Practitioner lodgment service
Confidence indicators, 10 July 2017

Australian Government
Australian Taxation Office

OVERVIEW

The practitioner lodgment service (PLS) is replacing the electronic lodgment service (ELS) as our main electronic lodgment channel for tax practitioners.

Closure of the ELS gateway commenced from 31 March 2017, and will continue on a form-by-form basis. 2017 FBT returns can now only be lodged through the PLS. Other income tax forms will be progressively removed from the ELS gateway throughout 2017–18.

Other forms, services and reports will be progressively removed from the ELS following consultation with software developers.

Ongoing access to the ELS as a safety net is dependent on progressing development of PLS products.
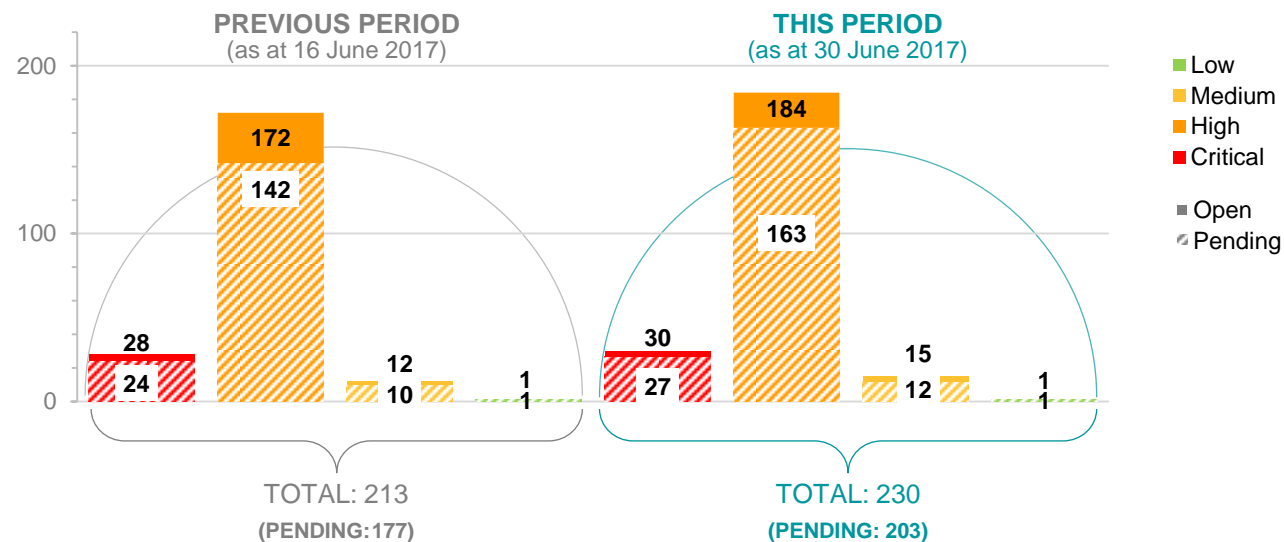
ATO RUN & MANAGE TEAM

The ATO Run & Manage team has a key focus to fix critical system defects.
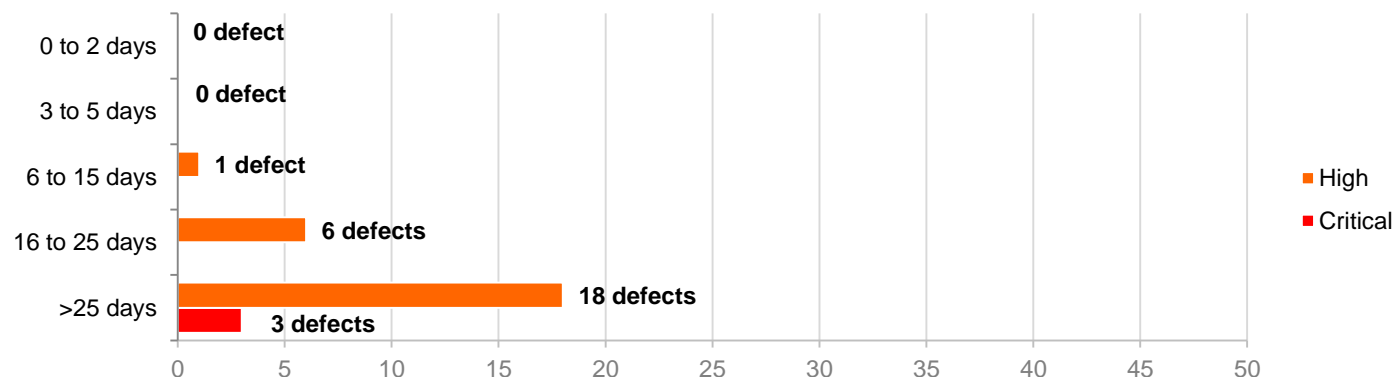
The backlog of defects will be addressed in Tax Time 17.

TIME TO FIX

Open defects by eCommerce assessed priority at 30 June 2017:

PREVIOUS PERIOD (as at 16 June 2017)

THIS PERIOD (as at 30 June 2017)

Legend: Low, Medium, High, Critical, Open, Pending

Previous period values: 28 / 24 (Critical); 172 / 142 (High); 12 / 10 (Medium); 1 / 1 (Low)
This period values: 30 / 27 (Critical); 184 / 163 (High); 15 / 12 (Medium); 1 / 1 (Low)

TOTAL: 213 (PENDING: 177)

TOTAL: 230 (PENDING: 203)

Age of closed defects by eCommerce assessed priority: critical and high only from 16 – 30 June 2017

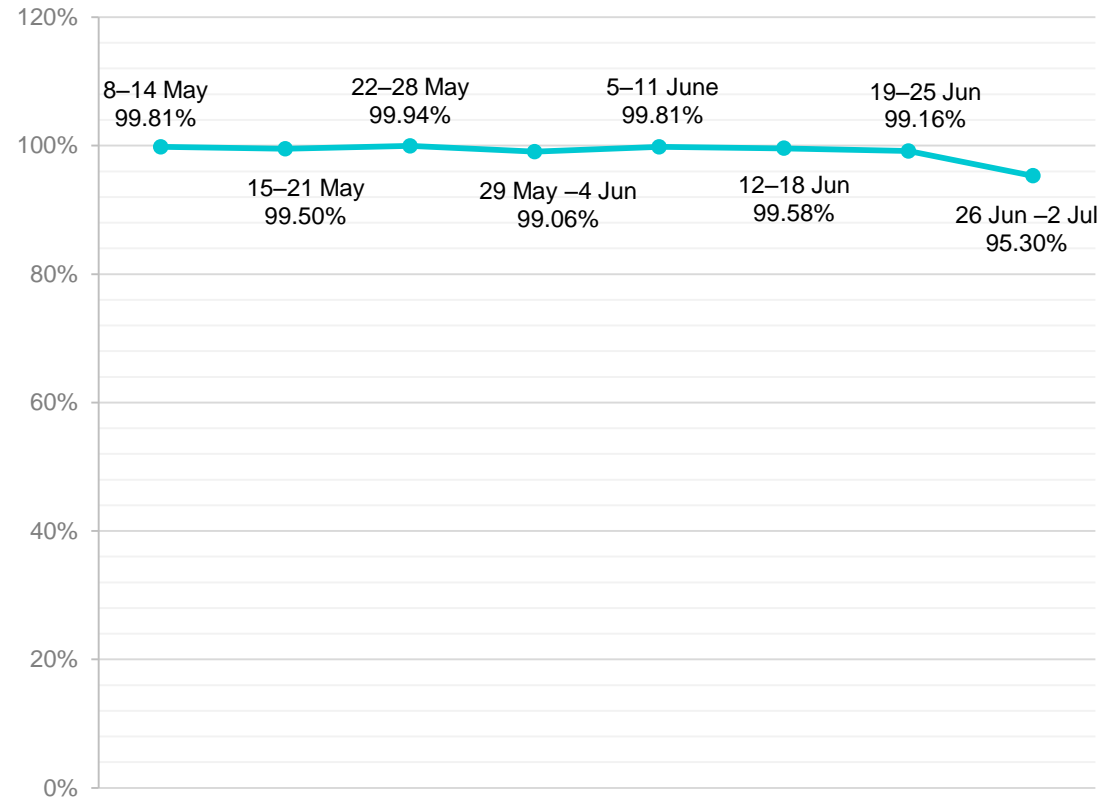| Age	Defects
0 to 2 days	0 defect
3 to 5 days	0 defect
6 to 15 days	1 defect
16 to 25 days	6 defects
>25 days	18 defects / 3 defects

Legend: High, Critical

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QUALITY OF SERVICES/SPECIFICATIONS

Advanced notifications for SBR2 production outages from 29 June – 8 July 2017:

Outage start date	Advanced notification in days (🕐 = 1 **days**)
29 June	0.42 days
5 July	0.38 days
8 July	1.45 days

Successful transmissions in SBR2 PROD from 8 May – 2 July 2017:

8–14 May 99.81%
22–28 May 99.94%
5–11 June 99.81%
19–25 Jun 99.16%
15–21 May 99.50%
29 May –4 Jun 99.06%
12–18 Jun 99.58%
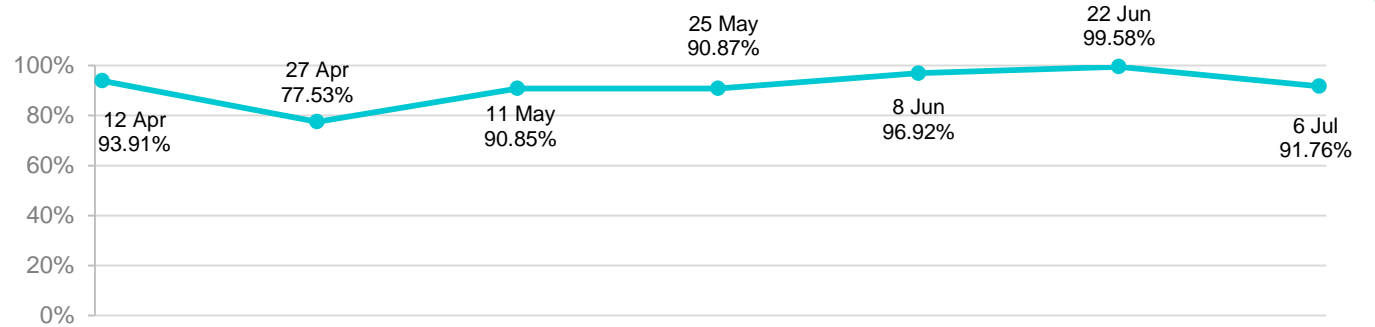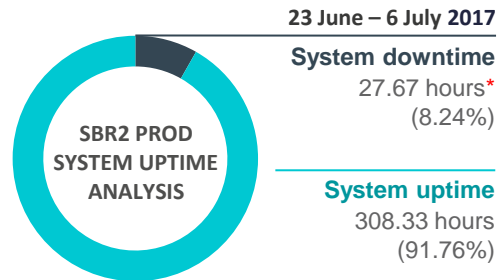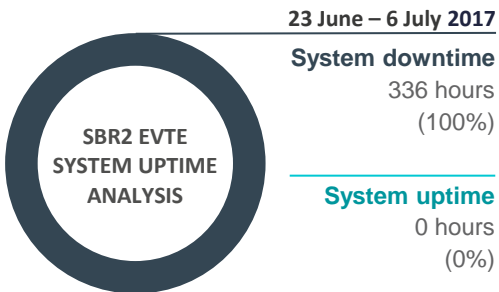26 Jun –2 Jul 95.30%

SUCCESSFUL SUBMISSIONS

During the period from 26 June –2 July 2017 95.30% of PLS SRP transmissions in SBR2 PROD processed successfully

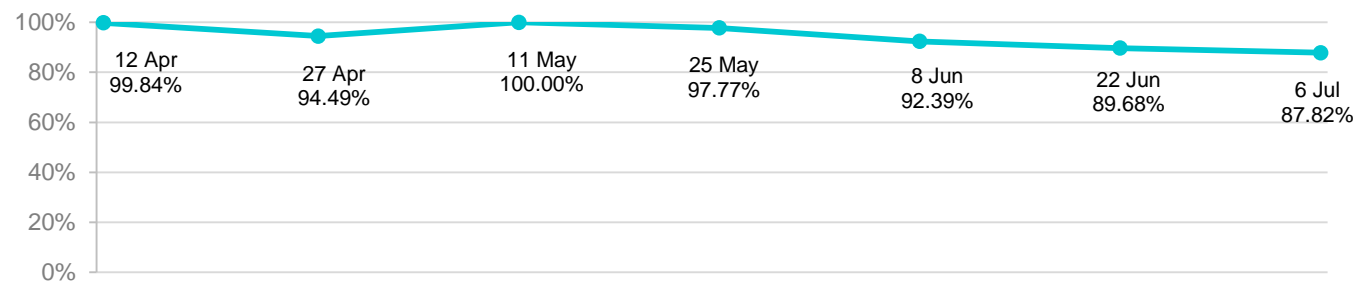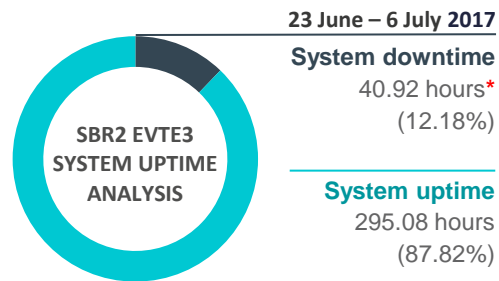# Practitioner lodgment service Confidence indicators 10 July 2017

STABILITY

SBR2 PROD SYSTEM UPTIME ANALYSIS

23 June – 6 July 2017

System downtime
27.67 hours*
(8.24%)

System uptime
308.33 hours
(91.76%)

12 Apr 93.91%
27 Apr 77.53%
11 May 90.85%
25 May 90.87%
8 Jun 96.92%
22 Jun 99.58%
6 Jul 91.76%

Incidents 27372880 , 27547336 and CRQ215213 may have contributed to SBR2 PROD downtime

SBR2 EVTE SYSTEM UPTIME ANALYSIS

23 June – 6 July 2017

System downtime
336 hours
(100%)

System uptime
0 hours
(0%)

No data available as SBR2 EVTE system down for the whole reporting period.

SBR2 EVTE3 SYSTEM UPTIME ANALYSIS

23 June – 6 July 2017

System downtime
40.92 hours*
(12.18%)

System uptime
295.08 hours
(87.82%)

12 Apr 99.84%
27 Apr 94.49%
11 May 100.00%
25 May 97.77%
8 Jun 92.39%
22 Jun 89.68%
6 Jul 87.82%

Incidents 27231838 and 27336261 may have contributed to EVTE3 downtime

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PERFORMANCE AND CAPACITY

🕐 5 sec transmission target*

For PLS SRP transmissions in SBR2 PROD 26 June – 2 July 2017:

⏳ **8 sec**
AVERAGE TRANSMISSION TIME

**95%** OF TRANSMISSIONS WERE PROCESSED WITHIN 12.2 SECONDS

50% OF TRANSMISSIONS WERE PROCESSED WITHIN 3 SECONDS (MEDIAN)

**84.21%** OF TRANSMISSIONS ACHIEVED THE 5 SEC BENCHMARK

- 119 PLS SRP transmissions were found to have null transmission times – these have been excluded from the above stats.
- SBR2 provides real-time validation when tax practitioners lodge returns (ELS only receives lodgment without validation).
- Due to real-time validation, complex PLS returns may take longer than ELS.

*Target time only. This is not a requirement of the service level agreement.

Fortnightly PLS SRP transmissions in SBR2 PROD against different elapsed time bands:
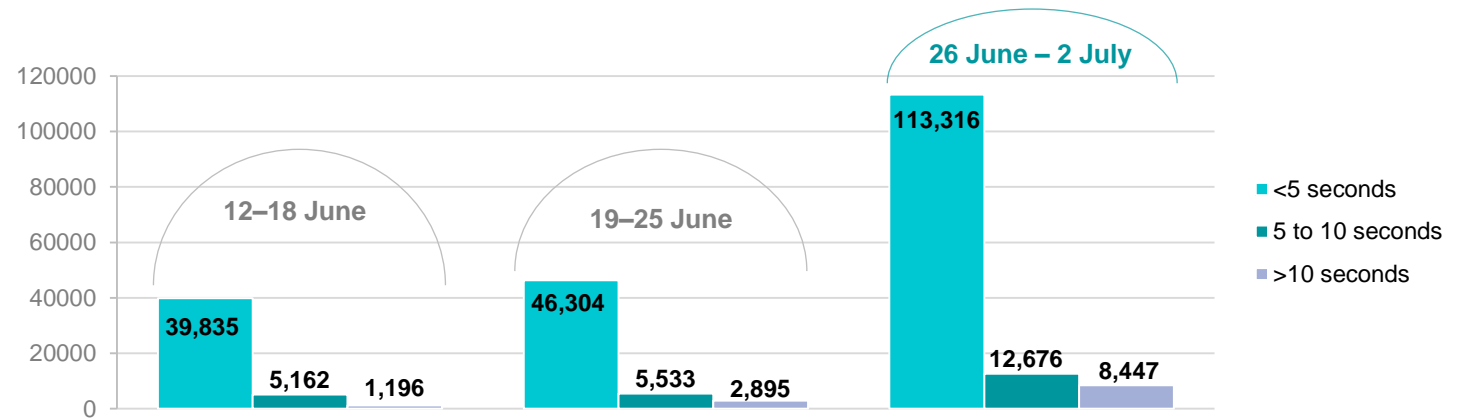
Fortnightly PLS SRP transmissions in SBR2 EVTE against different elapsed time bands:

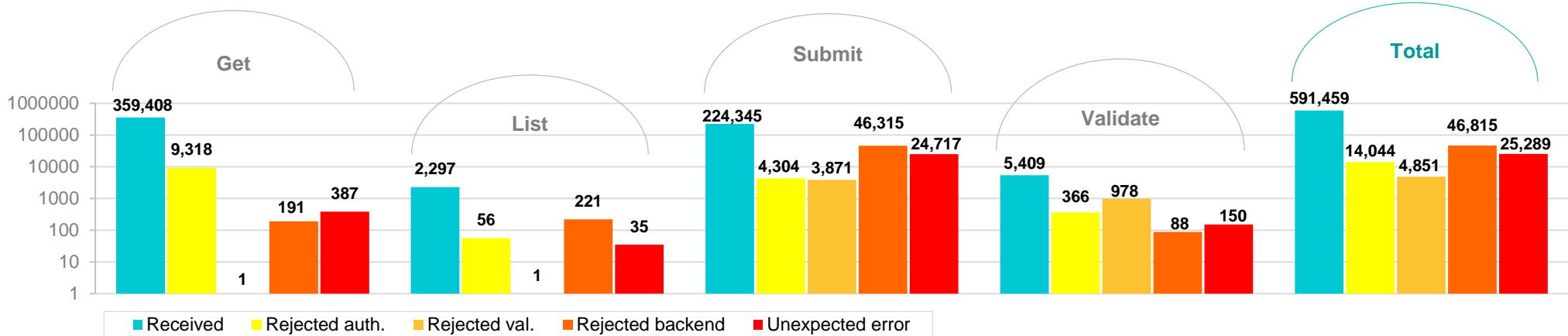*No data available as SBR2 EVTE system down for the whole reporting period.*
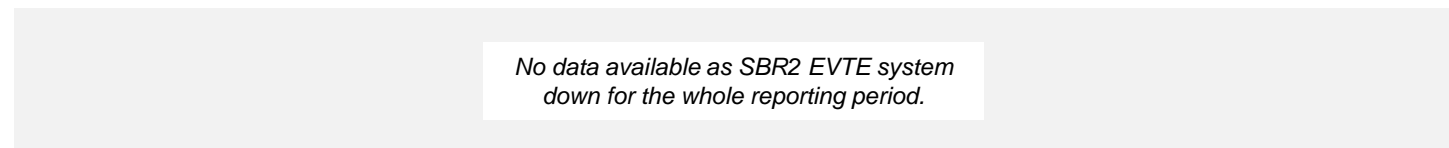
Fortnightly PLS SRP transmissions in SBR2 EVTE3 against different elapsed time bands:
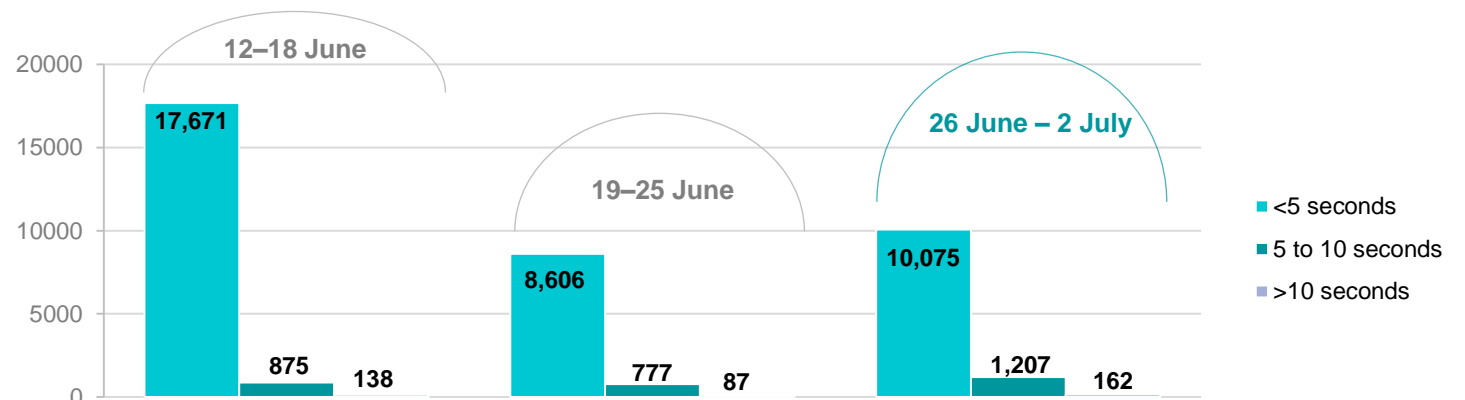
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PERFORMANCE AND CAPACITY (CONT.)

PLS SRP transmissions in SBR2 PROD by action names 23 June – 6 July 2017:

PLS SRP transmissions in SBR2 EVTE by action names 23 June – 6 July 2017:

No data available as SBR2 EVTE system down for the whole reporting period.

PLS SRP transmissions in SBR2 EVTE3 by action names 23 June – 6 July 2017: