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DORKÓ Zsolt – PÁNDI Erik
dorkozs@heves.police.hu - pandi.erik@uni-nke.hu

THE ROLE OF INFORMATICS IN THE STRUCTURE OF THE NATIONAL TAX AND CUSTOMS OFFICE

Abstract

Organizations of budgetary bodies providing information technology services are facing a renewal. The objective of this publication is to present a novel solution for the information technology service of budgetary bodies. It is not intended to generalize but the structure presented here can set a good example for the operation of informatics fields of law enforcement bodies.

A költségvetési szervek informatikai feladatokat ellátó szervezetei megújulás előtt állnak. Jelen közlemény célja, hogy bemutasson egy újszerű megoldást a költségvetési szervek információtechnológiai kiszolgálására. Nem célja azonban, hogy általánosítson, de az itt bemutatott struktúra jó példával szolgálhat a rendvédelmi szervek informatikai szakterületeinek működtetésére.

Keywords: *organizational structure, IT service ~ szervezeti felépítés, IT szolgálat*

INTRODUCTION

On the 1st January 2011 the Hungarian Tax and Financial Control Administration (from here on: HTFC) and the Customs and Finance Guard (from here on: CFG) were integrated into the National Tax and Customs Office (from here on: NTCO). The integration of the two organizations was necessary according to the preamble and general justification of the legislation to make the tax and customs related tasks of the state more efficient and transparent and to ensure the renewal of the information technological and technological background necessary for achieving the goal of the better fulfillment of the appropriation of the budget and for more efficient assertion of the interests of it. These objectives also had a key role in the establishment of the organizational structure of NTCO. The organization that was created with this integration must be a government agency that is renewed in quality, more efficient, more transparent, more economic, more up-to-date regarding the flow of information, based on unified principles with unified control to investigate financial and other crime more efficiently, one with a criminal body as well. In the wording of the legislation,¹ it carries out its tasks via its central, mid-level and lower-level bodies. The structure of NTCO is organized around four major fields of activity, namely tax administration, customs administration, criminal activity and an information technology task system supporting professional activities.

THE FIELD OF INFORMATICS

Within the NTCO the importance of the field of informatics is expressed by the preamble of the legislation so that the modernization of the flow of information and its position in the body is described as a priority within the new structure. The field of informatics is placed on the same level as the other branches differentiated on a professional basis. Thus, the fundamental pillars of the organization are tax administration, customs administration, criminal administration and informatics. That is supplemented with *”well-functioning information technology is a fundamental pillar of the organization since without it neither tax administration nor customs administration can operate properly”*. [1]

Organizational Structure

In order to accomplish the objectives according to the predefined principle two organizations have been created to perform information technology tasks for NTCO, the Institute of Informatics and the Integrated Information Technology and Telecommunications Institute. Both institutions had a national jurisdiction. One of them mainly carried out operating, accounting and other administrative tasks, the other worked on the integration and development of the informatics systems of the ancestor institution and also operated the informatics system supporting criminal administration. However, the two organizations, that worked independently, were only temporary and served only the purpose of making the high quality services of the informatics background available at all times during integration and handing over.

In the next phase, for the sake of the principle of efficiency and economy, the two institutions were merged together to form NTCO's Institute of Information Technology and their fields of operations were united. As a result of integration parallelism in the operations of the field has vanished, making the execution of tasks more professional.

The principle of unified control and the separation of operational execution are ensured by the task system of the Central Office. The Information Technology vice-director directly

¹ Legislation of 2010 Nr.: CXXII.on National Tax and Customs Office 3.§

controls the organizational activities of information technology bodies. The Information Technology Development Department, the Information Technology Methodology Department and the Information Protection Process Regulating and Administration Organization Department directly supervise any departments that provide information technological tasks. The directorates are directly supervised by chief directorates.

The accomplishment of the principles of the modernization of the flow of information and improving its quality is well represented with the establishment of the position of rapporteur of informatics. The rapporteur of informatics coordinates chief directorate and directorate level tasks under the direct control of the chief director. Since he is in constant contact with the chief director he can effectively mediate directorial ideas and options at hand, helping the flow of information.

NOVEL CONTROL AND MAINTENANCE MODEL

A demand on behalf of the legislature, to create an organization, providing information technological tasks, that is renewed in quality, more efficient, more transparent, more economic and more modern regarding the flow of information, has been fulfilled in the organizational structure of NTCO.

The current structure leaves space for the nowadays accepted theory that economy has become an "industry" fully controlled by informatics. Projecting it on NTCO this means that fulfilling tasks of state tax administration, customs administration and criminal investigation is impossible without the support of a well-functioning information technology body. The legislature made it clear that the complexity of the field of informatics requires the definition of the separation of the field. The number of its bodies and the number of the staff and the fact that the number of tasks over a critical amount can lead to obscurity for some responsible leaders makes it justified that separation should also mean independence. The organizations of NTCO have been created matching all these requirements. These information technology organizations can provide the informatics operations of NTCO, foster efficient accomplishment of core tasks, essentially define the quality execution. Accordingly there is a view that every task, the bodies, the staff and organizational units should be handled equally important with regard to the performance of the NTCO.

LEVELS OF ENFORCEMENT OF INTERESTS

In case of NTCO this has been achieved both on legislative and on practical levels. The field of informatics is represented on the same level as the other separate fields. The head of the Information Technology Institute is the chief director appointed by the director, nominated by the Information Technological vice-director. The institution is under the control of the Central Office. Regarding its financial jurisdiction the chief director of the Information Technology Institute is the head of the body obliged.

The Information Technological vice-director is appointed by the director. The departments under the control of the vice-director supervise the departments of the chief directorates, providing informatics tasks, directly. Directorates are supervised indirectly through supervising chief directorates. The rapporteur of informatics efficiently and successfully fulfills the servicing of region based information technological demands and coordination among directorates under the direct supervision of the chief director.

SUMMARY

The field of informatics is one of the fundamental pillars of the structure of NTCO. It is represented as an independent field both on central and on regional levels. The field is directly involved in the strategic decision making of NTCO and is part of the leadership. Enforcement of interests of informatics is direct without distortion because the leaders of informatics are directly supervised and controlled by the director and chief director. The size and structure of the organization, its segmentation gives an optimal framework for the information technological support and full accomplishment of the tasks of tax administration, customs administration and criminal administration activities.

Literature

- [1] Justification of legislation 2010 Nr. CXXII. On National Tax and Customs, Legislation collection of the National Police Headquarters, refreshed: 3rd October 2013.
- [2] Legislation of 2010 Nr. CXXII. On National Tax and Customs Office, Legislation collection of the National Police Headquarters, refreshed: 3rd October 2013.