

Practitioner lodgment service

Confidence indicators, 17 April 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.

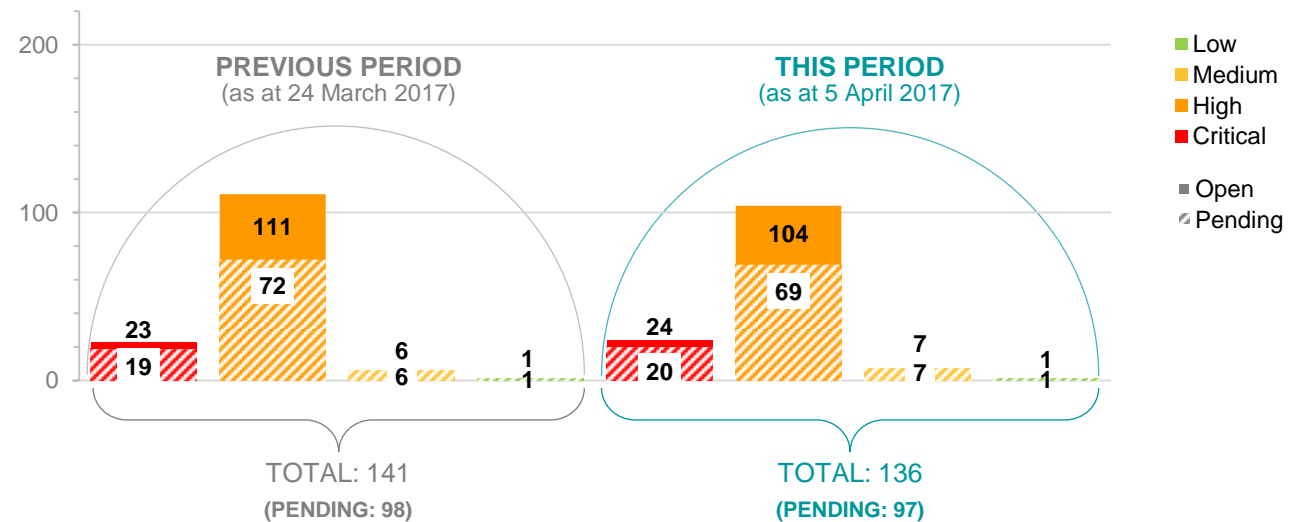
ATO RUN & MANAGE TEAM

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

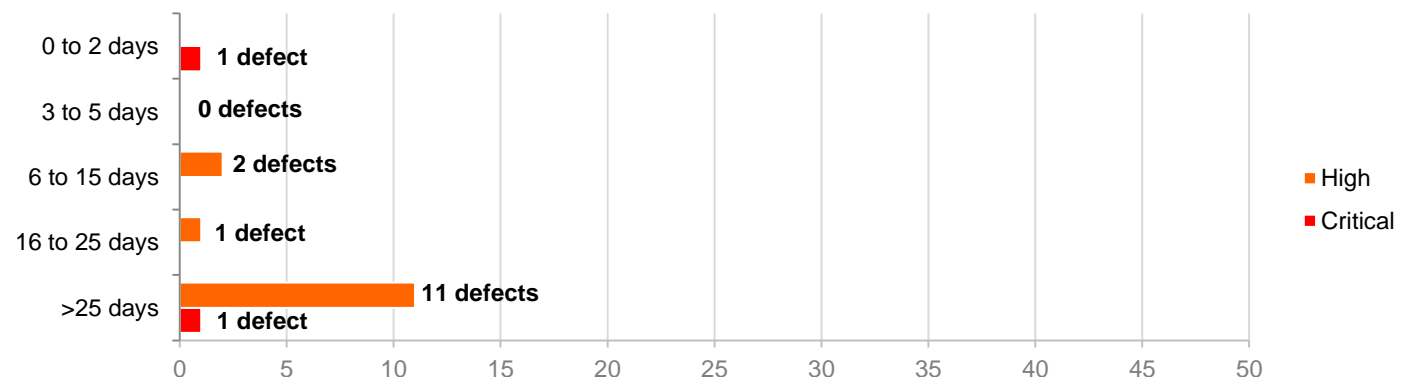
The backlog of defects will be addressed in Tax Time 17.

TIME TO FIX

Open defects by eCommerce assessed priority at 5 April 2017:



Age of closed defects by eCommerce assessed priority: critical and high only from 24 March 2017 – 5 April 2017



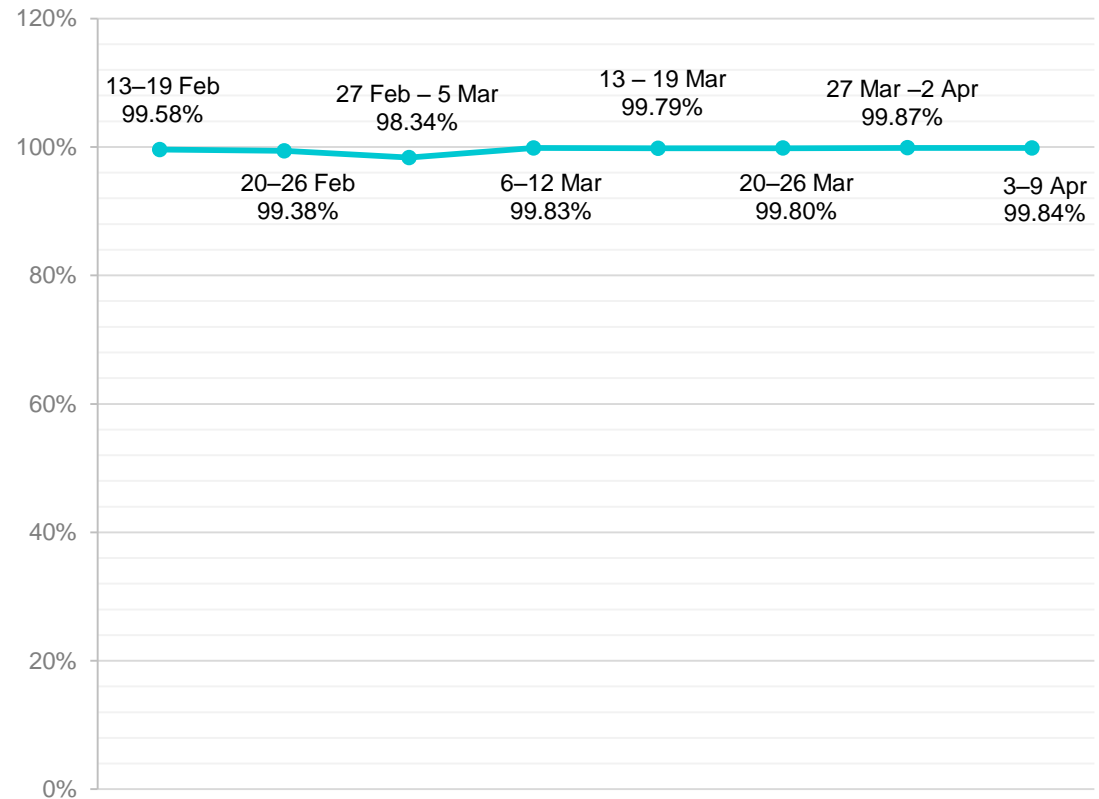
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QUALITY OF SERVICES/SPECIFICATIONS

Advanced notifications for SBR2 production outages from 8 April – 6 May 2017:

Outage start date	Advanced notification in days (🕒 = 10 days)
8 April	3.4 days 🕒
22 April	9.4 days 🕒
6 May	52.1 days 🕒🕒🕒🕒🕒🕒

Successful transmissions in SBR2 PROD from 13 February – 9 April 2017:

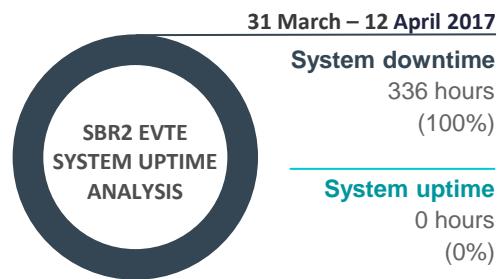
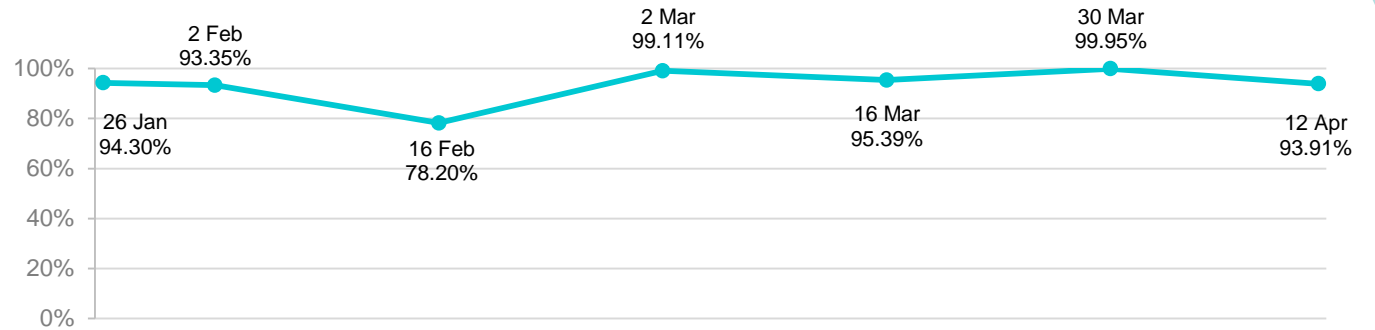
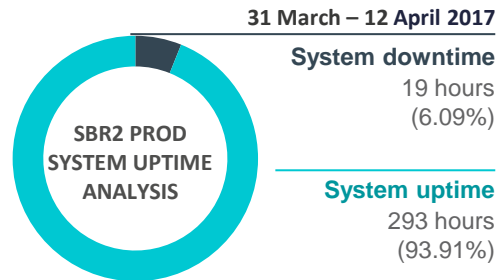


SUCCESSFUL SUBMISSIONS

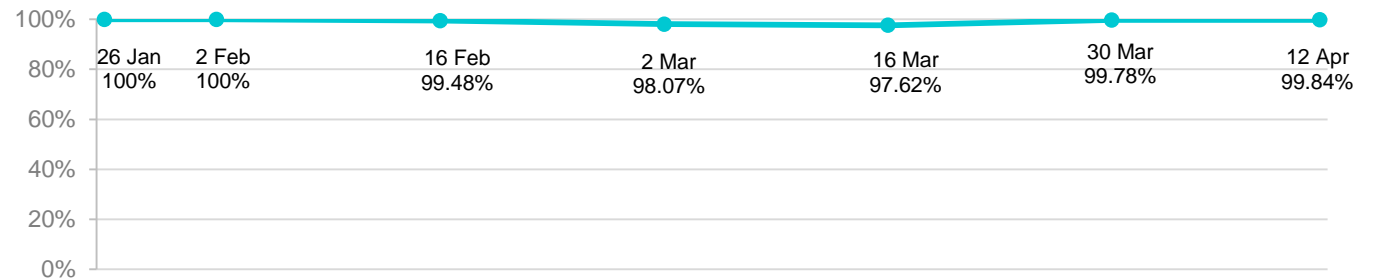
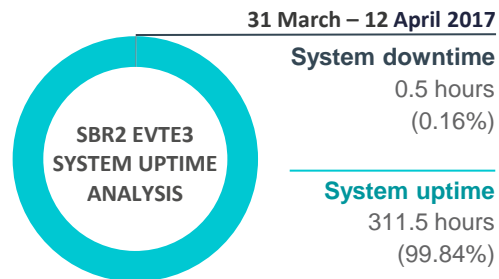
During the period from 3–9 April 2017 99.84% of PLS SRP transmissions in SBR2 PROD processed successfully

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STABILITY



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



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PERFORMANCE AND CAPACITY



5 sec transmission target*

For PLS SRP transmissions in SBR2 PROD
3–9 April 2017:

 **6 sec**
AVERAGE TRANSMISSION TIME

95% OF TRANSMISSIONS WERE PROCESSED WITHIN 7.97 SECONDS

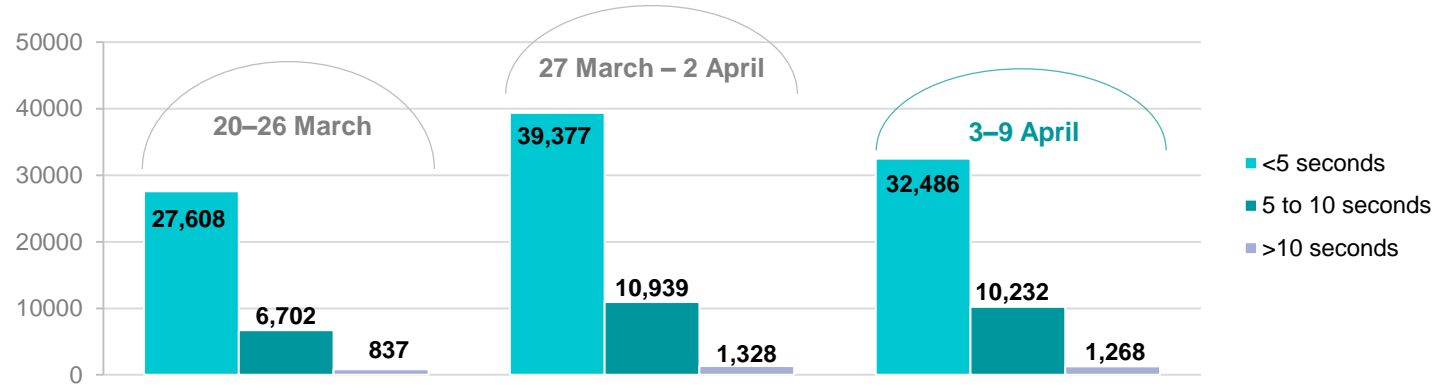
50% OF TRANSMISSIONS WERE PROCESSED WITHIN 4 SECONDS (MEDIAN)

73.2% OF TRANSMISSIONS ACHIEVED THE 5 SEC BENCHMARK

- 373 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.

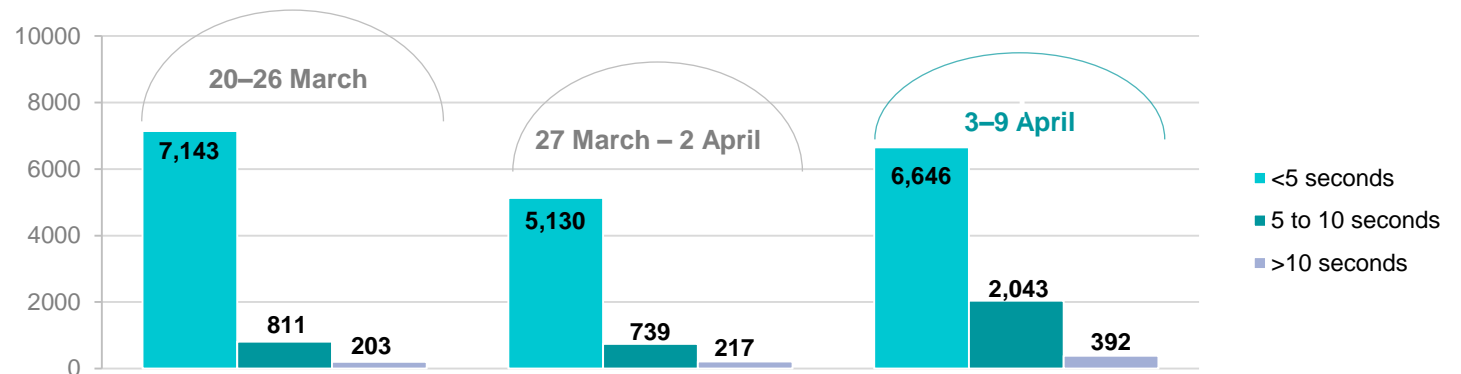
Fortnightly PLS SRP transmissions in SBR2 PROD against different elapsed time bands:



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.

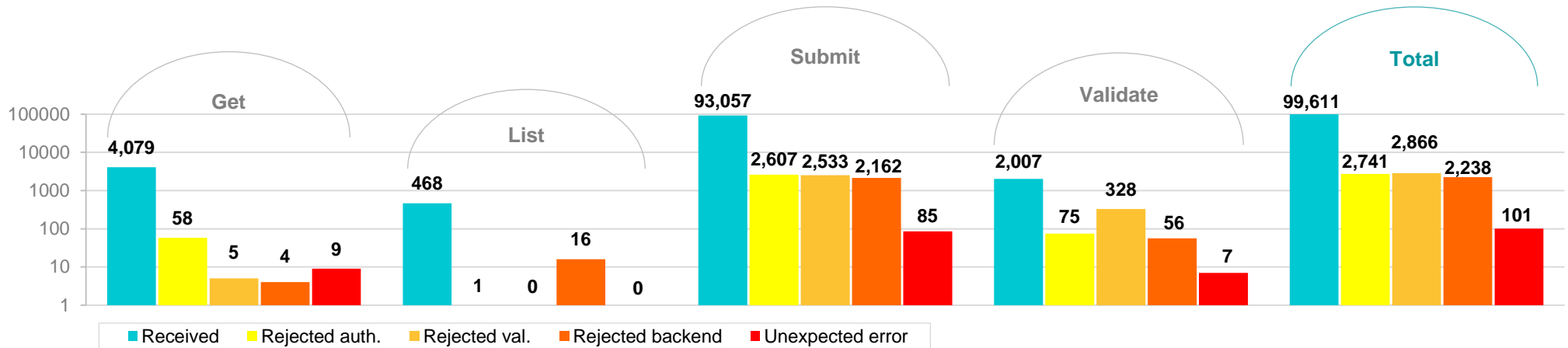
Fortnightly PLS SRP transmissions in SBR2 EVTE3 against different elapsed time bands:



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PERFORMANCE AND CAPACITY (CONT.)

PLS SRP transmissions in SBR2 PROD by action names 31 March – 13 Apr 2017:



PLS SRP transmissions in SBR2 EVTE by action names 31 March – 13 Apr 2017:

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

PLS SRP transmissions in SBR2 EVTE3 by action names 31 March – 13 Apr 2017:

