



Delivering Trusted AI:

For enquiries please contact us at contact@ai2cb.org

Boosting Revenue Authority Services by harnessing the power of AI

IMPERIAL

Data Science Institute



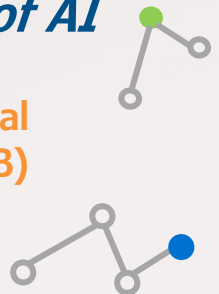
COMMONWEALTH
TELECOMMUNICATIONS
ORGANISATION

WU

WIRTSCHAFTS
UNIVERSITÄT
WIEN VIENNA
UNIVERSITY OF
ECONOMICS
AND BUSINESS



**The Alliance for International
AI Capacity Building (AI2CB)**

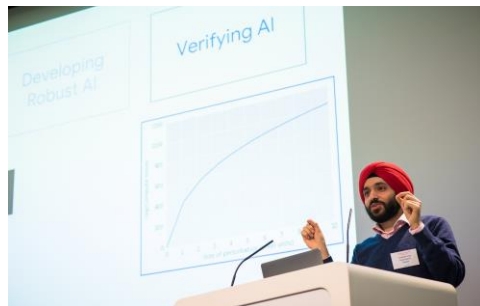


Overview

Governments face multiple challenges, including upgrading infrastructure, addressing an aging population, adapting to digital technologies, and tackling climate change. Meeting these demands requires strong public-private collaboration to ensure sustainable and inclusive growth. A key aspect of this transformation is tax administration, which must secure revenue without hindering long-term growth.

AI presents a significant opportunity to enhance government operations, particularly in emerging economies and Small Island States. While AI carries risks, these must be acknowledged and integrated into the transformation process. Our work focuses on building a trustworthy AI capacity in tax administrations, which manage vast government databases and play roles beyond tax collection, such as environmental protection and disaster management. Given tax administration's broad societal impact, many Commonwealth countries see it as a leader in the government's digital transformation.

The initiative, led by the Alliance for International AI Capability Building (AI2CB), unites experts from CTO, Validate AI CIC, Imperial College London, and Vienna University of Economics and Business. It aims to help tax administrations implement trustworthy AI standards and identify digital solutions. Inspired by a fiscal authorities AI assurance workshop in May 2024 in Vienna, attended by officials from India, South Africa, and businesses, this program seeks to drive AI safety and innovation in government.



Objectives

This programme leverages the experiences of our team to deliver major international capacity building programmes including in AI to help state building for countries no matter where they are on their digital journey to enhance their AI capability by:

- Designing a programme to reflect specific needs, understanding ESG challenges and skills gaps.
- Agreeing an approach following an initial scoping mission to delivery in-country/virtual support.
- Focussing on AI that does not harm sub-populations or certain communities.
- Agreeing project priorities at board level and track against KPI's.
- AI pilots aligning to the latest AI standards from AI Safety Summits, ISO, EU & UN standards.
- Showcasing pilot key learning at events held in London and Vienna from 2026 onwards.
- Delivering objectives bespoke to each participating nation that will include:
 - Building transparency & trust** via greater citizen awareness of AI projects
 - AI capability building frameworks** tracking progress that includes human resourcing, technology infrastructure and transformation management.
 - Research** by facilitating greater engagement of government & industry with academia.

Target Audience

This AI capability programme needs to embrace the views of as many different stakeholders as possible whilst being driven at ministerial and heads of government level, to ensure state level priorities are respected. The programme will seek a direct contact with relevant ministers and senior government officials to agree appropriate targets and timelines.

Representatives from fiscal authorities, ministries of finance, ICT departments and central government AI coordination bodies will be important stakeholders, as well as international agencies such as ATAF, WB and ADB.

In country technology service providers, especially in the telecommunication sector would also be key to understanding how best to implement the programme.

Methodology

The programme will be led by Validate AI, Imperial College DSI, and WU, with pilot partners from Commonwealth nations, including India, Malaysia, Kenya, Rwanda, South Africa, and representatives from the Pacific and Caribbean Islands. Each pilot begins with discussions to align AI applications with key governmental goals. A tailored, modular programme will then be designed to embed AI strategically and operationally, ensuring measurable improvements. Each country's programme will leverage AI2CB expertise, guided by leading experts including:

- Prof David Hand (Imperial College London & Validate AI Chairman) who was presented with the honour of 'Companion of the Commonwealth Partnership of Technology Management'
- Dr. Richard E. Stern Director of WU Global Tax Policy Centre in Vienna, as well as Prof. Jeffrey Owens, the outgoing director
- Dr Gilbert Owusu (British Telecom PLC & Validate AI Advisory group member), Director AI and Data at British Telecom.

Key performance indicators (KPIs) will focus on enhancing internal management, taxpayer services, compliance, and dispute resolution. The programme will also address legal, cultural, budgetary, and technological challenges related to AI adoption. With an inclusive, community-driven, and multidisciplinary approach, both in-country and virtual support will be provided throughout the transformation journey. Progress will be monitored by an AI2CB advisory panel, which will meet twice a year to review and guide the programme's development, ensuring effective and sustainable AI implementation in tax administrations.



Duration of the Programme

This programme will initially last for three years starting mid-2025 with select pilot countries in different regions of the Commonwealth. The programme will also include reporting back key learning to the wider commonwealth community via conferences with delivery partners at WU, Vienna and at Imperial College London as well as other events led by CTO from 2025 onwards.

