Australian Government
Australian Taxation Office

Client Communications Workshop Day Two Key Outcomes

UNCLASSIFIED External

Title:	Client Communications Workshop Day Two		
Issue date:	25 May 2020		
Venue:	Level 11.713 , ATO Office, 2-12 Macquarie Street, Parramatta, NSW		
Event date:	13 March 2020	**Start:** 9:00am	**Finish:** 4:00pm

Facilitator:	Brett Connors		
Contact	Danielle Miller	**Contact phone:**	0247257189

Attendees: names/section	ATO: David Baker - Director, Individuals and Intermediaries Peter Evans - Director, Digital Communication Management Director, National Site Leadership Brendan Kee - Digital Wholesale Integration Services Tyson Andrews - Director, Digital Communication Management Damien Choy - Application Architecture and Design Craig Hughes – Digital Wholesale Integration Services Niki Scepanovic – Intermediaries Digital Services & Support Ash Bray – Director, Strategy and Support Outbound Capabilities Fangming Ji – Digital Communications and Identity Services Huang To - Digital Communications and Identity Services Industry: Mike Denniss – Class Kevin Zhang – Class

	Ron Drost – Digital Disruption Solutions Simon Smart– Etax Sandeep Gopolan - GovReports Albert Lilie – HostOne Nathan Kerr – HostOne Nic Taylor – HostOne Phil Martin – KPMG Mike Behling – MYOB Lisa Miks – MYOB Kevin Johnson – Reckon Karl Farrand – TaxLab
Apologies: name/section	Wolters Kluwer – Vikas Kumar Wolters Kluwer – Danna Zheng

Agenda item: 1 & 2 – Welcome and review of insights from Day 1

Brett Connors welcomed the group and provided a summary of insights from Day 1 of the workshop. Focus for the previous day was around understanding what agents would like to see included in the Client Communication service. The group provided positive feedback about the consultation process and collaboration of the group to work together and build a service that meets user needs.

Agenda item: 3 – Reasonable use of services

Brendan Kee provided an overview of the Reasonable Use of Services Policy, designed to facilitate an equitable sharing of the environment with DSPs .

Polling guidance was discussed and confirmed there would be specific guidance required for the Client Communication service.

Mike Behling raised an issue regarding bundling of error codes making it difficult. He asked if it's possible to pull those apart so that DSPs can get a better indication of whether it's re-pollable. Brendan Kee agreed to take the question on notice. Update 22 May – Brendan advised that DWIS is still investigating a resolution.

Brendan Kee asked for DSPs to discuss and contact the DPO if they have any concerns or a particular use case that we need to take into account.

Agenda item: 4 – Timelines

Peter Evans provided DSPs with an initial draft timeline for Client Communication with EVTE testing release expected in late August and deployment to production expected around November 2020. It was clarified there is no expectation that everything will be provided within the suggested timeframe and that it will be an iterative process.

Agenda item: 5 – ATO Considerations for the Client Communication Service design

Damien Choy provided an overview of the current Client Communication experience in the retail channel.

Damien advised the Inbound Outbound Document Library (IODL) stores the communications as PDFs, in front of that system sits Client Communications List (CCL), currently leveraged by OSfA and myGov, which checks against authorisations, relationships etc then retrieves the document. The current Service Level Agreement is 95% retrieval in less than 5 seconds.

Things we need to keep in mind –

- It's important for the ATO to understand how DSPs intend to use the service so we can ensure what we build does not impact the needs of others
- Future proofing – we don't want to build a service that needs to be completely rebuilt if there is a move from PDF to data
- Availability of the service is dependent on not just the SBR2 platform but also IODL and CCL
- Not everything comes back as PDF, SMS and email are stored as HTML
- Currently there are around 300 active types of correspondence , with around 50 new ones created each quarter
- ATO preference would be to have the preference service in software before Client Communications.

Damien advised that the intent was to build a Get, List and Submit service for Preferencing and a List, Get SRP and Get Batch service for Client communications.

Agenda item: 6 – DSP Considerations for the Client Communication Service design

Damien asked the group for their thoughts on design.

There were different views in the room on whether the focus was on SRP or BBRP although most agreed that the predominant use would be via the batch service.

Several DSPs thought that access to the PDF was enough, however the majority want access to the metadata. Tyson advised that we would be able to provide limited metadata, such as the BMS ID, NAT code and the friendly names provided in the retail service. Damien advised that the conversation of providing data will be started within the ATO.

The group agreed that they need guidance on when the batches runs in the Business Implementation Guide.

Tyson advised that there are 2 different data bases and the ATO uses database replication to copy between them. Whenever the link between the databases is broken there may be delays. The ATO is working to resolve this issue by moving away from database replication to creation.

It was noted where replication goes down DSPs will be notified as part of incident management.

Agenda item: 7 – Existing preference design and implications for Client Communication

Brendan Kee went through the current design for the Get, submit and list Preferences service.

The question was asked how it can be determined if there was changes to the preferences when there is no push. Brendan took the question on notice. Update 22 May – Brendan advised that a new feature would be required to support the ability to search and sort the client preference list by the last updated time.

Damien confirmed that currently there is no option to check who a communication has been sent to - everything that goes to the agent is marked as agent digital.

Kevin Johnson asked if there was an alternative option to requesting the sequence number, as DSPs would have to build another service in order to obtain it. Tyson advised that this would be considered. Mike Dennis suggested - Where there was no account sequence number and only one account, return the record. If more than one account, return an error.

Brendan confirmed that there was registered agent check in the Get message design.

Agenda item: 8 – Client Communication message design discussion

Brendan Kee went through the draft message design for the list and get Client Communications service and asked the group what elements they thought were missing.

Elements requested during the discussion included:

- ARN
- WPN
- NAT No
- Correspondence type
- Urgency factor
- Due Dates
- Next Action
- Account type
- Date stamp

Damien advised that ‘urgency’ should be added as a separate reference table and that there would have be further thought into whether we provide a reference table or supply more in the list. Tyson advised further consideration was needed on whether a reference table would need to be exposed as a service itself.

Potential search parameters discussed by the group were:

- Date/time added by CCL
- Account type
- Urgency
- Correspondence type
- NAT No
- Financial year

There was agreement from the group that the search via date was sufficient with the latest correspondence first.

Damien confirmed document format would also be included.

The group agreed that providing a URL to allow the user to access correspondence was not useful at the moment and agreed to park the issue.

There was an appetite to view if something was cc'd (carbon copied) in the future (if possible).

Tyson confirmed that the maximum number of communications returned had not yet been defined and that we will need to balance what we give to DSPS vs the retail offering. Polling guidance will have to be provided.

All agreed that the service was a potential value add, as it keeps them in product and there was agreement to engage with clients to get their view.

There were differing opinions from the group on what their MVP looked like with some advising that preferences was included in their MVP and others advising that it wasn't.

Agenda item: 9 – Current understanding of business requirements

David Baker summarised the insights gained during the previous days discussions with agents.

Agenda item: 10 – Business Implementation Guide expectations

David Baker lead a discussion about the current Business Implementation Guides and what needed improvement.

It was agreed that:

- issuing the documents in draft form for comment was helpful, with limited availability at first and issuing to a wider audience closer to finalisation
- specific guidelines should be included on how often the service can be hit
- information on data freshness and when documents are issued should be included
- anything that can't be included in the MST, should be included in the BIG

For preferencing:

- which templates are preference enabled and which aren't
- which templates fit under which categories

Agenda item: 11 – Expectations for testing

Craig Hughes provided context around the discussions happening internally in the ATO around testing advising the ATO wants to improve the EVTE by becoming more business focussed.

Craig advised the intention was to improve internal processes and the EVTE process so that PVT is only required in exceptional circumstances.

Data flow through the tests and linking scenarios to allow DSPs to automate the tests were important to developers.

Craig advised that he would engage with the group to work through conformance scenarios.

Agenda item: 12 – Next steps, wrap up and close

Sonia and David both took time to thank the group for giving up their time and providing insights which would influence the direction of the service.

Sonia reminded DSPs to send any further feedback via the DPO or their account managers and asked for DSPs to share their expected load details once available.