

Caribbean Netherlands zooms into Governance (again)

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19 February 2025



Tax Administration
Performance
Summit '25





Starting the framework

Managerial aspects

CHIPS FLOAT (Dutch SCOPAFIJTH)

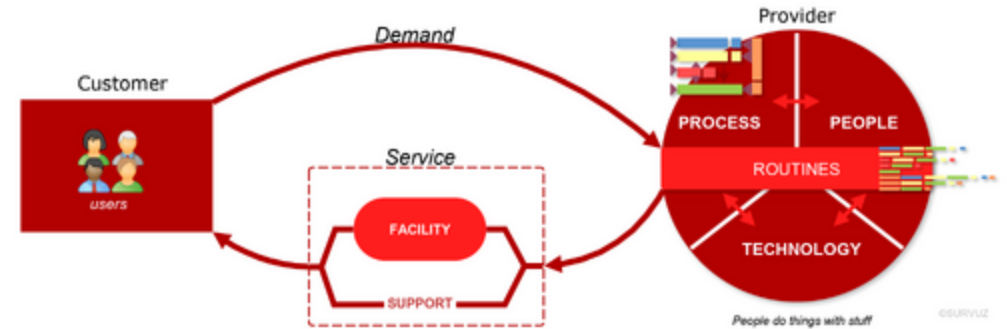
- **C**ommunication
- **H**ousing
- **I**nformation flow
- **P**eople management
- **S**ecurity (and privacy)
- **F**inance
- **L**egal
- **O**rganizational structure
- **A**dministration
- **T**echnology





Starting the framework

Governance areas



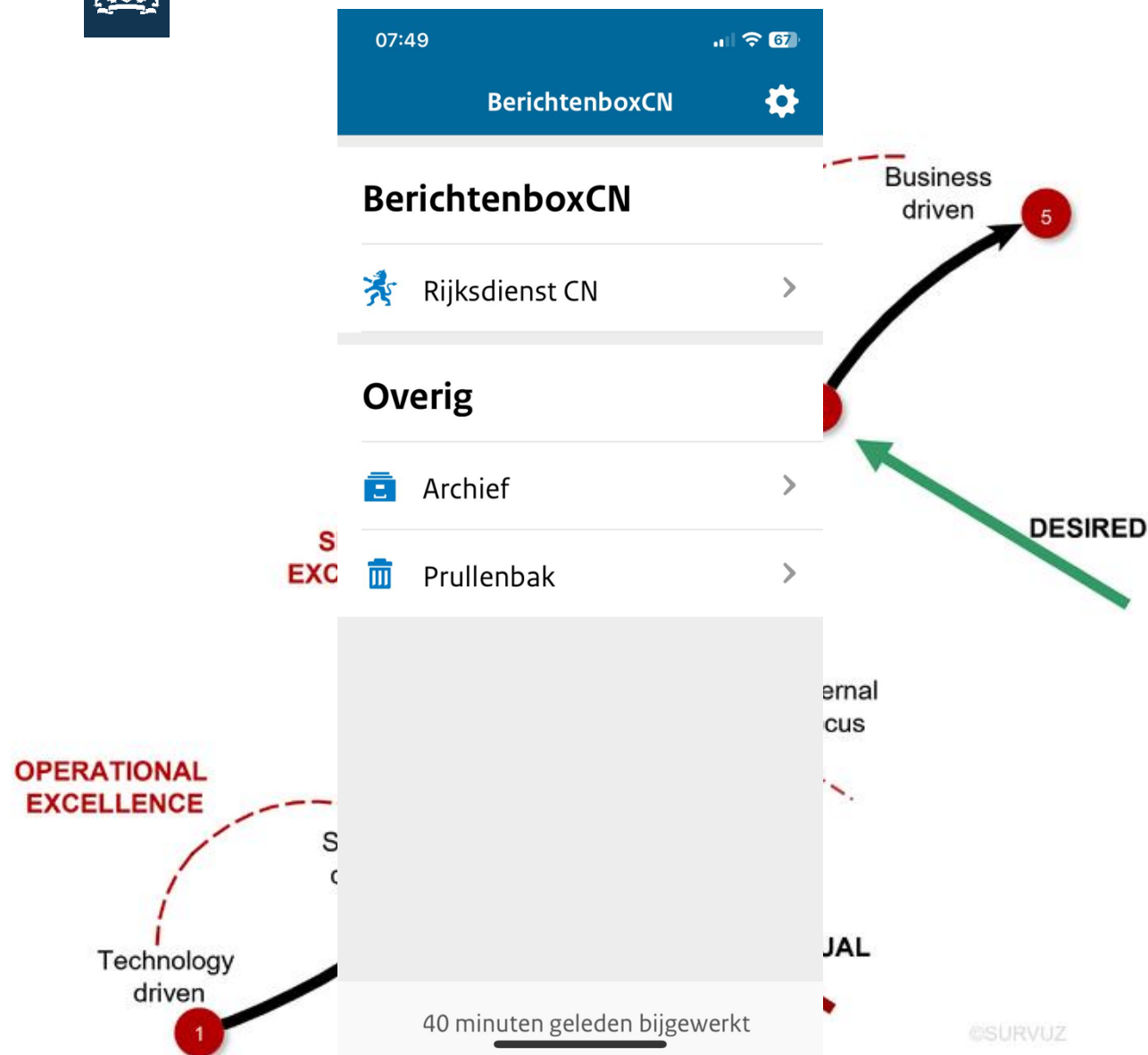
- **Customer journey**
- **Services**
- People
- Processes
- Data
- Systems

Every area has an owner responsible for all the management aspects



Service maturity

In addition to the maturity models we presented in Medellín, again.....





BerichtenboxCN (already in use)

	Communication	Housing	Information flow	People management	Security (and privacy)	Finance	Legal	Organ.
Customer journeys								
Services								
People								
Processes								
Data								
Systems								

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Rijksdienst CN

BCN

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U heeft een bericht ontvangen van de Belastingdienst Caribisch Nederland



BCN

27 aug. 2024

U heeft een bericht ontvangen van de Belastingdienst Caribisch Nederland



Zojuist bijgewerkt



Preguntanan?

Questions?

Vragen?



Thank You
For your attention