# Practitioner lodgment service

## Confidence indicators, 13 November 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.

The PLS is now the only electronic lodgment channel to lodge 2017:

- fringe benefits tax returns
- partnership returns
- self-managed superannuation fund (SMSF) annual returns
- fund income tax returns
- trust tax returns.

Other tax return forms will transition to the PLS from:

- 1 February 2018 for company tax returns
- 1 April 2018 for individual tax returns.

Other forms, services and reports will be progressively removed from the ELS following consultation with digital service providers.
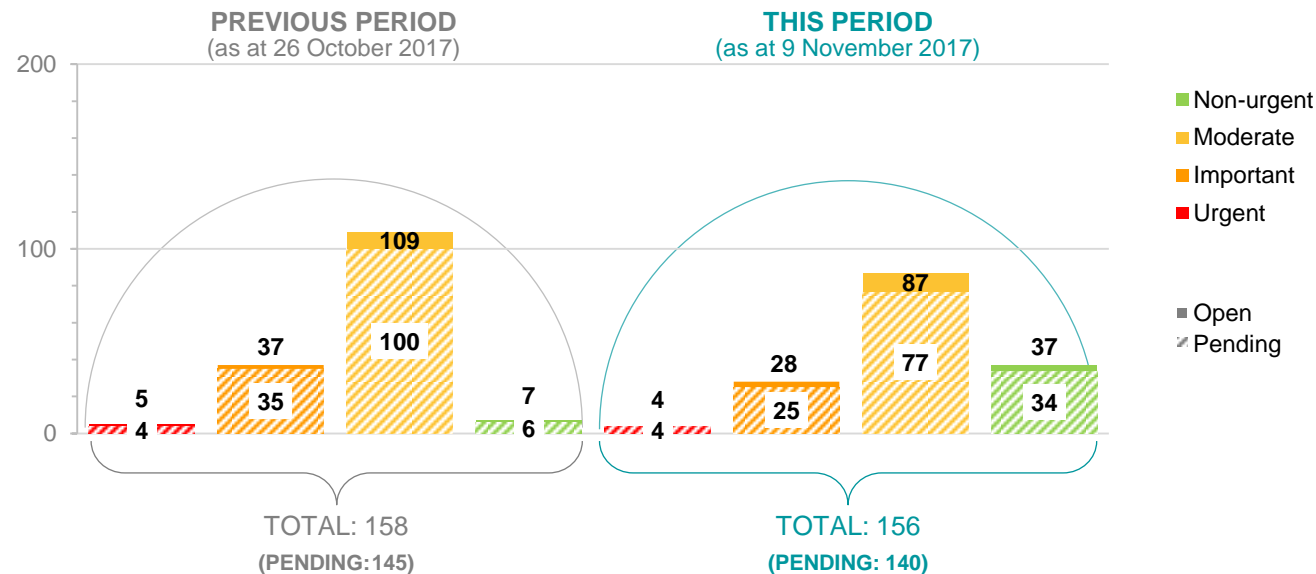
Ongoing access to the ELS as a safety net is dependent on progressing development of PLS products.
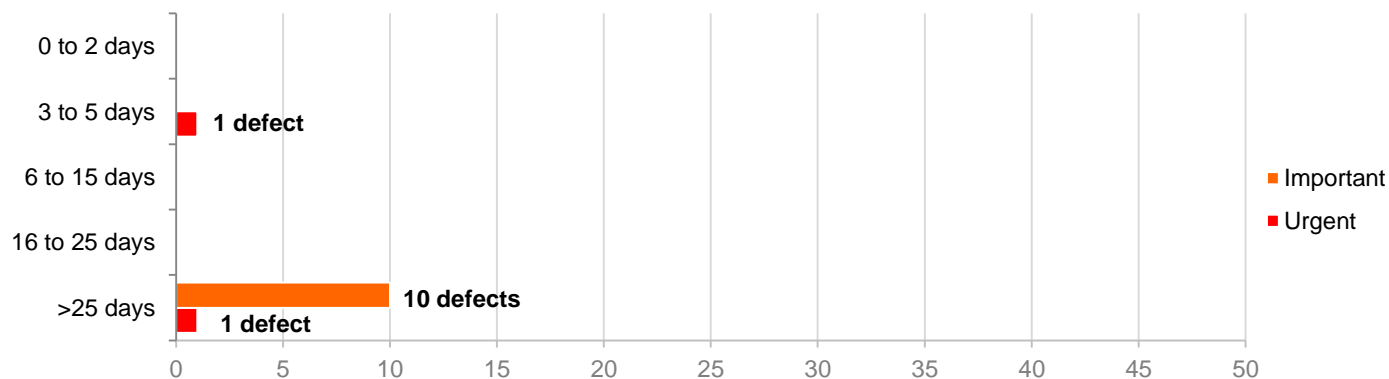
## ATO RUN & MANAGE TEAM

The ATO Run & Manage team has a key focus to fix critical system defects.

## TIME TO FIX

**Open defects by Digital Wholesale Services assessed priority at 9 November 2017:**

### PREVIOUS PERIOD
(as at 26 October 2017)

### THIS PERIOD
(as at 9 November 2017)



**Legend:**
- Non-urgent
- Moderate
- Important
- Urgent
- Open
- Pending

PREVIOUS PERIOD values:
- Urgent: 5 / 4
- Important: 37 / 35
- Moderate: 109 / 100
- Non-urgent: 7 / 6

**TOTAL: 158**
**(PENDING: 145)**

THIS PERIOD values:
- Urgent: 4 / 4
- Important: 28 / 25
- Moderate: 87 / 77
- Non-urgent: 37 / 34

**TOTAL: 156**
**(PENDING: 140)**

**Age of closed defects by Digital Wholesale Services assessed priority: urgent and important only from 26 Oct – 8 Nov 2017**



- 0 to 2 days
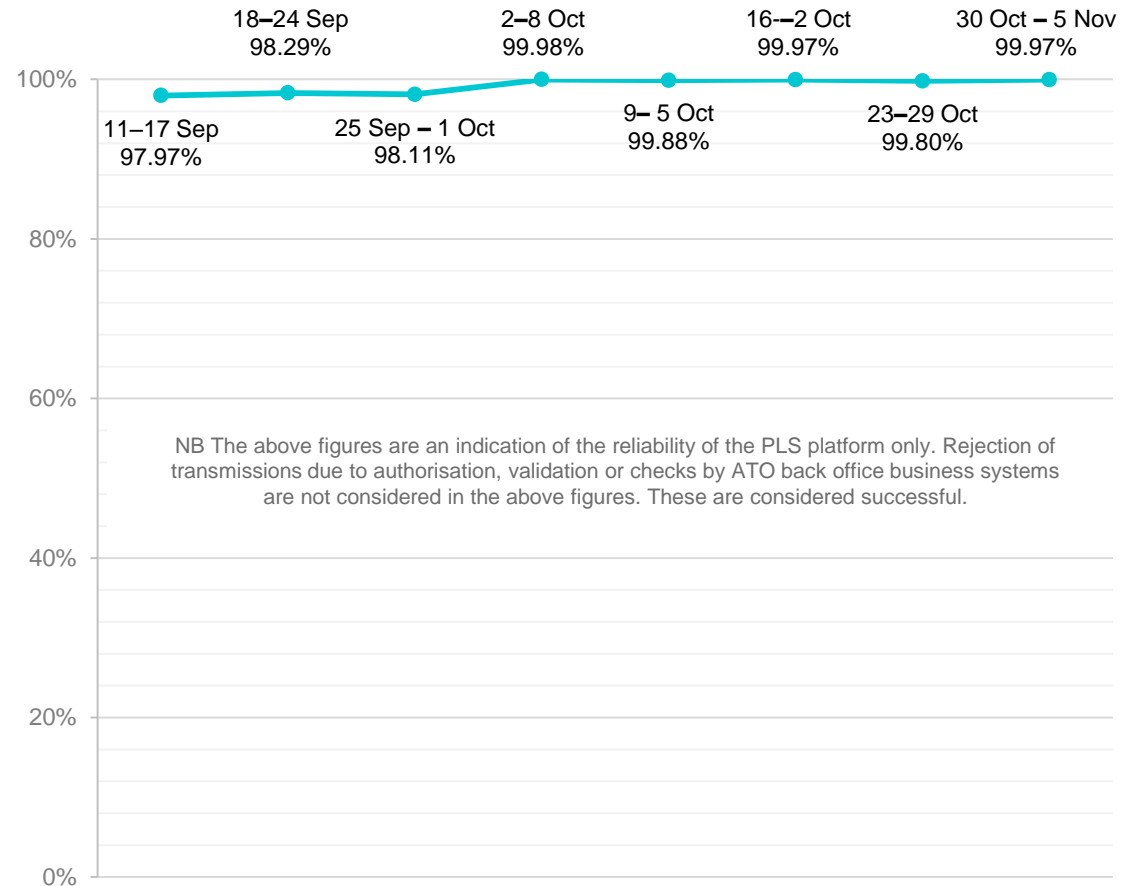- 3 to 5 days — 1 defect (Urgent)
- 6 to 15 days
- 16 to 25 days
- >25 days — 10 defects (Important), 1 defect (Urgent)

Legend:
- Important
- Urgent

## QUALITY OF SERVICES/SPECIFICATIONS

**Advanced notifications for SBR2 production outages 11 November 2017:**

| Outage start date | Advanced notification in days (🕐 = 1 **days**) |
|---|---|
| 11 November | 15.5 days 🕐🕐🕐🕐🕐 🕐🕐🕐🕐🕐 🕐🕐🕐🕐🕐 🕐 |

**Successful transmissions in SBR2 PROD1 from 11 September – 5 November 2017:**



NB The above figures are an indication of the reliability of the PLS platform only. Rejection of transmissions due to authorisation, validation or checks by ATO back office business systems are not considered in the above figures. These are considered successful.
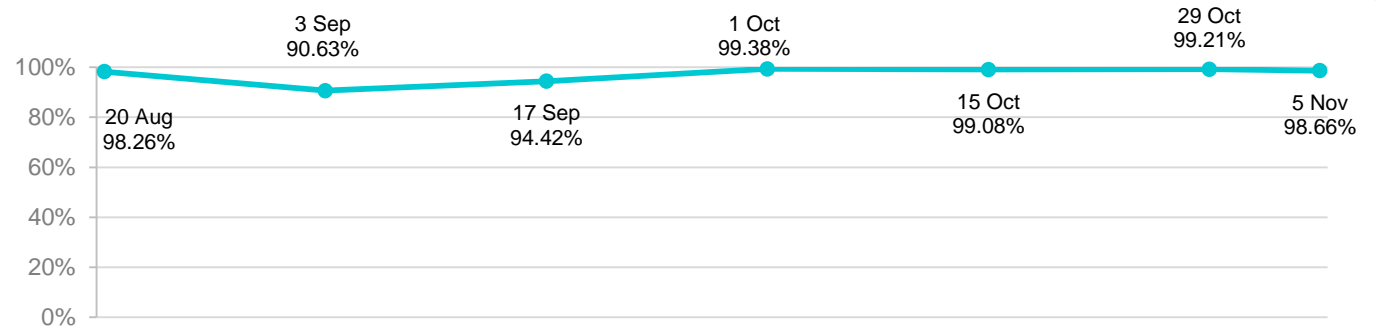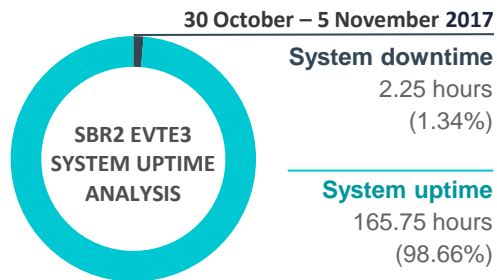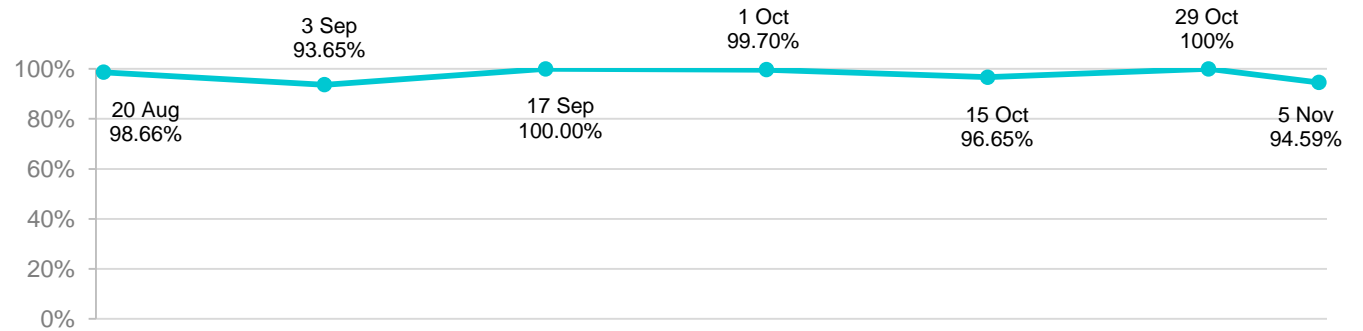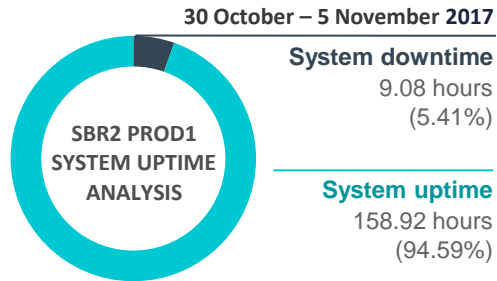
## SUCCESSFUL SUBMISSIONS

During the period from 30 October – 5 November 2017 **99.97%** of PLS SRP transmissions in SBR2 PROD processed successfully

# Practitioner lodgment service Confidence indicators 13 November 2017

## STABILITY

### SBR2 PROD1 SYSTEM UPTIME ANALYSIS

**30 October – 5 November 2017**

**System downtime**
9.08 hours
(5.41%)

**System uptime**
158.92 hours
(94.59%)

20 Aug
98.66%

3 Sep
93.65%

17 Sep
100.00%

1 Oct
99.70%

15 Oct
96.65%

29 Oct
100%

5 Nov
94.59%

### SBR2 EVTE3 SYSTEM UPTIME ANALYSIS

**30 October – 5 November 2017**

**System downtime**
2.25 hours
(1.34%)

**System uptime**
165.75 hours
(98.66%)

20 Aug
98.26%

3 Sep
90.63%

17 Sep
94.42%

1 Oct
99.38%

15 Oct
99.08%

29 Oct
99.21%

5 Nov
98.66%

NB The above figures summarise downtime due to both unplanned and planned outages.

# Practitioner lodgment service Confidence indicators 13 November 2017

## PERFORMANCE AND CAPACITY

## 5 sec transmission target*

**For PLS SRP transmissions in SBR2 PROD1 30 October – 5 November 2017:**

## 3.01 sec
AVERAGE TRANSMISSION TIME

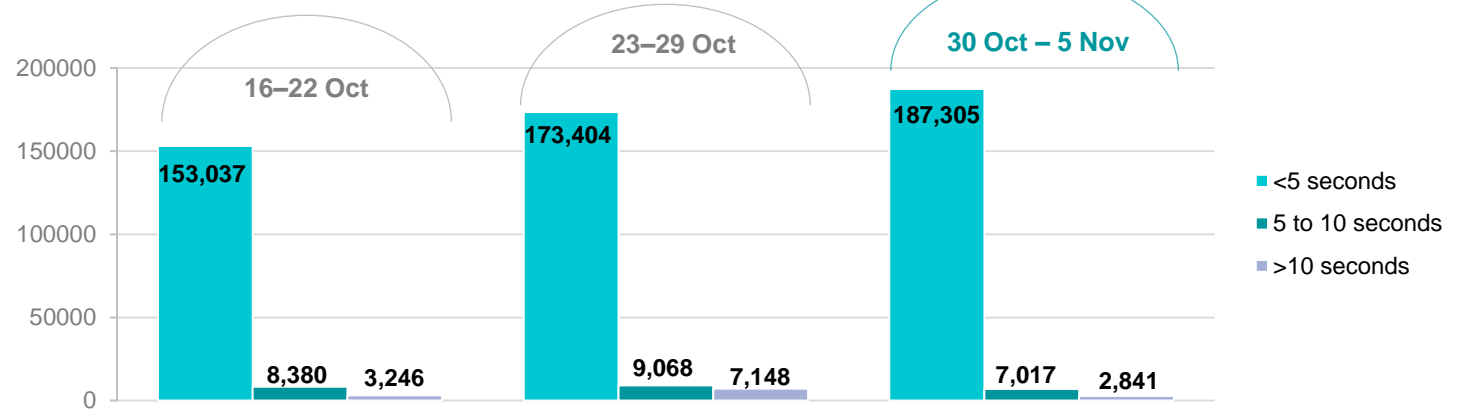**95%** OF TRANSMISSIONS WERE PROCESSED WITHIN 4.99 SECONDS

**50%** OF TRANSMISSIONS WERE PROCESSED WITHIN 2.59 SECONDS (MEDIAN)

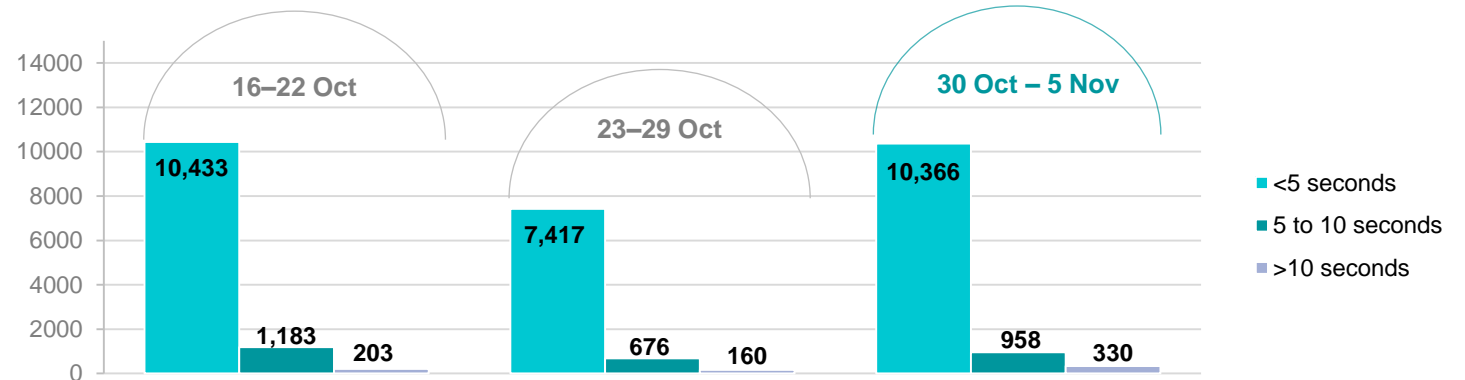**94.98%** OF TRANSMISSIONS ACHIEVED THE 5 SEC BENCHMARK

- PLS SRP transmissions found to have null transmission time 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 PROD1 against different elapsed time bands:**

| Time band | 16–22 Oct | 23–29 Oct | 30 Oct – 5 Nov |
|---|---|---|---|
| <5 seconds | 153,037 | 173,404 | 187,305 |
| 5 to 10 seconds | 8,380 | 9,068 | 7,017 |
| >10 seconds | 3,246 | 7,148 | 2,841 |

**Fortnightly PLS SRP transmissions in SBR2 EVTE3 against different elapsed time bands:**

| Time band | 16–22 Oct | 23–29 Oct | 30 Oct – 5 Nov |
|---|---|---|---|
| <5 seconds | 10,433 | 7,417 | 10,366 |
| 5 to 10 seconds | 1,183 | 676 | 958 |
| >10 seconds | 203 | 160 | 330 |

**PLS SRP performance in SBR2 PROD2 Cloud 30 October – 5 November 2017:**

## 5.08 sec
AVERAGE TRANSMISSION TIME

**95%** OF TRANSMISSIONS WERE PROCESSED WITHIN 10.59 SECONDS

The maximum transmission time was **100.25 secs**

The minimum transmission time was **1.53 secs**

## PERFORMANCE AND CAPACITY (CONT.)

**PLS SRP transmissions in SBR2 PROD1 by action names 30 October – 5 November 2017:**

| Action | Received | Rejected auth. | Rejected val. | Rejected backend | Unexpected error |
|---|---|---|---|---|---|
| Get | 18,695 | 285 | 1 | 31 | 33 |
| List | 1,040 | 22 | 2 | 86 | 0 |
| Submit | 174,083 | 3,236 | 5,084 | 18,603 | 212 |
| Validate | 3,395 | 134 | 1,112 | 89 | 14 |
| Total | 197,213 | 3,677 | 6,199 | 18,809 | 259 |

**PLS SRP transmissions in SBR2 EVTE3 by action names 30 October – 5 November 2017:**

| Action | Received | Rejected auth. | Rejected val. | Rejected backend | Unexpected error |
|---|---|---|---|---|---|
| Get | 260 | 2 | 10 | 0 | 44 |
| List | 267 | 7 | 1 | 0 | 35 |
| Submit | 7,805 | 33 | 628 | 241 | 907 |
| Validate | 3,465 | 166 | 625 | 39 | 4 |
| Total | 11,797 | 208 | 1,264 | 280 | 990 |

**PLS SRP Transmissions in SBR2 PROD2 Cloud by Service Names 30 October – 5 November 2017:**

| Activity Statements | CTR | IITR | PTR | SMSFAR | TRT | Cureladd | Curnn | Total |
|---|---|---|---|---|---|---|---|---|
| 155 | 11 | 223 | 4 | 2 | 2 | 48 | 2 | 447 |