

# Welcome to the MBR Design Working Group – 23 February

Thank you for joining us, we will begin the meeting at 11:00am AEDT

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# MBR Design Working Group

23 February 2021



**Australian Government**  
**Australian Taxation Office**



# Open action items

Action item	Status	Who	Action
<b>DWG-22</b>	Open	DWG Secretariat	Form focus group to examine payment channel options
<b>DWG-23</b>	Open	DWG Secretariat	Form focus group to examine director ID implementation options
<b>DWG-24</b>	Open	Director ID program lead	Consider the alignment between the Consumer Data Right and the disclosure framework for the Validate Director ID API.
<b>DWG-25</b>	Open	DWG Members	Review and provide feedback on the current list of services

# DSP SUPPORT: DPO support model

## Digital Partnership Office (DPO) Tiered Support Model – Current state

The DPO [service model](#) outlines how we engage with Digital Service Providers (DSPs) and our partners (government agencies and industry representatives). The model consists of a two tiered approach and:

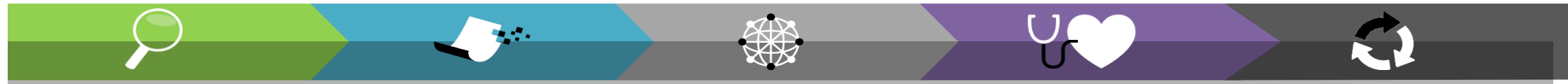
- is more responsive to all DSPs,
- ensures the most appropriately skilled person can action the enquiry, and
- provides tailored support based on your individual situation.

For all DSPs, the main point of contact will be Online Services for DSPs, to ensure appropriate tracking of requests, however:

- As a T2 DSP, requests will be prioritised by a dedicated team within the DPO, and be assigned the appropriate resources to resolve.
- As a T1 DSP, requests will be allocated to a dedicated Account Manager.

## Stages of development and support

DPO recognises there are different stages of development and as such require differing levels of technical support, our service model ensures we have staff with a dedicated skill base to support DSPs through these different stages.



### STEP 1

#### Discovery

- ATO builds tax and super API's for DSPs to consume within their products.
- API artefacts are made available on [sbr.gov.au](#)
- DSPs can search the basic information to identify which APIs they would like to develop in their product.

### STEP 2

#### Register

- To consume an API, registration is required.
- Registration is requested via [sbr.gov.au](#) which links to Online Services for DSPs
- The DSP is provided with a welcome pack of information including the Operational Framework security questionnaire for completion.

### STEP 3

#### Design

- Artefacts on [sbr.gov.au](#) are used to assist the DSP with the design of the API.
- Artefacts provide technical specifications, required inputs and expected outputs and recommended business guidance to support UI design.

### STEP 4

#### Test

- ATO provides an External Vendor Testing (EVT) Environment (non-live) to allow DSPs to test against conformance suite packages.
- Upon successful completion of EVT the DSP can request SBR certification.
- The ATO provides service specific scenarios to allow the DSP to undertake Product Verification Testing (PVT) with live data to test if the product works as expected.

### STEP 5

#### Deploy and Support

- Once approved (ATO has confirmed successful PVT) the DSP is whitelisted for the API and the DSP can operate in the production environment.
- The DSP is then provided with ongoing technical support.
- Each DSP will revisit various phases of this lifecycle as they consume new services and/or create additional products

# DSP SUPPORT: Online Services for DSPs

**Australian Government**

**Welcome to Online services for Digital service providers**

DSP Service Desk

Online Services for DSPs is available 24/7 for you to log and track your tickets or access collaboration spaces and knowledge hub articles.


If you need assistance to lodge a request manually, you can contact us:

- During business hours - **7:00am – 7:00pm Monday to Friday AEST** (excludes public holidays and the ATO's end-of-year shutdown period) at [DPO@ato.gov.au](mailto:DPO@ato.gov.au), and
- Outside business hours and for urgent technical issues - via the SBR service desk on 1300 488 231 or email [SBRServiceDesk@ato.gov.au](mailto:SBRServiceDesk@ato.gov.au).

[Collaboration Hub](#) | [Knowledge Base](#) | [ATO Software Developer website](#) | [SBR Website](#) | [PLS System Status](#) | [SBR Taxonomy](#) | [SBR Sharefile](#)

Search Knowledge Base for help with your query

What do you need help with?

  [Search help](#)

**Incident Management**

- Report an incident  
Having trouble with a system?
- Ask a question  
Get assistance for general problems and questions
- Feedback  
We want to hear your feedback
- Report security breach  
Report a data breach

Registrations & profiles

Develop a product

Operational Framework

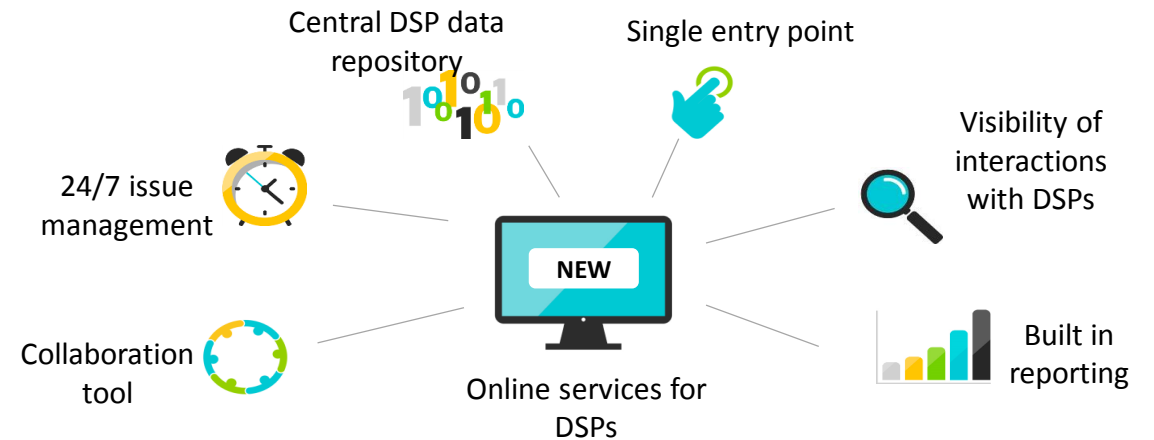
Maintain a product

Consultation/Engagement

COVID-19 Support

Online Services for Digital Service Providers (DSPs) provides a single point for DSPs to self-serve (24/7). Functionality which is available includes:

- ✓ logging and tracking their incident and request tickets
- ✓ accessing communications and collaboration spaces
- ✓ storing their profile information to streamline their engagements
- ✓ accessing their support
- ✓ providing a central point for information sharing
- ✓ Requires multi-factor authentication to login



# DSP OPERATIONAL FRAMEWORK: Overview

The Digital Service Provider Operational Framework sets out the minimum level of information security requirements a provider needs to meet in order to consume ATO digital services e.g. application programming interfaces (APIs).

The Framework is a response to known examples of:

- Information misuse e.g. identity theft
- Financial system misuse e.g. refund fraud
- Destructive cyber behaviour e.g. system hacks

## Current scope as it applies to tax and superannuation services

If a DSP provides a software product or service that reads, modifies or routes any tax or superannuation related information and that product performs a role in the supply chain then that product or services is within scope of the Framework.

More specifically it applies to software products and services that provide any of the following functionality:

- Business and tax accounting services e.g. activity statements and income tax returns.
- Payroll and employer services e.g. Single Touch Payroll reporting
- Superannuation services e.g. Fund member rollover and reporting

The Framework uses a risk differentiated model in determining the requirements needed for utilising our APIs. Factors include:

- The API risk ratings
- Volume of accessible individual taxpayer or superannuation records
- DSPs operating model risk factors e.g. on premise vs. cloud, data hosting and supply chain complexity

# DSP OPERATIONAL FRAMEWORK: Next steps

## Business Register

The business register will provide new API services. Consumers of these new services will need to be assessed under some form of the Operational Framework before accessing business register API services.

The ATO recognises that there are varying levels of security requirements for the registry services, ranging from search services that deal with publicly available data, to services that deal with updating private registry data. As such, the Operational Framework will need to support the varying risk profiles associated with the consumption of these services.

The DSP Operational Framework will need to respond to the business and service risks that are specific to these services.

## Next Steps

1. Explore
  - Risk rating of new API services being offered by MBR
  - Overlaying ASIC's DSP Engagement and security requirements with ATO's Engagement and Operational Framework.
  - Operating model of new potential DSPs e.g. volume/type of data, supply chain complexity
2. Work collaboratively with information brokers and software developers to establish agreed security requirements that respond to the identified risks
3. Collaboratively establish an implementation plan for information brokers and software developers to demonstrate compliance with the security requirements



# Questions?

[MBREngagement@ato.gov.au](mailto:MBREngagement@ato.gov.au)



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