

Practitioner lodgment service

Confidence indicators, 26 February 2018



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
- company tax returns.

The Individual tax return 2017 will need to be lodged using the PLS from 1 April 2018.

Other forms, services and reports will be progressively removed from the ELS following consultation with digital service providers.

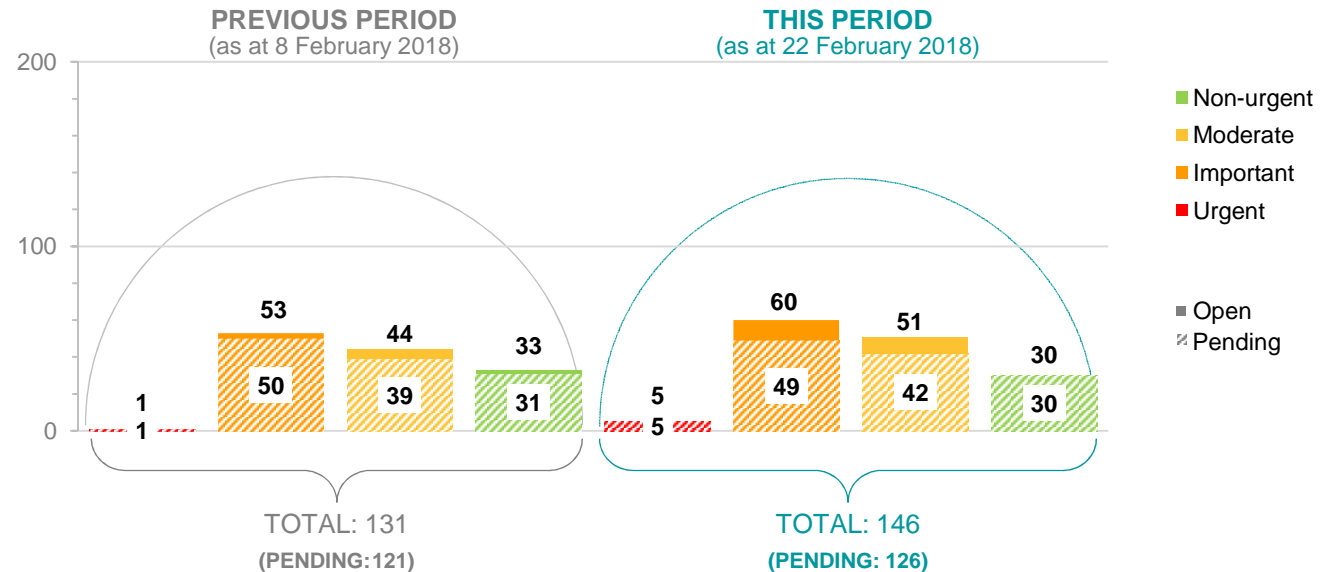
Ongoing access to the ELS as a safety net is dependent on progressing development of PLS products.

ATO RUN & MANAGE TEAM

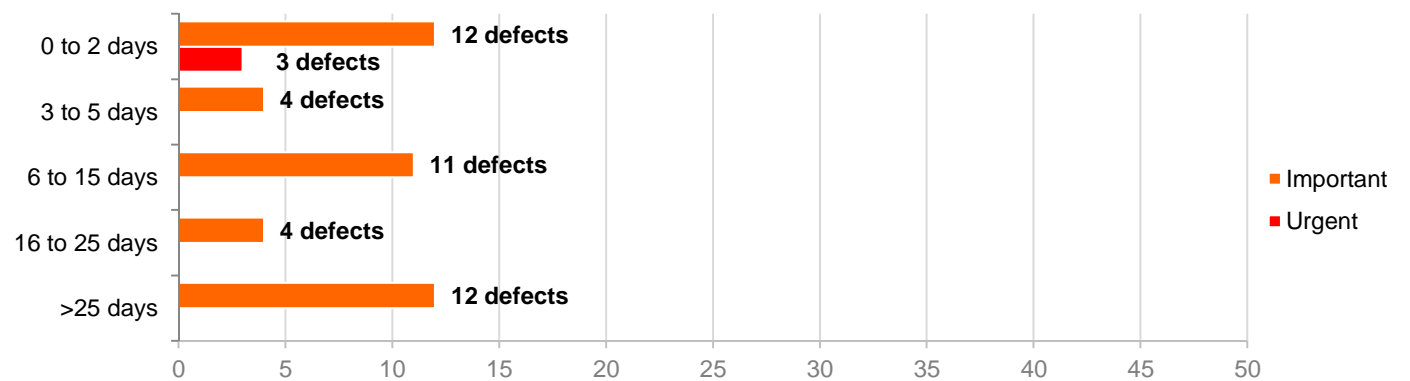
The ATO Run & Manage team has a key focus to fix critical system defects.

TIME TO FIX

Open defects by Digital Wholesale Services assessed priority as at 22 February 2018:



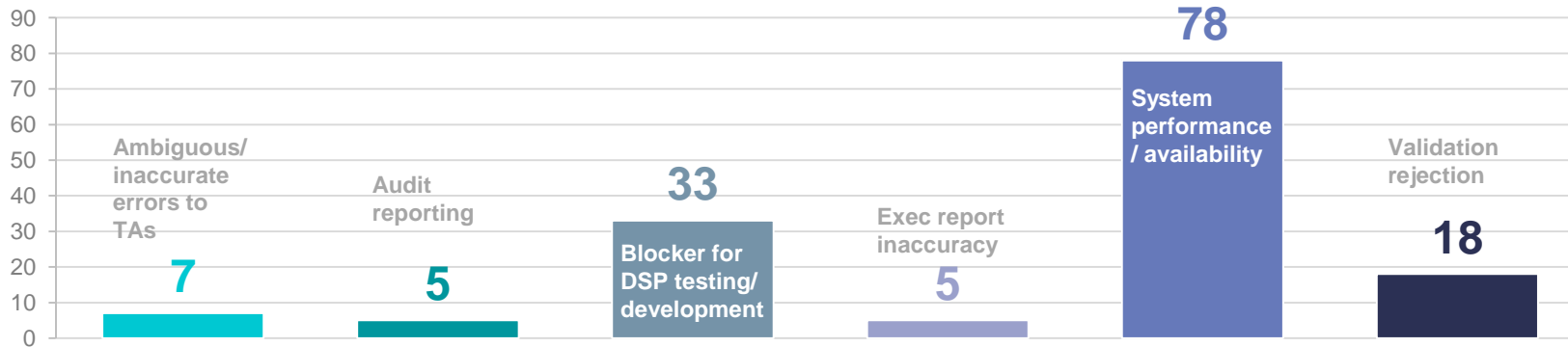
Age of closed defects by Digital Wholesale Services assessed priority: urgent and important only from 8–21 February 2018:



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TIME TO FIX (cont.)

Open defects by topic at 22 February 2018:

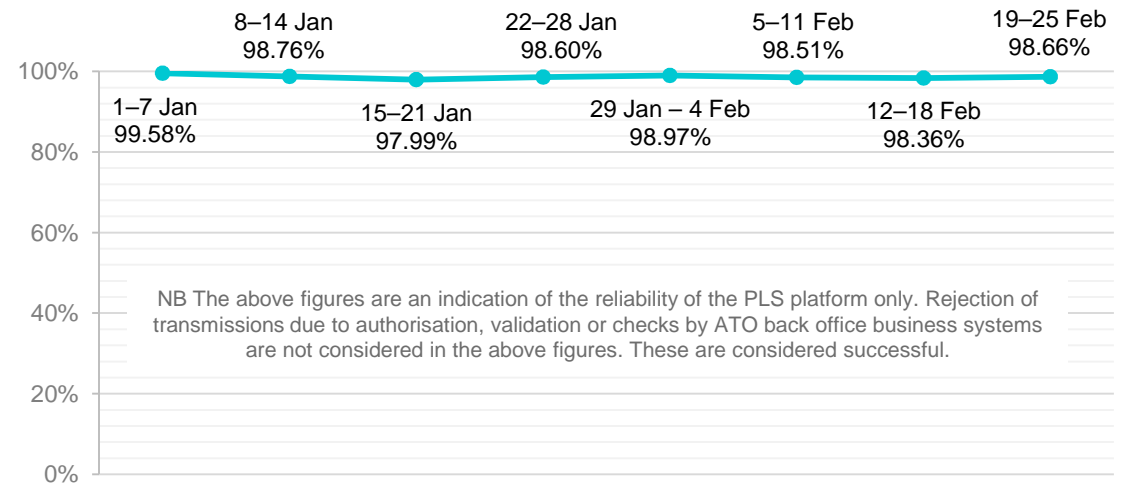


QUALITY OF SERVICES/SPECIFICATIONS

Advanced notifications for SBR2 production outages:

Outage start date	Advanced notification in days (🕒 = 1 day)
25 February	2.3 days 🕒🕒🕒

Successful transmissions in SBR2 PROD1 from 1 January – 25 February 2018:

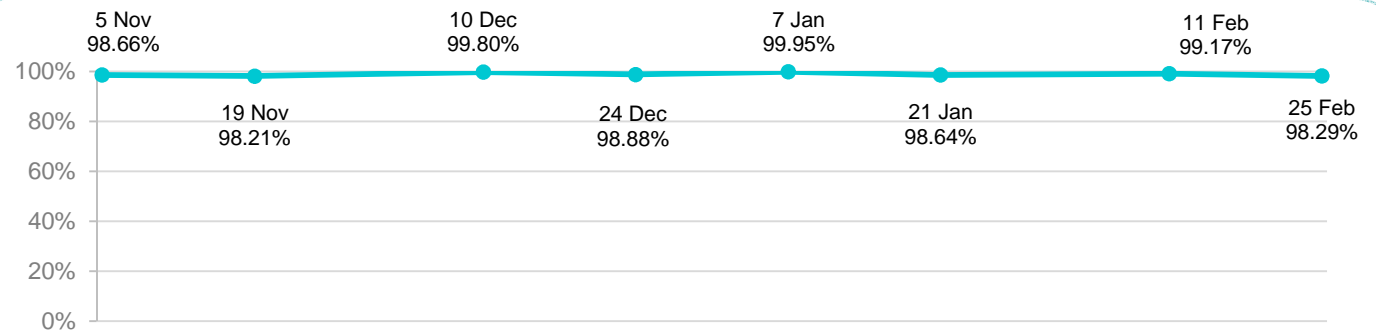
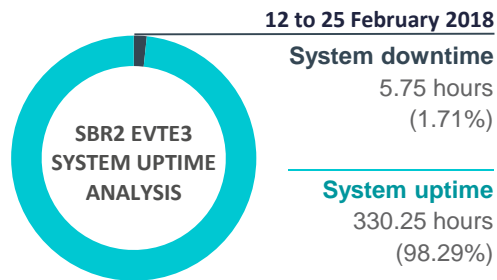
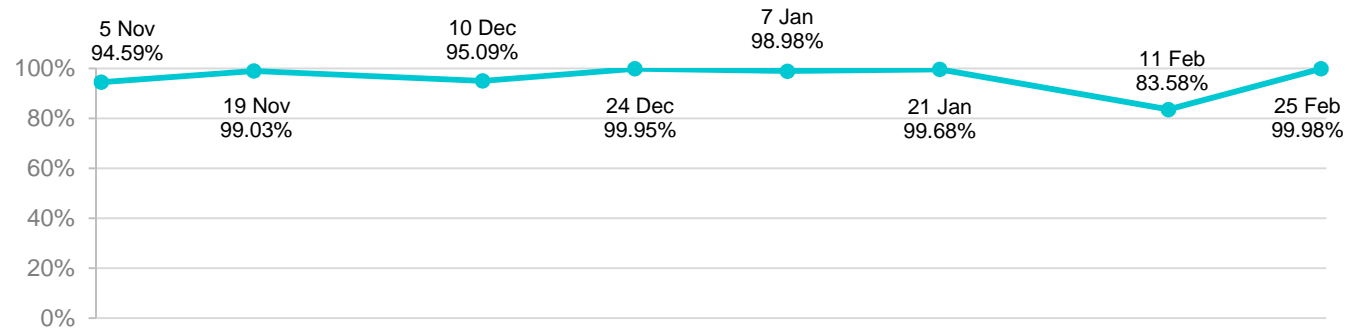
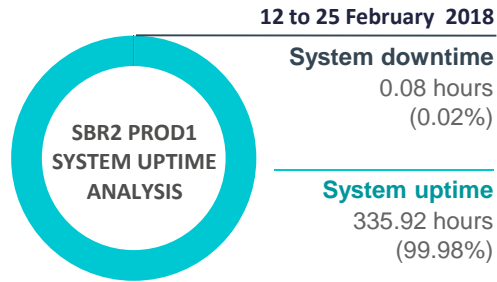


SUCCESSFUL SUBMISSIONS

During the period from 19–25 February 2018 **98.66%** of PLS SRP transmissions in SBR2 PROD processed successfully.

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STABILITY



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

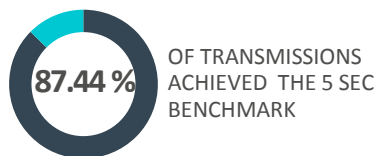
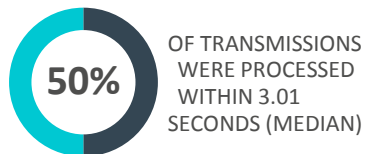
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PERFORMANCE AND CAPACITY



5 sec transmission target*

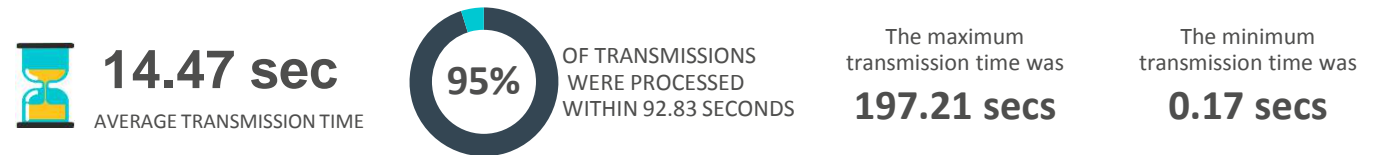
For PLS SRP transmissions in SBR2 PROD1
12–18 February 2018:



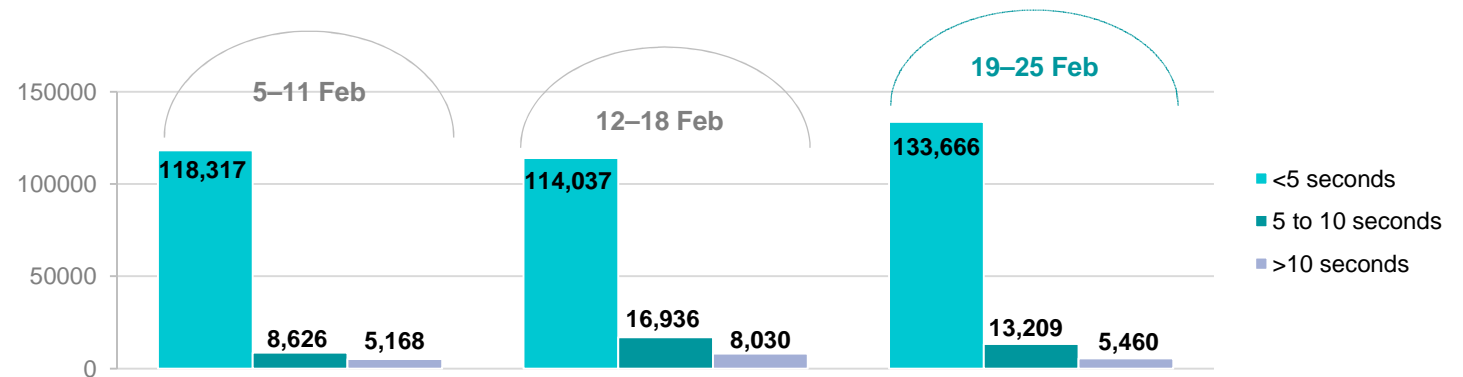
- PLS SRP transmissions found to have null transmission time have been excluded from the above stats.
- SBR2 provides real-time validation when tax practitioners lodge returns (ELS only receives lodgment without validation).
- Due to real-time validation, complex PLS returns may take longer than ELS.

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

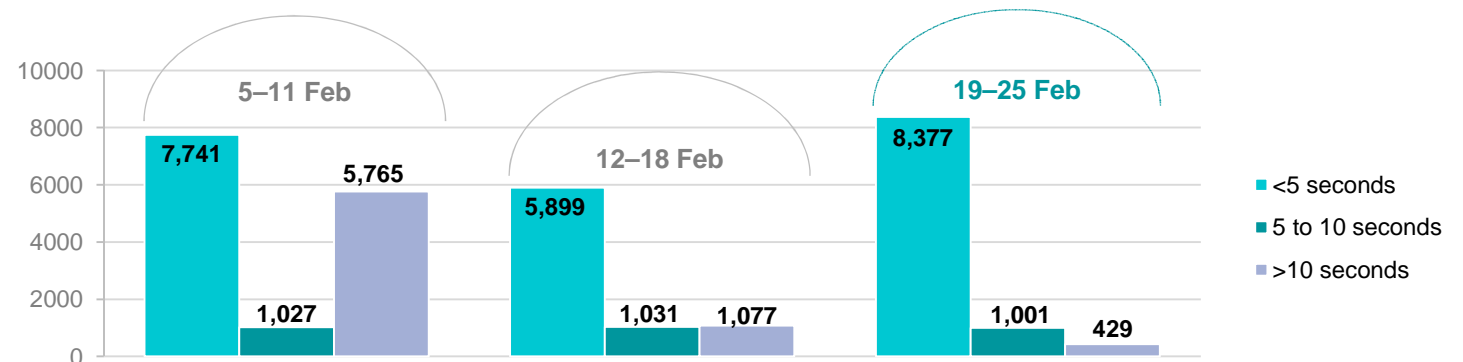
PLS SRP performance in SBR2 PROD2 Cloud 12–25 February 2018:



Fortnightly PLS SRP transmissions in SBR2 PROD1 against different elapsed time bands:



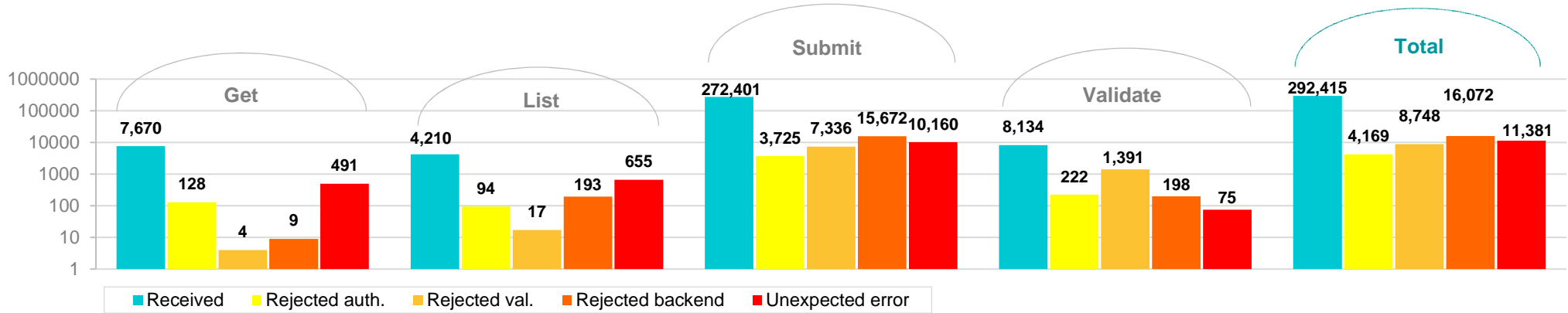
Fortnightly PLS SRP transmissions in SBR2 EVTE3 against different elapsed time bands:



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PERFORMANCE AND CAPACITY (CONT.)

PLS SRP transmissions in SBR2 PROD1 by action names 12–25 February 2018:



PLS SRP transmissions in SBR2 EVTE3 by action names 12–25 February 2018:



PLS SRP Transmissions in SBR2 PROD2 Cloud by Service Names 12–25 February 2018:

