

Practitioner lodgment service

Confidence indicators, September 2016



OVERVIEW

The practitioner lodgment service (PLS) will progressively replace the electronic lodgment service (ELS) as the main lodgment channel for tax practitioners from July 2016.

ELS will remain available until 31 March 2017 to ensure tax professionals have access to an online service while transitioning to the new service.

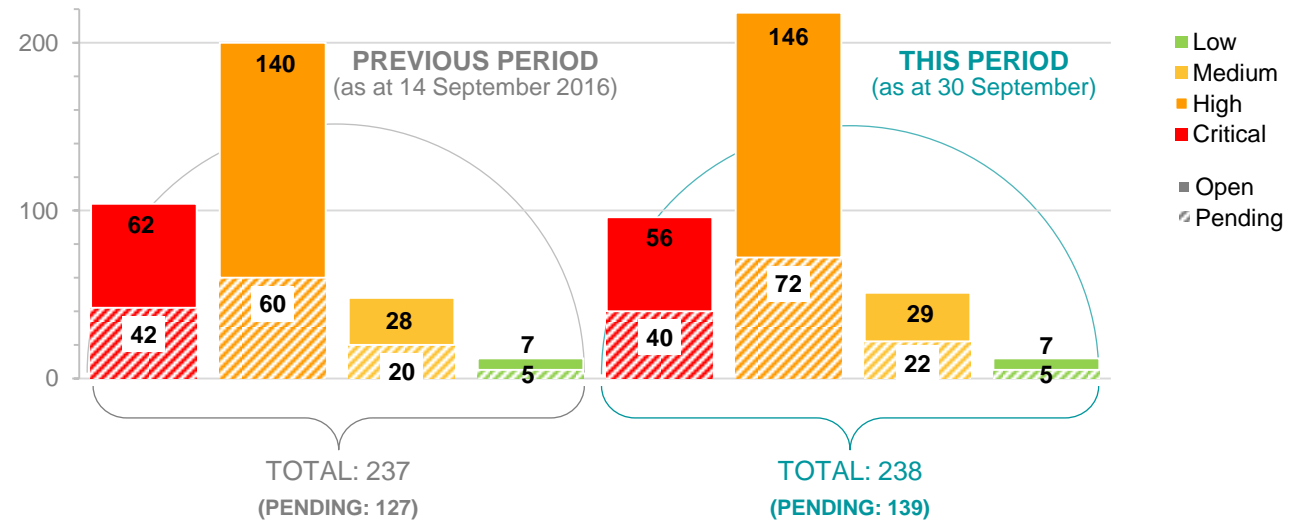
FIXING CRITICAL DEFECTS

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

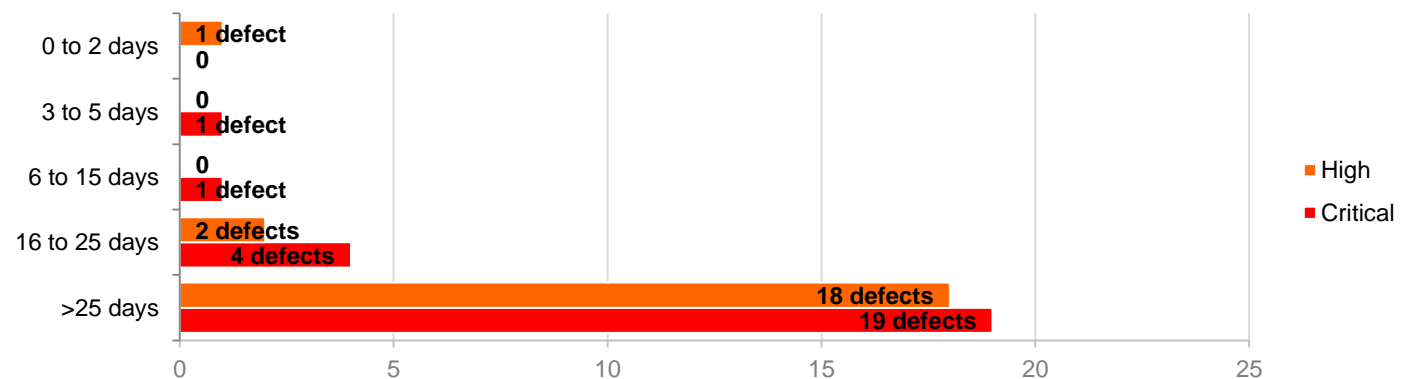
The backlog of defects will be addressed in Tax Time 17 and consideration is being given to including fixes in the quarterly December 2016 and March 2017 releases.

TIME TO FIX

Open defects by eCommerce assessed priority in September 2016:



Age of closed defects by eCommerce assessed priority: critical and high only from 14 – 30 September 2016:



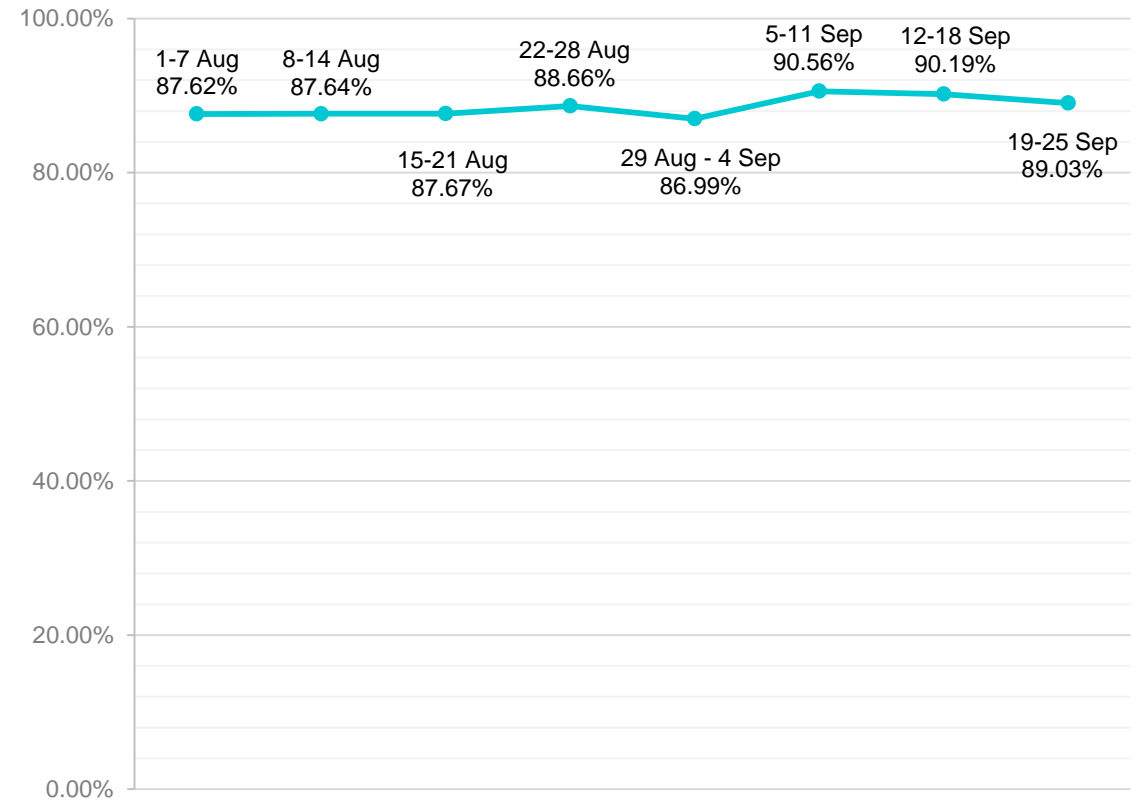
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QUALITY OF SERVICES/SPECIFICATIONS

Advanced notifications for SBR2 production outages from 13 August to 24 September 2016:

Outage start date	Advanced notification in days (🕒 = 1 day)
13 August	1.2 days 🕒🕒
18 August	1.5 days 🕒🕒🕒
20 August	2.5 days 🕒🕒🕒🕒🕒
27 August	4.4 days 🕒🕒🕒🕒🕒🕒🕒
2 September	2.6 days 🕒🕒🕒🕒🕒
3 September	5.2 days 🕒🕒🕒🕒🕒🕒🕒🕒🕒
9 September	2.3 days 🕒🕒🕒🕒
16 September	0.4 days 🕒
24 September	4.5 days 🕒🕒🕒🕒🕒🕒🕒

Successful transmissions in SBR2 PROD from 1 August to 25 September 2016:

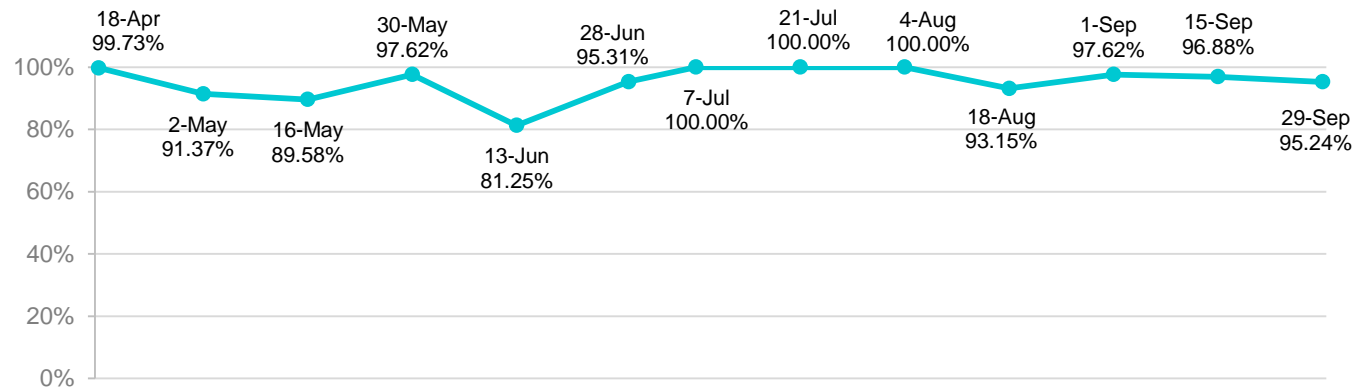
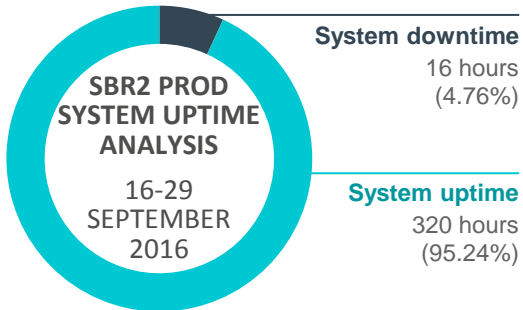
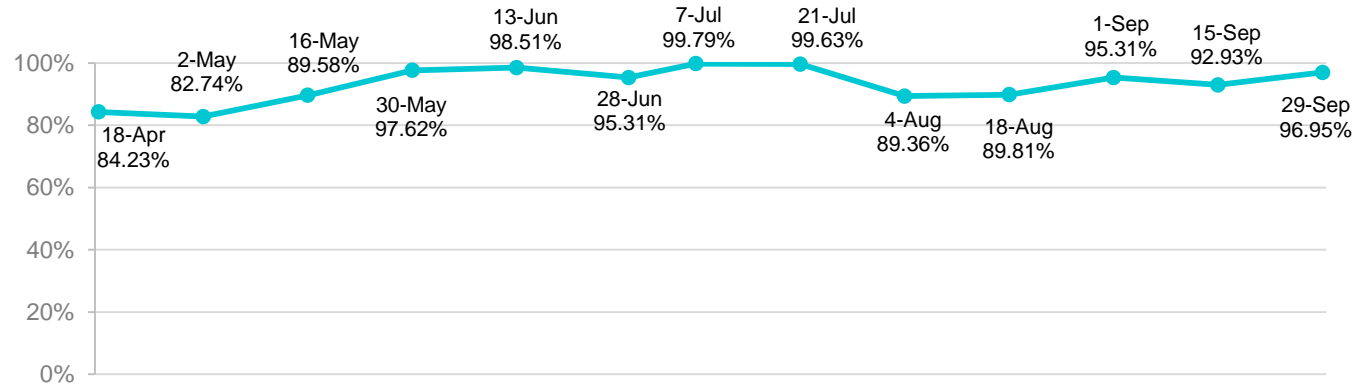
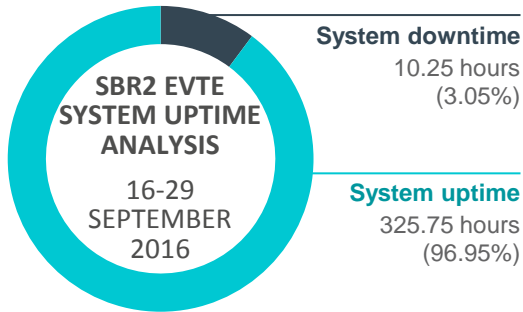


SUCCESSFUL SUBMISSIONS

During the period from 1 August to 25 September 2016, 88.45% PLS SRP transmissions in SBR2 PROD processed successfully .

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STABILITY



ADDITIONAL CLOUD GATEWAY AND TEST ENVIRONMENT

A second cloud PLS gateway has been established, is undergoing performance testing and will be operational prior to ELS gateway closure.

The ATO is planning to move the PLS developers to a new cloud test environment which is intended to provide better performance by the end of 2016.

The test environment is being used extensively, presently handling a significant amount of transmissions.

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PERFORMANCE AND CAPACITY

5sec transmission target*

For PLS SRP transmissions in SBR2
PROD: 19 – 25 September 2016

 **5.53sec**
AVERAGE TRANSMISSION TIME

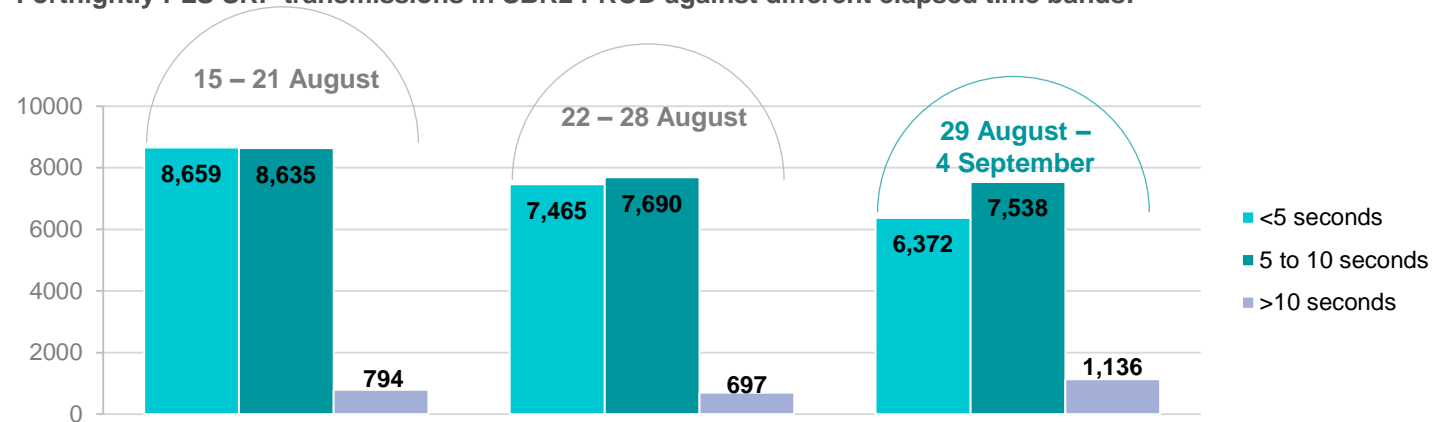
95% OF TRANSMISSIONS
WERE PROCESSED
WITHIN 11 SECONDS

50% OF TRANSMISSIONS
WERE PROCESSED
WITHIN 5 SECONDS
(MEDIAN)

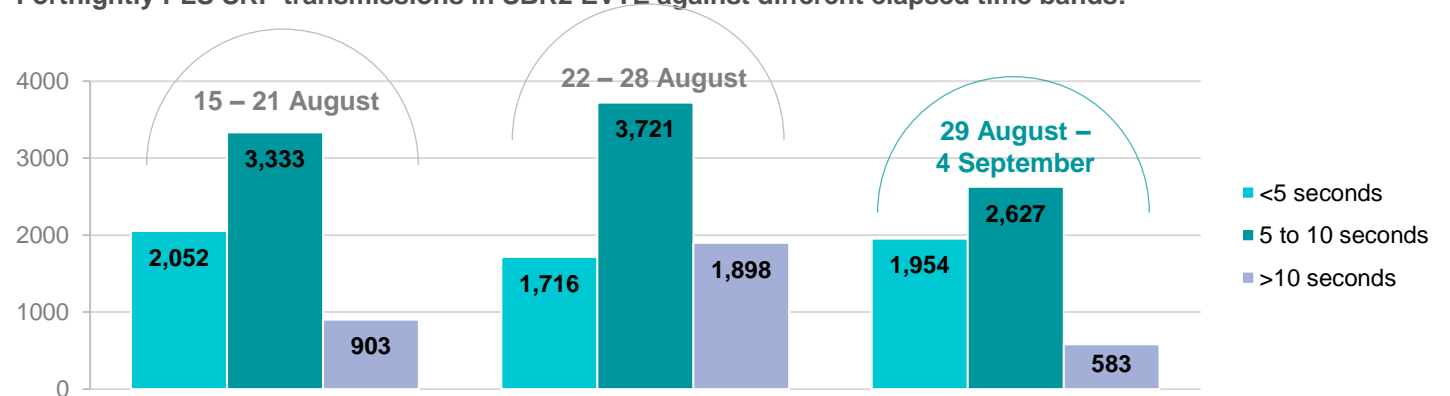
57.6% OF TRANSMISSIONS ACHIEVED
THE 5 SEC BENCHMARK
(HAS REMAINED STABLE
DURING TT16)

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

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



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

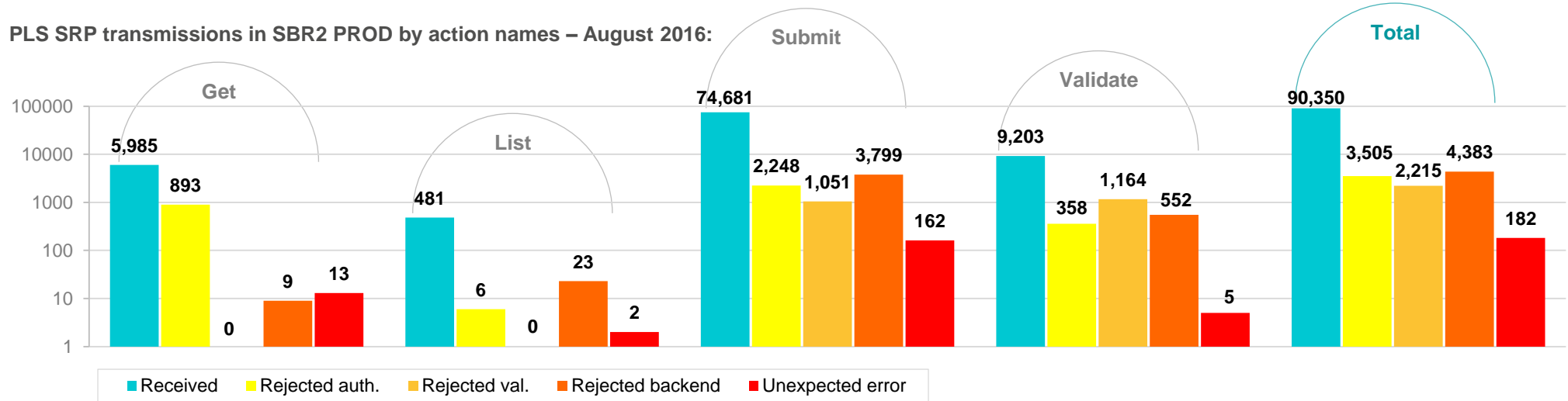


*Target time only. This is not a requirement of the service level agreement

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PERFORMANCE AND CAPACITY (CONT.)

PLS SRP transmissions in SBR2 PROD by action names – August 2016:



PLS SRP transmissions in SBR2 EVTE by action names – August 2016 :

