



**BiZZdesign**

**EA in the Dutch  
public  
administration in  
practice**

**Roderick Schreuder**



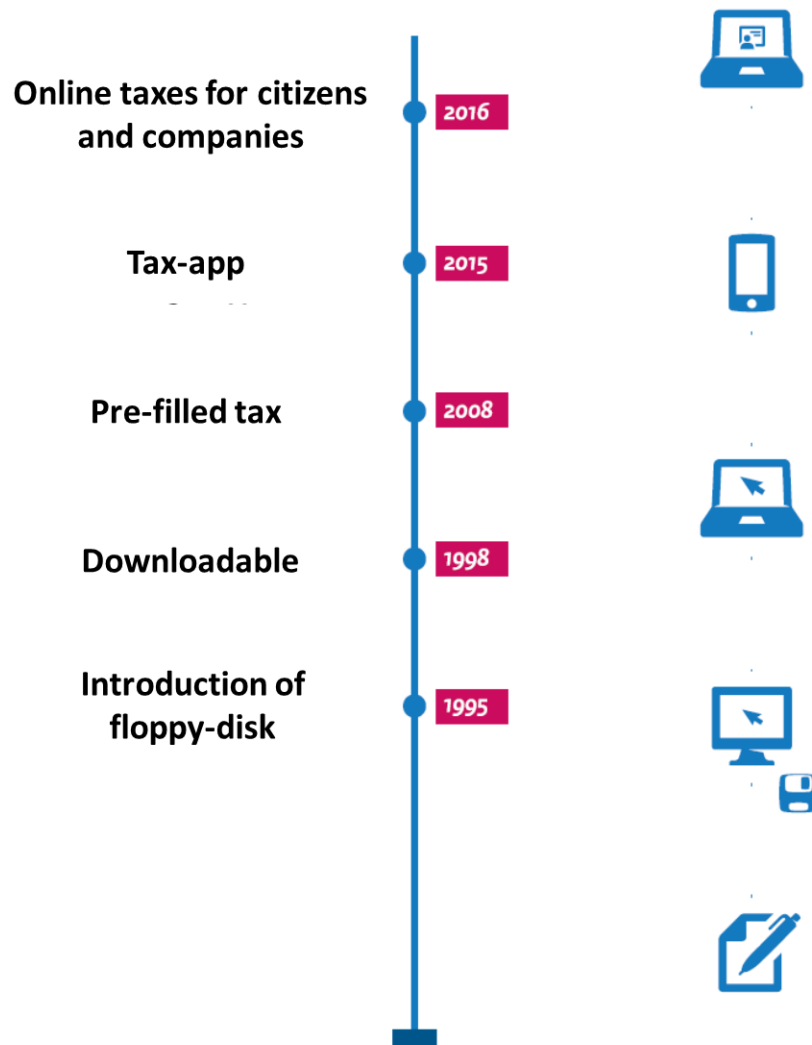
# The Dutch tax office: facts & figures

- Some key figures (tax credits):
  - 8,1 million citizens
  - 1,2 million companies
  - 6,1 million households
  - 12,2 million
  - +/- €230 billion in taxes per year
  - +/- 100 million payments per year, total € 10,8 billion
- +/- 31,360 employees
- Some key figures (Enterprise dataware house and analytics):
  - Mainframe IBM (EDW: 25 Tb)
  - Teradata (Analytics and datamining)



# Digital journey

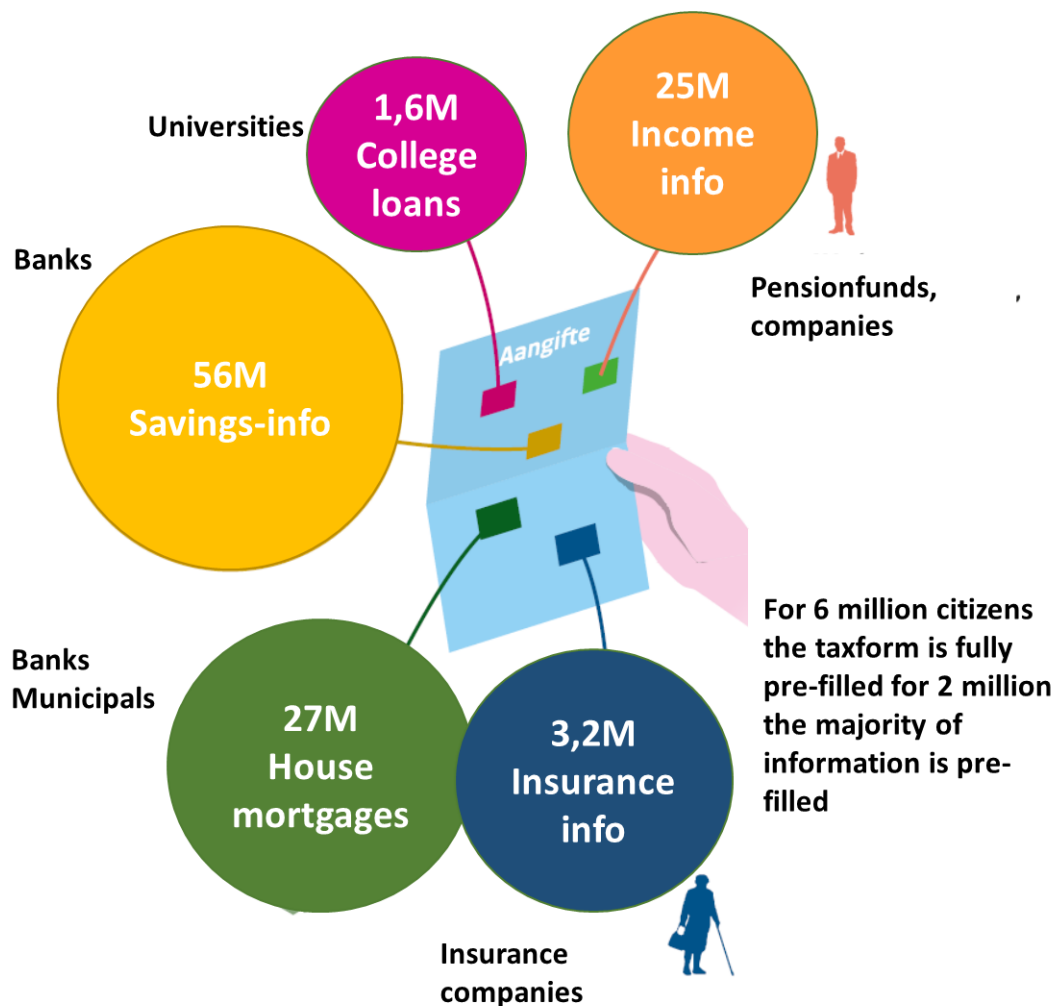
- Started in 1995 with floppy-disk
- In 2016 96% of all tax-forms are digital
- From 2016 – 2023 all communication with become digital



# Pre-filled

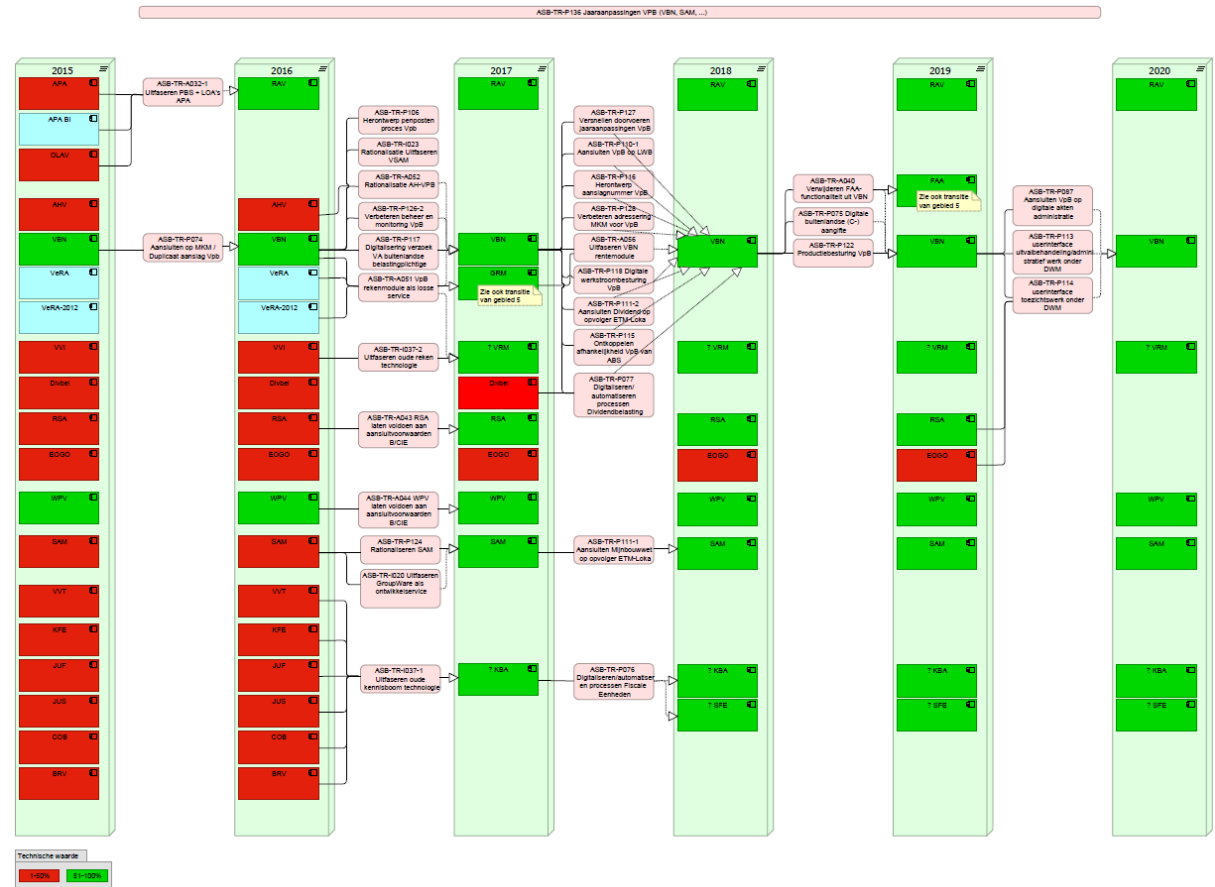
Most recent step is the pre-filled tax-form

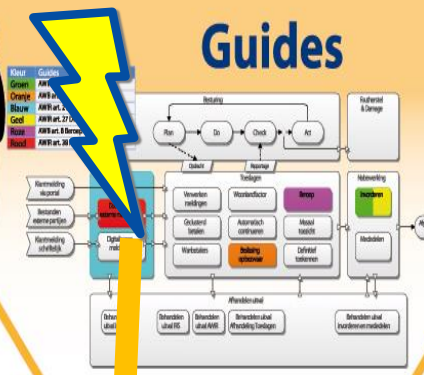
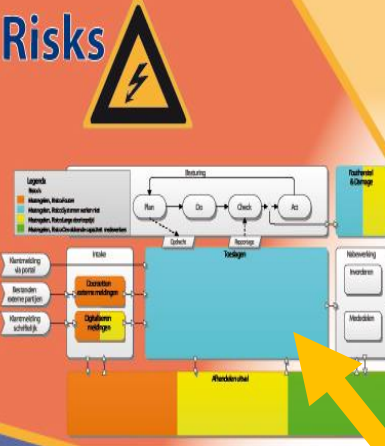
In collaboration with banks, insurance-companies, employers and municipals all relevant information is collected and presented to the citizens



# Transformation roadmap

- Digital journey means a close management of the application landscape and continuously optimizing business- and technical value





Our vision: Enterprise model for design and navigation of transformation

Overlay the enterprise model with different aspects to gain deeper understanding

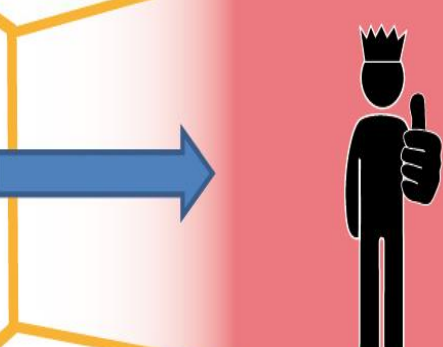
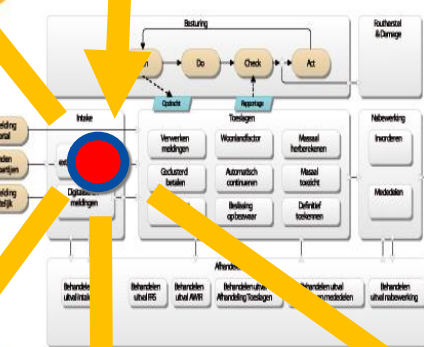
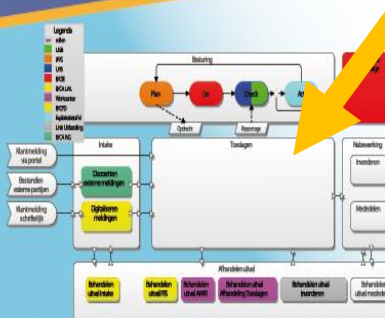
Developed incrementally for various domains

Implemented using "the navigator", based on BiZZdesign Enterprise Studio

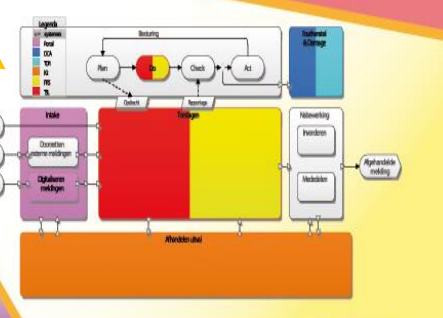
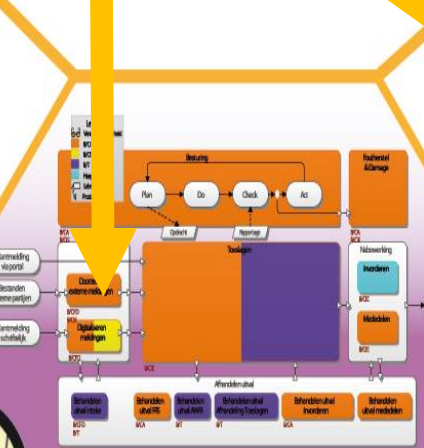
Benefits:

- Reduced time to 'look up' information
- Improved understanding
- Improved Requirements / IT specification
- Improved understanding of data needs (including BI)

**Customer**



**Organization**

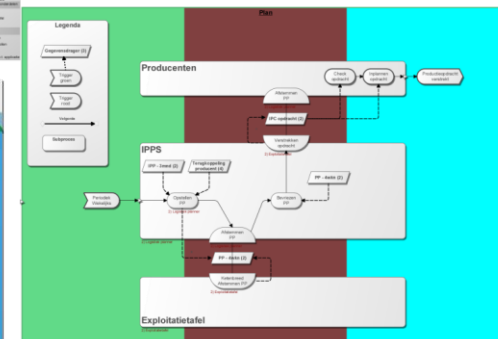
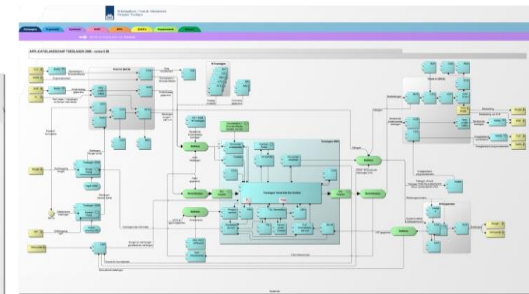
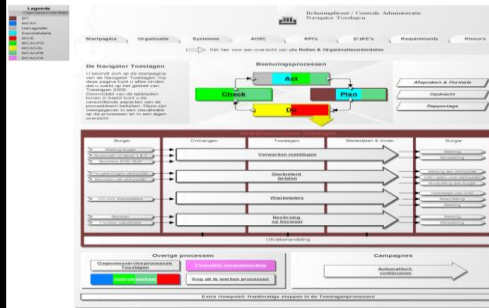
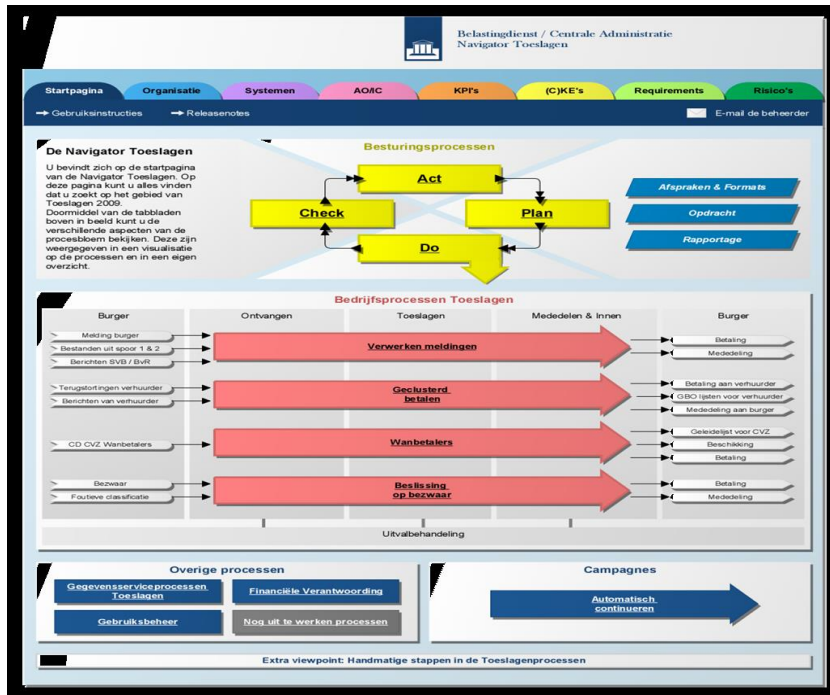


**Applications**



**Context**

# Implementation: the navigator



# Digital transformation and design

- Over the last decade the involvement of employees in the digital transformation and design has increased
- Architects, designers, business analysts, information managers, portfolio-manager etc. collaborate more and more in one digital transformation and design platform

