Course	Link	Customer Support	Course Description	Access Period	Registration Due Date
Information Technology and Data Management—English	VITARA—ITD	https://cvent.me/0gAQaD	This module equips heads of tax administrations and their executive leadership teams with essential information technology and data management concepts and tools. The module opens by explaining how information technology (IT) can help achieve a tax administration's goals and the role of executives in managing and overseeing IT resources. The module highlights the evolution of IT from a back-office function to a strategic driver of reforms and modernization. Among other concepts, it explores digital transformation and the automation of an integrated business process model. The module provides tools for integrating IT into reform planning and prioritizing IT investments, and includes broad overviews of contemporary IT operations, governance arrangements, and management practices. Building from insights into IT, the module explains how to understand, manage, and use data to improve tax administration performance. The module closes with an overview of information security.	January 1, 2025 – April 15, 2025 (15 *weeks*)	April 1, 2025
Enterprise Risk Management—English	VITARA—ERM	https://cvent.me/0gAQaD	This short, self-paced course provides fundamental knowledge on modern Enterprise Risk Management (ERM) good practices. The strategic objective of ERM is to understand and manage enterprise risks (including compliance, IT, HR, finance, project, and reform-related risks) in a holistic, structured, and systematic fashion. ERM informs strategy and planning and thus improve the quality and viability of strategies and organizational performance. ERM seeks to ensure that significant organizational risks are recognized. It also ensures that where required, and to the extent possible, these risks are mitigated to acceptable levels and possibly turned into opportunities.	June 1, 2024 – April 15, 2025 *(45 weeks)*	April 1, 2025
Audit Program—English	VITARA—Audit	https://cvent.me/0gAQaD	This six-hour-long module provides a solid understanding of audit as a key tool to promote and enforce compliance. The module explains international good practices in designing and managing an effective audit program and the key components of an audit process. The module covers relevant aspects of audit such as the necessary legal powers, organization, and governance arrangements, staff	May 1, 2024 – April 15, 2025 *(50 weeks)*	April 1, 2025

			expertise, resources, and auditor performance evaluation. The module focuses on practical issues such as how audit cases are selected, the different types of audits, and audit methods that are available to staff as well as electronic audit tools and how they can be used in conducting audits.		
Performance Management— English	VITARA — Performance Management	https://cvent.me/0gAQaD	This short introductory course provides a solid understanding of the principles of performance management. Learners will be equipped with practical tools and techniques to help effectively manage organizational performance in their tax administration.	May 1, 2024 – April 15, 2025 *(50 weeks)*	April 1, 2025
Compliance Risk Management— English	VITARA— Compliance Risk Management	https://cvent.me/0gAQaD	This eight-hour self-paced introductory course focuses on modern Compliance Risk Management (CRM) good practices. The strategic goal of CRM is to steadily increase the level of voluntary compliance over time by identifying and prioritizing risks and implementing treatments to address the risks. In this module, you will learn how adopting a systematic approach to CRM supports tax administrations to deliver this core function and achieve their overall goals successfully.	May 1, 2024 – April 15, 2025 *(50 weeks)*	April 1, 2025
Human Resource Management— English	VITARA—Human Resource Management	https://cvent.me/0gAQaD	This short self-paced course provides fundamental knowledge on HRM matters within a tax administration including among others HRM strategy and its implementation, HRM organizational models, HRM functions and the key areas of an effective HRM system.	May 1, 2024 – April 15, 2025 *(50 weeks)*	April 1, 2025
Strategic Management— English	VITARA—Strategic Management	https://cvent.me/0gAQaD	The eight-hour self-paced course highlights the different plans tax administrations create in relation to their strategy and its implementation. The module also elaborates on the common challenges and risks leaders of tax administrations face, the common mistakes made, and international good practices to follow in the strategic management of a tax administration.	May 1, 2024 – April 15, 2025 *(50 weeks)*	April 1, 2025
Gestión Estratégica— Español	VITARA—Gestión Estratégica	https://cvent.me/0gAQaD		Mayo 1, 2024 – Abril 15, 2025 (50 semanas)	Abril 1, 2025
Gestion Stratégique— Français	VITARA—Gestion Stratégique	https://cvent.me/0gAQaD		Mai 1, 2024 – Avril 15, 2025 (50 semaines)	Avril 1, 2025
Reform Management	VITARA—Reform Management Fundamentals:	https://cvent.me/0gAQaD	The eight-hour-long self-paced course explains key concepts of reform management, the process of developing a tax administration reform program, the key management	May 1, 2024 – April 15, 2025 *(50 weeks)*	April 1, 2025

Fundamentals—English	[Setting up a Reform Program](#)		and governance arrangements of tax administration reforms as well as tax administration reform project management.		
VITARA—Fundamentos para el gerenciamiento de las reformas: establecer un programa de reformas—Español	[VITARA—Fundamentos para el gerenciamiento de las reformas: establecer un programa de reformas](#)	https://cvent.me/0gAQaD		Mayo 1, 2024 – Abril 15, 2025 (50 semanas)	Abril 1, 2025
Principes de base de la gestion des réformes : établir un programme de réformes — Français	[VITARA—Principes de base de la gestion des réformes : établir un programme de réformes — Français](#)	https://cvent.me/0gAQaD		Mai 1, 2024 – Avril 15, 2025 (50 semaines)	Avril 1, 2025
Reform Management Specific Topics—English	[VITARA—Reform Management Specific Topics: Managing a Reform Program](#)	https://cvent.me/0gAQaD	This short self-paced course focuses on the implementation of reforms and introduces tools and methods in planning, monitoring and reporting tax administration reform programs, approaches to resource reforms and risk management, successful change management practices as well as the concept of post-implementation evaluation.	May 1, 2024 – April 15, 2025 *(50 weeks)*	April 1, 2025
Temas específicos del gerenciamiento de las reformas: Gestionar un programa de reformas—Español	[VITARA—Temas específicos del gerenciamiento de las reformas: Gestionar un programa de reformas](#)	https://cvent.me/0gAQaD		Mayo 1, 2024 – Abril 15, 2025 (50 semanas)	Abril 1, 2025
Thèmes spécifiques de la gestion des réformes : gérer un programme de réformes—Français	[VITARA—Thèmes spécifiques de la gestion des réformes : gérer un programme de réformes—Français](#)	https://cvent.me/0gAQaD		Mai 1, 2024 – Avril 15, 2025 (50 semaines)	Avril 1, 2025

Institutional Governance— English	[VITARA— Institutional Governance](#)	https://cvent.me/0gAQaD	This eight hour self-paced course introduces the internal and external governance frameworks for tax administrations. It covers topics such as the principles of accountability and transparency, governance safeguards, anti-corruption, external oversight, and internal controls.	May 1, 2024 – April 15, 2025 (50 weeks)	April 1, 2025
Organization— English	[VITARA— Organization](#)	https://cvent.me/0gAQaD	This short self-paced course helps build knowledge and understanding of critical features in the organizational design of tax administrations.	May 1, 2024 – April 15, 2025 (50 weeks)	April 1, 2025
Organization— Arabic	[VITARA— Organization](#)	https://cvent.me/0gAQaD		May 1, 2024 – April 15, 2025 (50 weeks)	April 1, 2025