

Practitioner lodgment service

Confidence indicators, 16 October 2017



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 and Partnership 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 digital service providers.

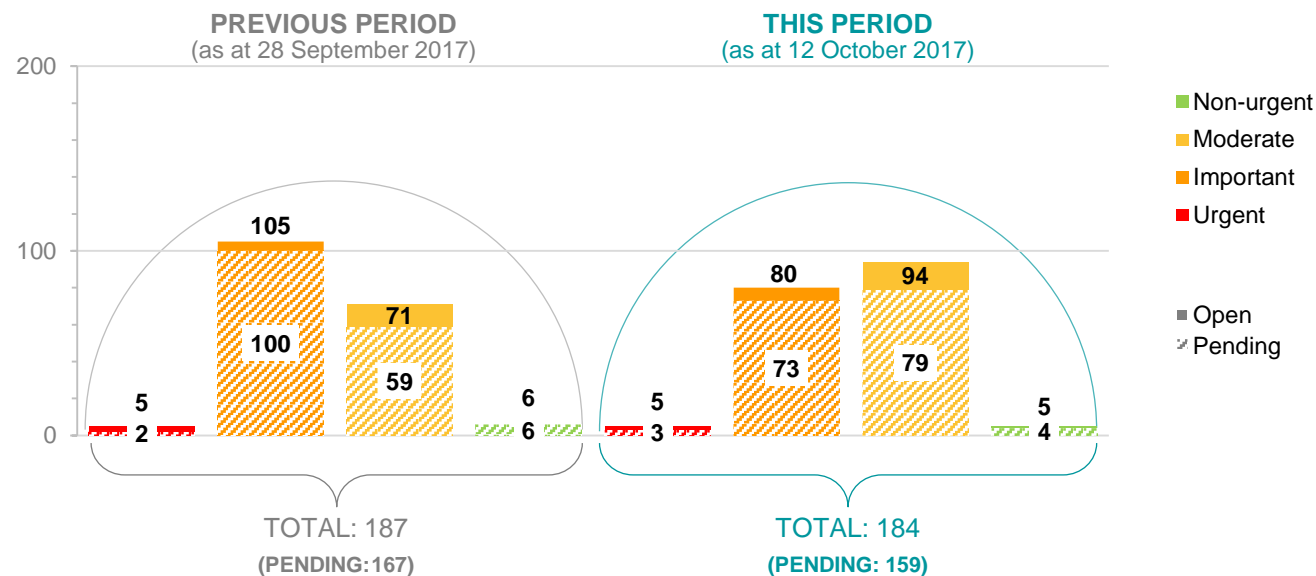
Ongoing access to the ELS as a safety net is dependent on progressing development of PLS products.

ATO RUN & MANAGE TEAM

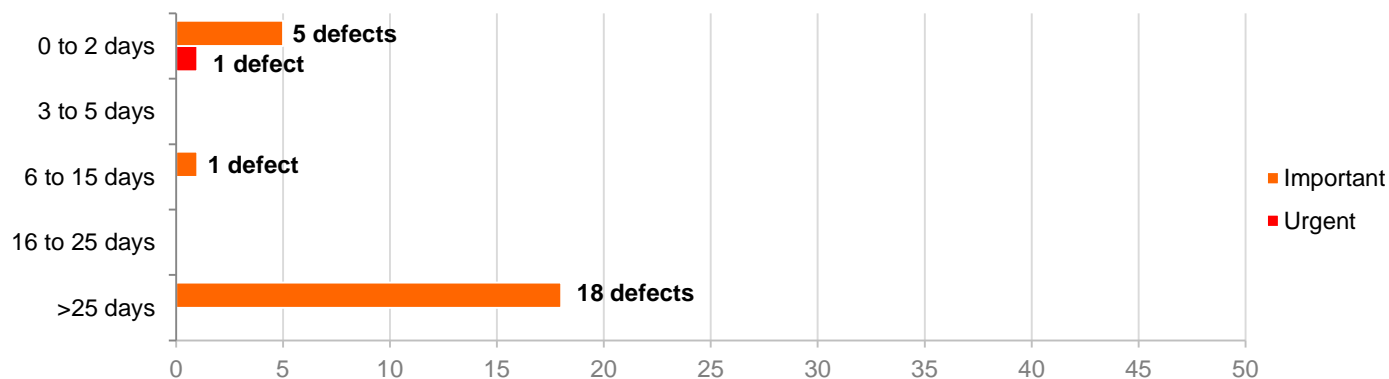
The ATO Run & Manage team has a key focus to fix critical system defects.

TIME TO FIX

Open defects by Digital Wholesale Services assessed priority at 12 October 2017:



Age of closed defects by Digital Wholesale Services assessed priority: urgent and important only from 28 Sept – 11 Oct 2017



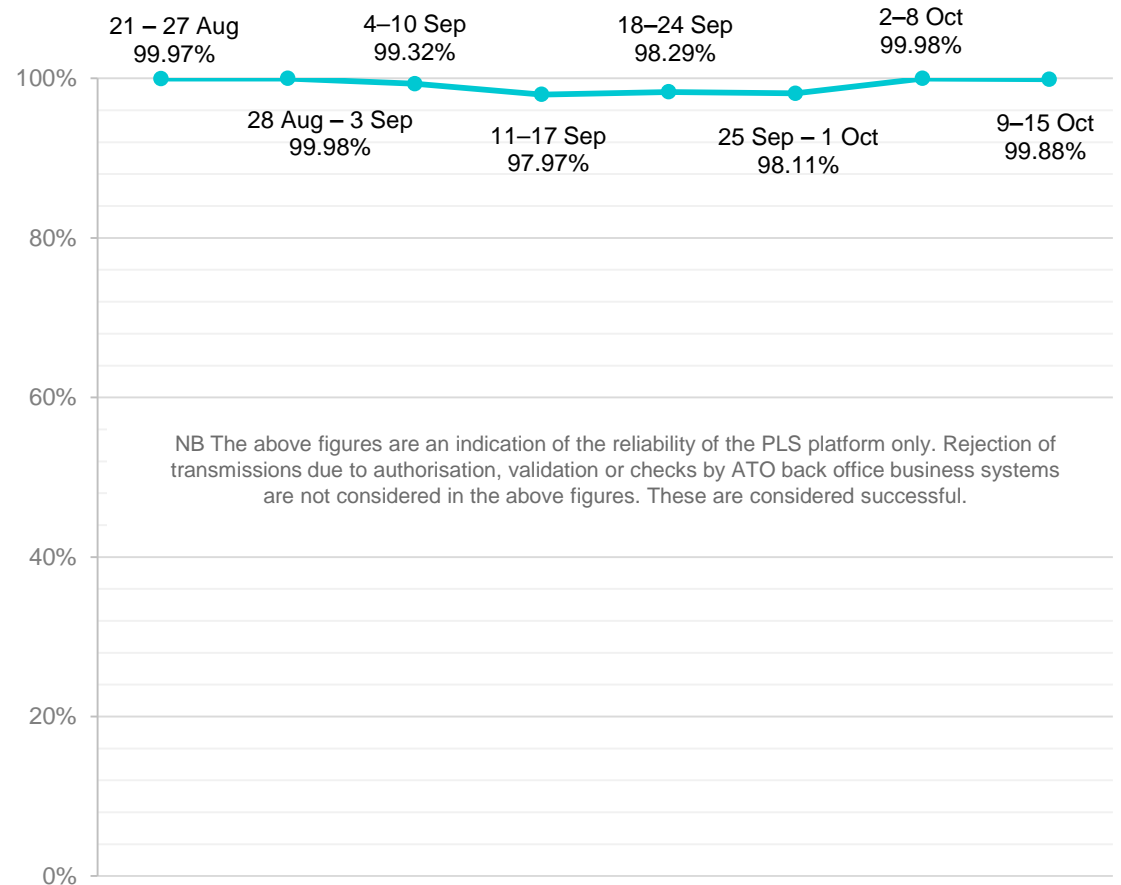
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QUALITY OF SERVICES/SPECIFICATIONS

Advanced notifications for SBR2 production outages from 14 October – 4 November 2017:

Outage start date	Advanced notification in days (🕒 = 1 days)
14 October	4.35 days 🕒🕒🕒🕒🕒
4 November	18.81 days 🕒🕒🕒🕒🕒 🕒🕒🕒🕒🕒 🕒🕒🕒🕒

Successful transmissions in SBR2 PROD1 from 21 August – 15 October 2017:

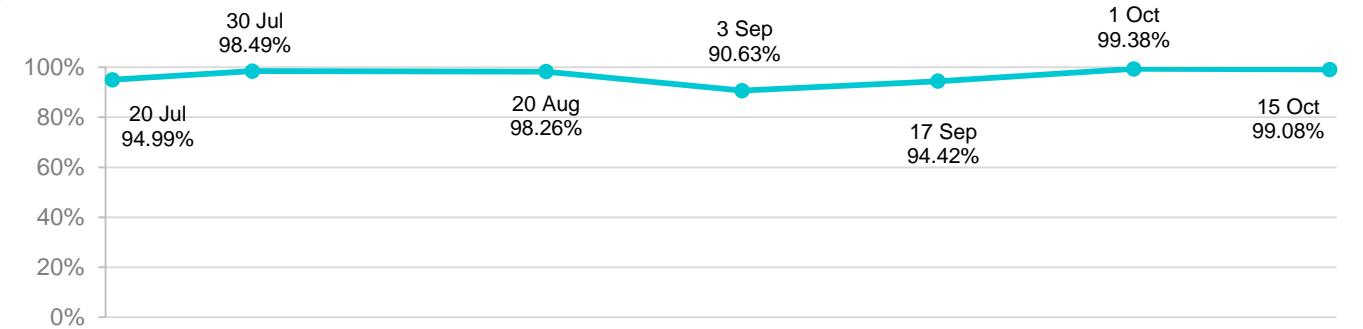
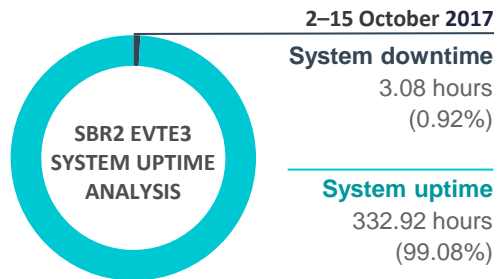
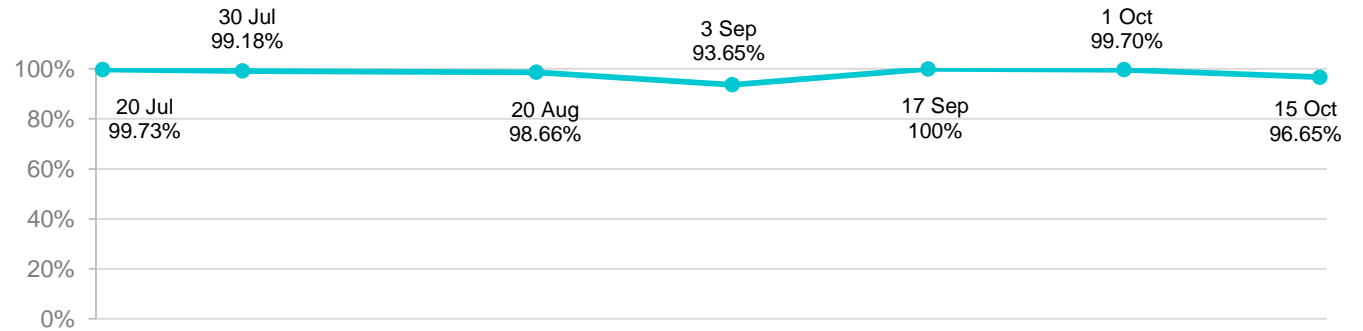
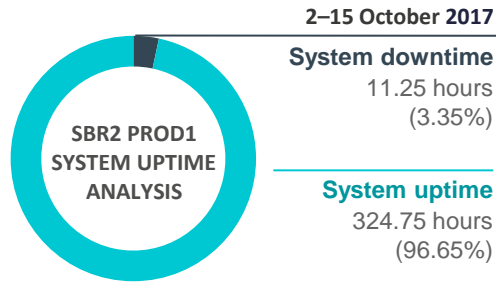


SUCCESSFUL SUBMISSIONS

During the period from 9 – 15 October 2017 **99.88%** of PLS SRP transmissions in SBR2 PROD processed successfully

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STABILITY



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

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PERFORMANCE AND CAPACITY



5 sec transmission target*

For PLS SRP transmissions in SBR2 PROD1
9–15 October 2017:

 **4.39 sec**
AVERAGE TRANSMISSION TIME

95% OF TRANSMISSIONS WERE PROCESSED WITHIN 8.3 SECONDS

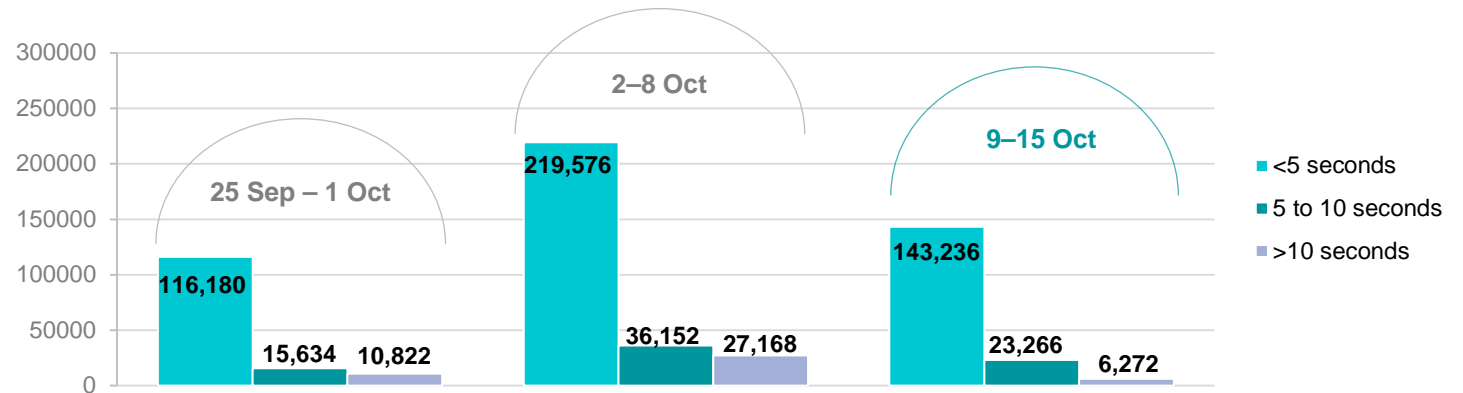
50% OF TRANSMISSIONS WERE PROCESSED WITHIN 3.10 SECONDS (MEDIAN)

82.23% OF TRANSMISSIONS ACHIEVED THE 5 SEC BENCHMARK

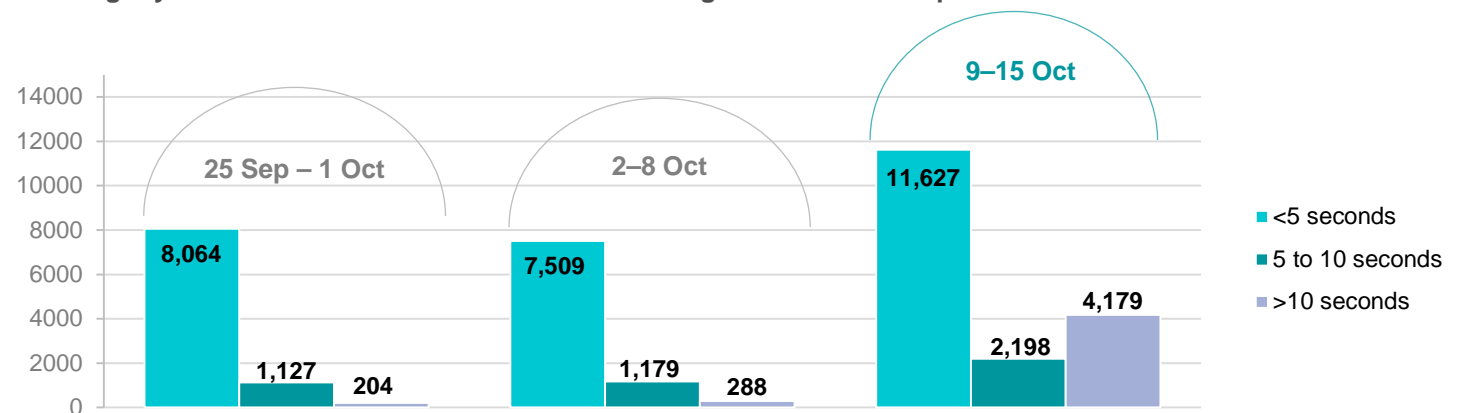
- PLS SRP transmissions found to have null transmission time have been excluded from the above stats.
- SBR2 provides real-time validation when tax practitioners lodge returns (ELS only receives lodgment without validation).
- Due to real-time validation, complex PLS returns may take longer than ELS.

*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:



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



PLS SRP performance in SBR2 PROD2 Cloud 9 - 15 October 2017:

 **5.5 sec**
AVERAGE TRANSMISSION TIME

95% OF TRANSMISSIONS WERE PROCESSED WITHIN 12.08 SECONDS

The maximum transmission time was
131.39 secs

The minimum transmission time was
2.11 secs

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PERFORMANCE AND CAPACITY (CONT.)

PLS SRP transmissions in SBR2 PROD1 by action names 2 – 15 October 2017:



PLS SRP transmissions in SBR2 EVTE3 by action names 2 – 15 October 2017:



PLS SRP Transmissions in SBR2 PROD2 Cloud by Service Names 9–15 October 2017:

