of Sexual Assault" was given by Ms. Zheng, Li-Yan, the judge of the Taiwan Taipei District Court, with 143 persons in attendance.

June 2017

June 6

The first meeting for "The Government Open Information Consultation Group of the MOF" was held.

June 14

The first meeting for "The Information Policy and Information Security of the MOF" was held.

July 2017

July 7

A film appreciation and speech on "Talking about Prevention and Control of Gender Violence from Underwear Shop" was given by Ms. Huang, Rui-Ru, the director of the Taiwan Association of Read and Social Care, with 147 persons in attendance.

August 2017

August 1

Lu, Po-Chang was transferred to the post of Director of the National Taxes Division; Tung, Chih-Ching, the post of Director of the Taxation and Collection Division; Lu, Shao-Li, the post of Director of the Information and Communication Division; Wang, Jui-Hai, the post of Director of the Data Processing Division; Chou, Tzy-Yuan, the post of Director of the Comprehensive Planning Division.

August 30

A speech on "An Introduction to the Connotation of Public Pension Annuity Reform" was given by Mr. Lin, Wen-Can, the Deputy Chief of Administration of the Ministry of Civil Service, with 75 persons in attendance.

August 31

To increase the adoption rate of e-invoice carriers, the FIA launched the "credit-card carrier zone" on the e-invoice platform to guide and encourage people to request e-invoices using their credit cards.

September 2017

September 7

The 2017 training seminar for senior staff was held and the speech, "Talking about Financial Innovation from Mergers and Acquisitions", was given by Mr. Zhang, Jia-sheng, the General Manager of Information Department, with 75 persons in attendance.

September 12

The Asia Pacific Council for Trade Facilitation & Electronic Business (AFACT) awarded the gold award in the Open Digital Government category to the FIA for its project, "Innovative E-invoice Service Applications of the Ministry of Finance".

September 12、19

The MOF document system education and training was held with the MOF, NTA, DOT MOFTI, and PPMOF in attendance.

September 18

Ms. Li, Shu-Fang, the new Director of the Civil Service Ethics Office of the FIA, assumed her post.

September 26

A first visit to the Taipei Feitsui Reservoir Administration and Franz Collection Inc. was held with 36 persons in attendance.

September 27

A regularly visit to review of the information security management system ISO 27001:2013 was held and its scope of verification expanded to the FIA.

October 2017

- October 12** A second visit to the Taipei Feitsui Reservoir Administration and Franz Collection Inc. was held with 37 persons in attendance.
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- October 25** The Conference on "The Chief Information Officers of the Ministry of Finance and Its Subordinate Agencies of 2017" was held.
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November 2017

- November 3、10** The first and second training course on MOF Office Automation Integration System were held, with 29 participants from the Ministry of Finance and its subordinate agencies in attendance.
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- November 7、8、11** The sessions of "The Information and Communication Security Promotion Seminar of the MOF" were held for the MOF and its subordinate agencies, heads and information security officers of local revenue services, and senior officers of the FIA, with a total of 118 persons in attendance.
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- November 20** The second meeting for "The Government Open Information Promotion Team of the MOF" was held.
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- November 21** The FIA received the "Outstanding Achievement Award" from the CSROC.
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December 2017

- December 7** Ms. Lou, Mei-Chung, Deputy Director-General of the FIA, was promoted to the Training Institute, Ministry of Finance. Mr. Hsu, Ning-Yung assumed the post of Deputy Director-General of the FIA.
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- December 17** The second meeting for "The Information Policy and Information Security of the MOF" was held.
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- December 20** The Legislative Yuan Finance Committee examines the business overview of the FIA.
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- December 26** The second meeting for "The Government Open Information Consultation Group of the MOF" was held.
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- December 31** Completed penetration test operations for 20 external service websites of the MOF and its subordinate agencies, and a test report for improvement was submitted.
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