



21 March 2023

[Redacted]

Dear [Redacted]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 26 February 2023. You requested information regarding the outcomes, measures and KPIs of Inland Revenue's Business Transformation programme, as mentioned in [Transforming Inland Revenue](#):

I note that there are no outcome measures or KPIs in the document.

...but would like information about the KPIs and measures for the program. The goals appear to have been 'improve agility minimise risk improve customer experience more effective services increase secure sharing of information improve productivity.'

I would like a copy of the project objectives in relation to each of these objectives and a copy of any project finalisation report and measures/KPIs that show how the project has improved these factors from before implementation.

The benefits Inland Revenue committed to deliver from the transformation programme are set out on Inland Revenue's website here: [November 2015 Programme Update and Detailed Business Case](#).

We committed to delivering a range of financial and non-financial benefits (please refer to pages 23 and 24 of the *Programme Update and Details Business Case* for details) as a result of the transformation programme. They include:

- Making things easier for customers
- Improving the resilience of the revenue system
- Reducing the time and cost to implement policy changes
- Reducing compliance costs for customers
- Reducing the cost of providing Inland Revenue's services
- Delivering additional Crown revenue

Progress towards achieving these benefits is measured through a set of indicators, which were agreed on by Ministers in 2017. Inland Revenue has reported on the progress made with achieving these indicators every year since the year ending 30 June 2018. The Inland Revenue report, [Closure of the transformation programme](#), includes information for each year up until 30 June 2021 (please refer to page 8 of the report).

The programme closed on 30 June 2022, and we will continue to report on the progress with achieving the benefits we committed to deliver in our Annual Reports until 30 June 2024. Results for the year ending 30 June 2022 can be found in the latest [Annual Report 2022](#) on Inland Revenue's website under the "Transformation" section.

Publishing of OIA response

Please note that Inland Revenue regularly publishes responses to requests that may be of interest to the wider public on its website. We consider this response is of public interest so will publish this response in due course. Your personal details or any information that would identify you will be removed prior to it being published.

Thank you again for your request.

Yours sincerely



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