

Glossary

Application Programming Interface (API)	Open sets of standards that describe how information can be exchanged between applications and services.
Biometrics	Method for uniquely recognising a taxpayer based upon one or more physical characteristics, for example: fingerprint, voice, iris recognition, face recognition.
Big Data	Extremely large sets of structured and unstructured data that may be analysed computationally to reveal patterns, trends, and associations, especially relating to human behaviour and interactions.
Block chain or blockchain	A distributed database that maintains a continuously growing list of data records protected against tampering and revision, even by its operators.
Click to call	Refers to a form of web-based communication, in which a customer clicks a button (image or text) to request an immediate connection with a customer service representative in real time by phone call.
Click to chat	Refers to live “chat” support offered on a website. It allows the customer to click a button (image or text) to converse with a customer service representative in real-time via typing. It may also be referred to as a “live chat support”.
Data confidentiality	Assurance that data transmitted (in both directions) remains confidential.
Digital Certificate/ Digital Signatures	Refers to Public Key Infrastructure (PKI)– basically this is a security protocol that uses a pair of “keys”, one normally held by the taxpayer (not always the case) and the other by the administration. A taxpayer uses their key to log in, sign and submit information which is compared against the key held by the administration. Both must match in order for data to be accepted or for the user to be allowed access to the tax administration’s secure services. A digital certificate or digital signature fulfils the same function.

Data driven culture	A culture where data is viewed as an asset; it is visible and accessible and valued as much as intuition and experience.
Data governance	Overall management of the availability, usability, integrity, and security of the data employed in an organisation.
Data stewardship	A set of activities and programmes aimed at improving the quality of data owned by an organisation.
Digital ecosystem	The convergence of the media, telecoms and IT industries. It consists of users, companies, governments and civil society, as well as the infrastructure that enables digital interactions.
Disruptive technology	An innovation that creates a new market and value network and eventually disrupts an existing market and value network, displacing established market leaders and alliances as well as making societal impact.
Identity Authentication	Assurance as to the identity of the person or his/her intermediary who transacted the data (both directions) or accessed taxpayer data.
Internet of Things	Network of physical “smart” devices that use wireless technology to collect data and talk to each other and to people.
Natural systems	An environment within which individuals and businesses carry out their daily activities, also called their “ecosystem”.
Sand box	An online environment in which code or content changes can be tested without affecting the original system.
Service	A product or activity that meets the needs of the user or can be applied by the user. It may also mean the action of helping or doing work for someone.
Single taxpayer file	Comprehensive information regarding a particular taxpayer assembled in real time or near to real time by a tax administration in digital form.
Shared Secrets	Challenging the taxpayer to reveal information that only the Revenue authority and the taxpayer should know, usually information contained in the taxpayer’s tax records.
User-centred design	A design process, in which the needs, preferences, requirements and limitations of end users of a service or product (in the tax context: taxpayers) are given the priority at each stage of the design process. In user-centred design, the designers not only analyse and foresee how end users are likely to use a service or product but also test the validity of their assumptions with regard to user behaviour in real world tests with actual users.



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