Practitioner lodgment service
Confidence indicators, 18 September 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.
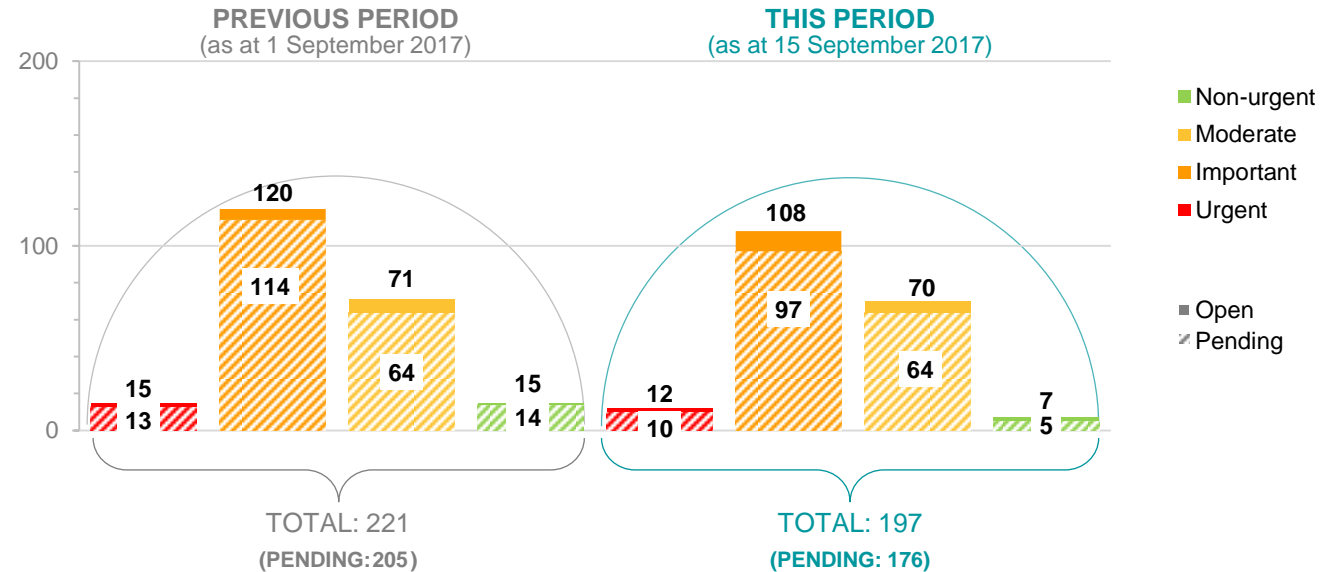
Ongoing access to the ELS as a safety net is dependent on progressing development of PLS products.
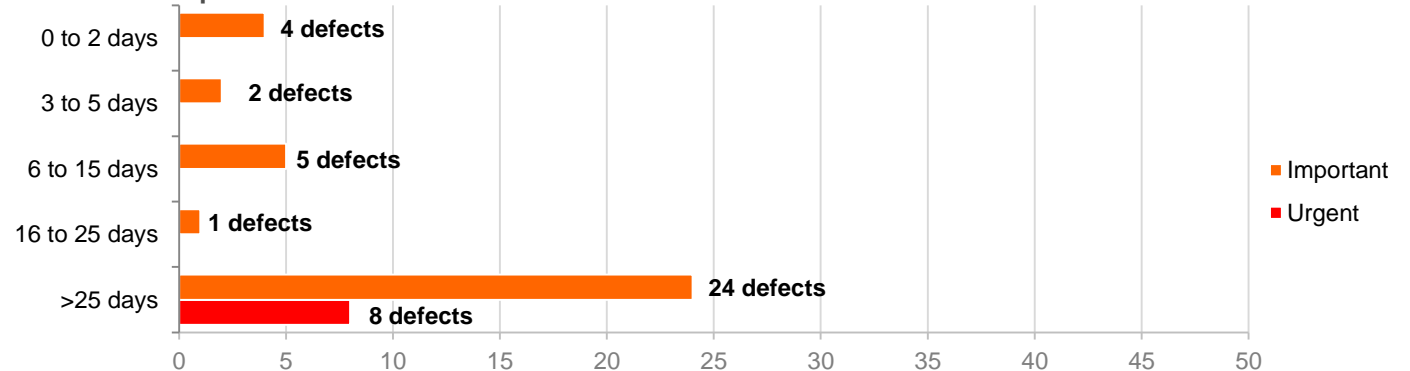
ATO RUN & MANAGE TEAM

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

TIME TO FIX

Open defects by Digital Wholesale Services assessed priority at 15 September 2017:

PREVIOUS PERIOD
(as at 1 September 2017)

THIS PERIOD
(as at 15 September 2017)

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

PREVIOUS PERIOD values:
- Urgent: 15 (Open), 13 (Pending)
- Important: 120 (Open), 114 (Pending)
- Moderate: 71 (Open), 64 (Pending)
- Non-urgent: 15 (Open), 14 (Pending)

TOTAL: 221
(PENDING: 205)

THIS PERIOD values:
- Urgent: 12 (Open), 10 (Pending)
- Important: 108 (Open), 97 (Pending)
- Moderate: 70 (Open), 64 (Pending)
- Non-urgent: 7 (Open), 5 (Pending)

TOTAL: 197
(PENDING: 176)

Age of closed defects by Digital Wholesale Services assessed priority: urgent and important only from 01 – 14 Sept 2017

- 0 to 2 days: 4 defects
- 3 to 5 days: 2 defects
- 6 to 15 days: 5 defects
- 16 to 25 days: 1 defects
- >25 days: 24 defects
- >25 days: 8 defects
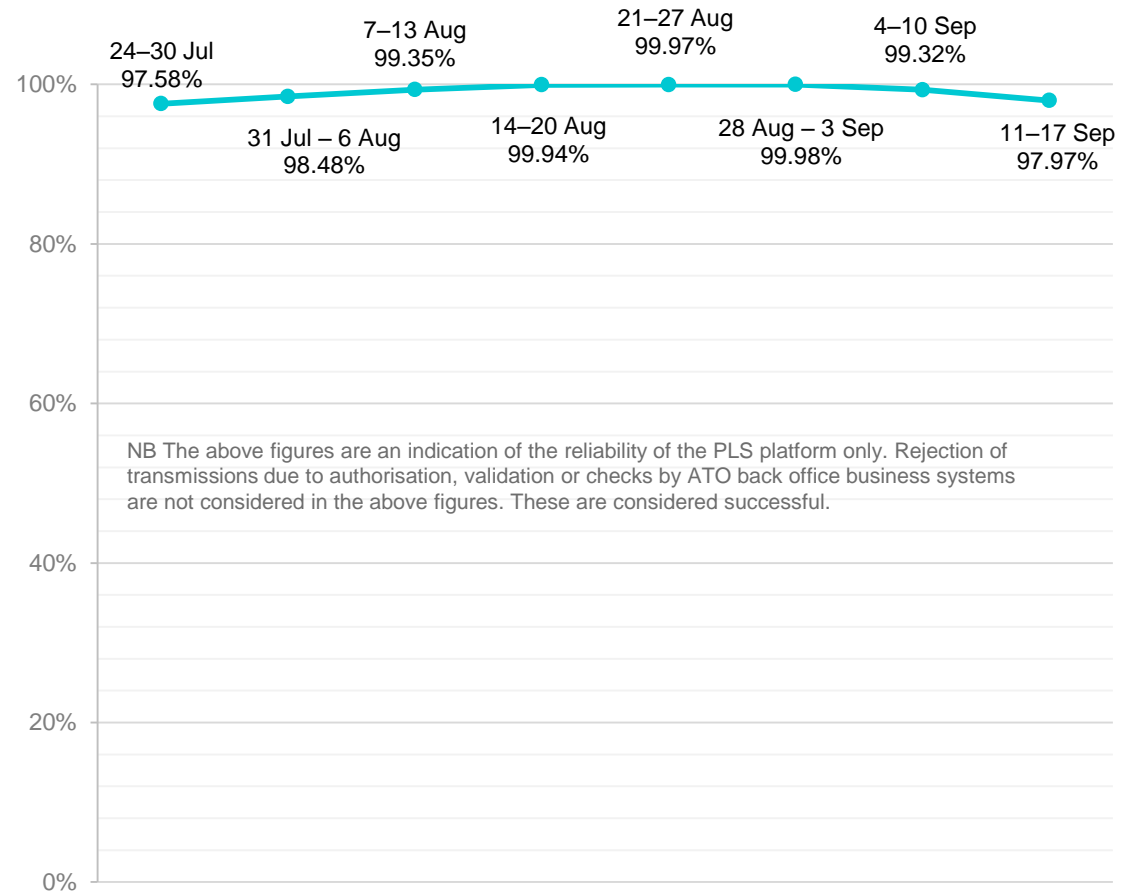
Legend:
- Important
- Urgent

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QUALITY OF SERVICES/SPECIFICATIONS

Advanced notifications for SBR2 production outages from 9 – 22 September 2017:

Outage start date	Advanced notification in days (🕐 = 1 **days**)
9 September	2.52 days 🕐🕐🕐
16 September	4.48 days 🕐🕐🕐🕐🕐
22 September	10.42 days 🕐🕐🕐🕐🕐 🕐🕐🕐🕐🕐

Successful transmissions in SBR2 PROD1 from 24 July – 17 September 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.

24–30 Jul 97.58%
31 Jul – 6 Aug 98.48%
7–13 Aug 99.35%
14–20 Aug 99.94%
21–27 Aug 99.97%
28 Aug – 3 Sep 99.98%
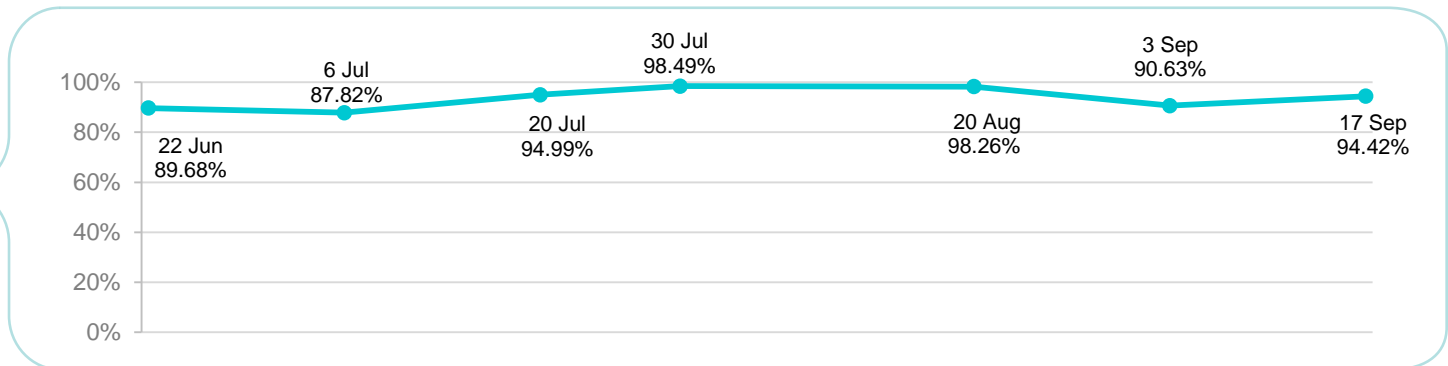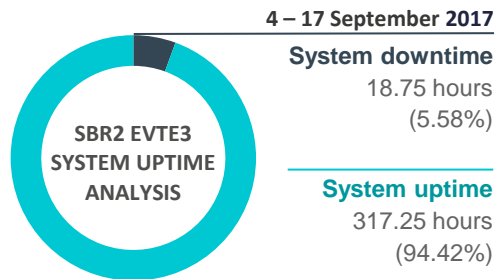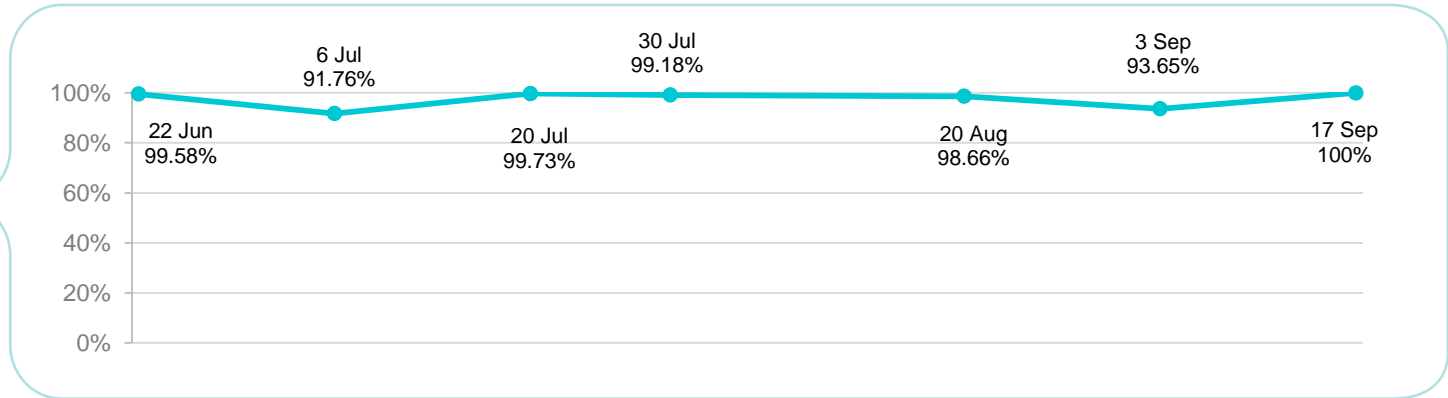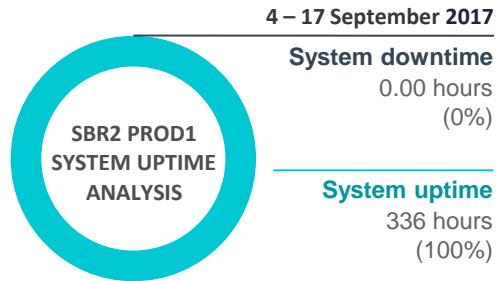4–10 Sep 99.32%
11–17 Sep 97.97%

SUCCESSFUL SUBMISSIONS

During the period from 11 – 17 September 2017 **97.97%** of PLS SRP transmissions in SBR2 PROD processed successfully

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STABILITY

SBR2 PROD1 SYSTEM UPTIME ANALYSIS

4 – 17 September 2017

System downtime
0.00 hours
(0%)

System uptime
336 hours
(100%)

22 Jun 99.58% · 6 Jul 91.76% · 20 Jul 99.73% · 30 Jul 99.18% · 20 Aug 98.66% · 3 Sep 93.65% · 17 Sep 100%

SBR2 EVTE3 SYSTEM UPTIME ANALYSIS

4 – 17 September 2017

System downtime
18.75 hours
(5.58%)

System uptime
317.25 hours
(94.42%)

22 Jun 89.68% · 6 Jul 87.82% · 20 Jul 94.99% · 30 Jul 98.49% · 20 Aug 98.26% · 3 Sep 90.63% · 17 Sep 94.42%

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 11 – 17 September 2017:

⏳ **3.36 sec**
AVERAGE TRANSMISSION TIME

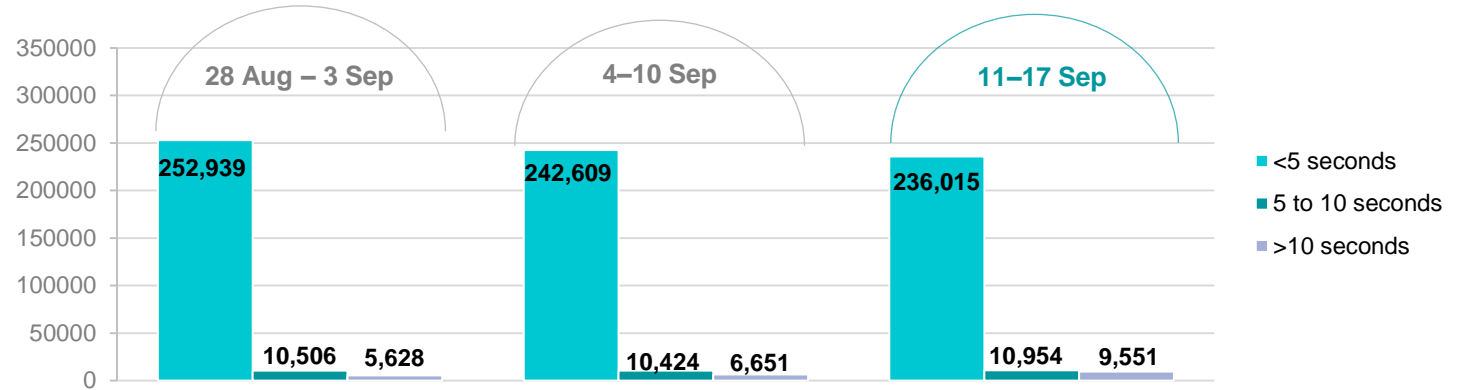**95%** OF TRANSMISSIONS WERE PROCESSED WITHIN 6.77 SECONDS

50% OF TRANSMISSIONS WERE PROCESSED WITHIN 2.46 SECONDS (MEDIAN)

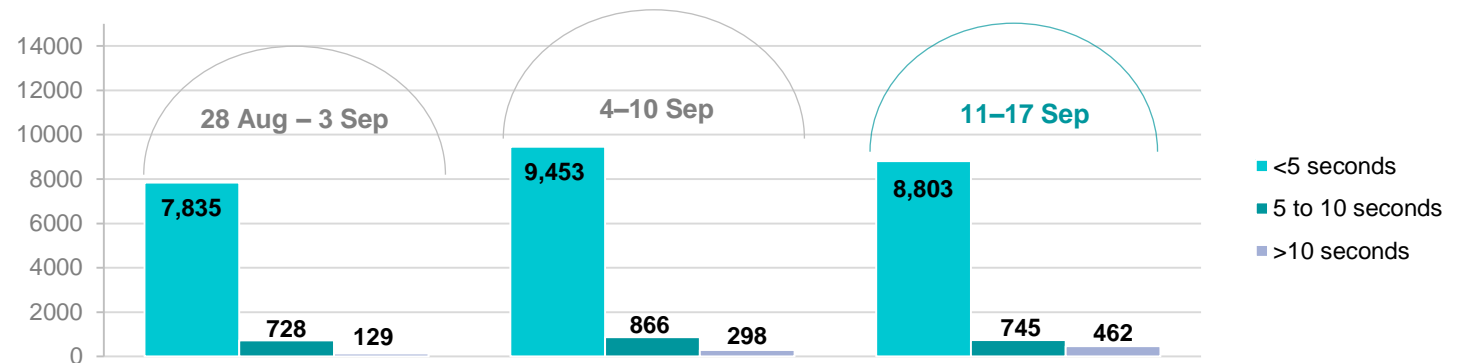**91.99%** OF TRANSMISSIONS ACHIEVED THE 5 SEC BENCHMARK

- 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:

	28 Aug – 3 Sep	4–10 Sep	11–17 Sep
<5 seconds	252,939	242,609	236,015
5 to 10 seconds	10,506	10,424	10,954
>10 seconds	5,628	6,651	9,551

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

	28 Aug – 3 Sep	4–10 Sep	11–17 Sep
<5 seconds	7,835	9,453	8,803
5 to 10 seconds	728	866	745
>10 seconds	129	298	462

PLS SRP performance in SBR2 PROD2 Cloud 11 – 17 September 2017:

⏳ **20.53 sec**
AVERAGE TRANSMISSION TIME

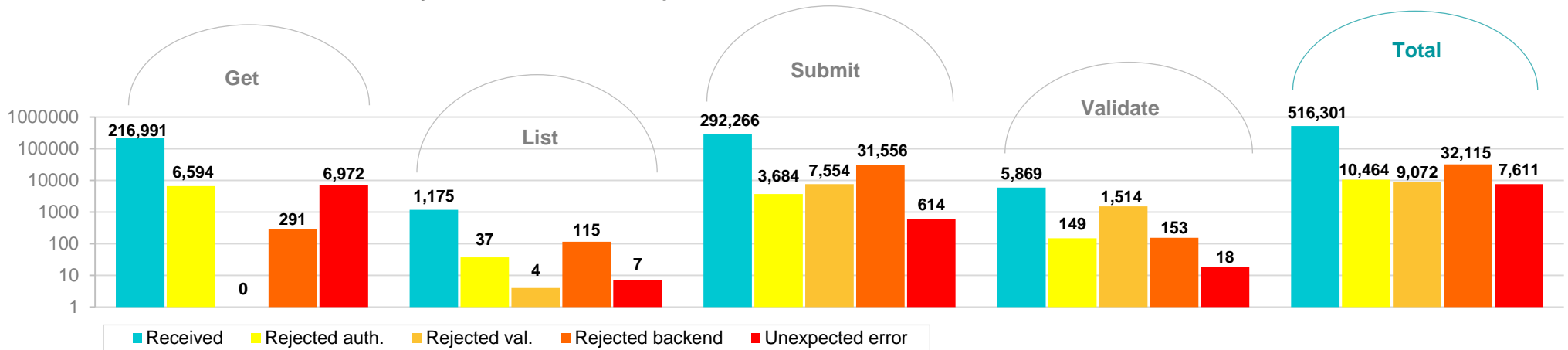**95%** OF TRANSMISSIONS WERE PROCESSED WITHIN 60.73 SECONDS

The maximum transmission time was **60.92 secs**

The minimum transmission time was **3 secs**

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PERFORMANCE AND CAPACITY (CONT.)

PLS SRP transmissions in SBR2 PROD1 by action names 4 – 17 September 2017:

PLS SRP transmissions in SBR2 EVTE3 by action names 4 – 17 September 2017:

PLS Transmissions in SBR2 PROD2 Cloud by Service Names 11 – 17 September 2017: