

# Practitioner lodgment service

Confidence indicators, 27 November 2017



## 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.

Other tax return forms will transition to the PLS from:

- 1 February 2018 for company tax returns
- 1 April 2018 for individual tax returns.

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

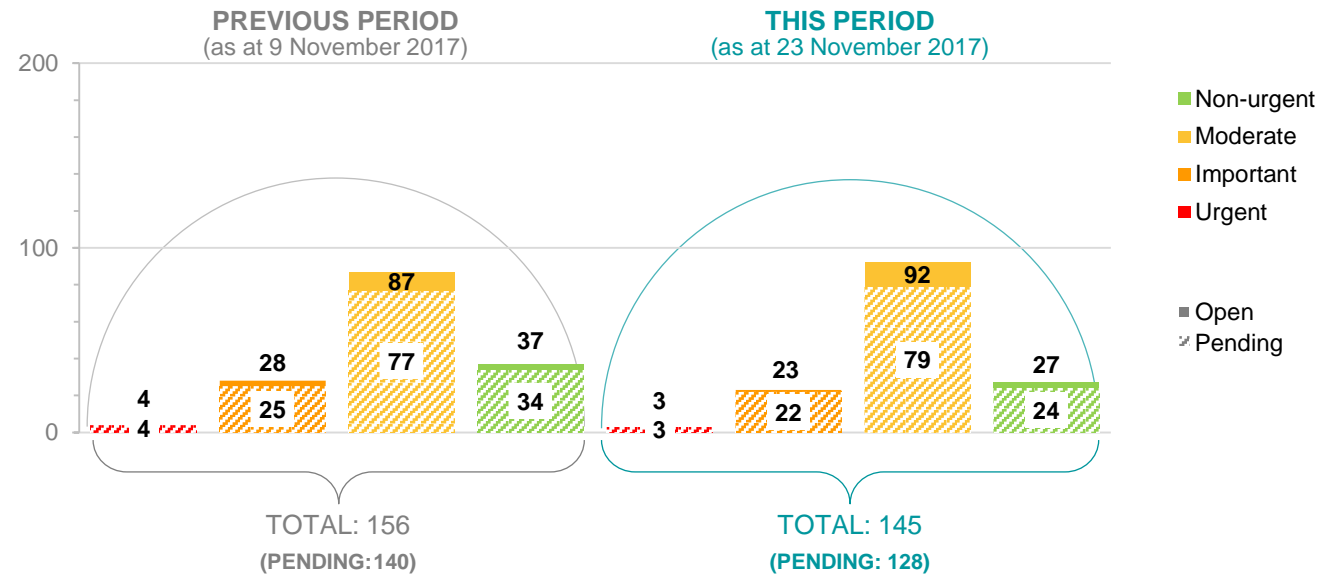
Ongoing access to the ELS as a safety net is dependent on progressing development of PLS products.

## ATO RUN & MANAGE TEAM

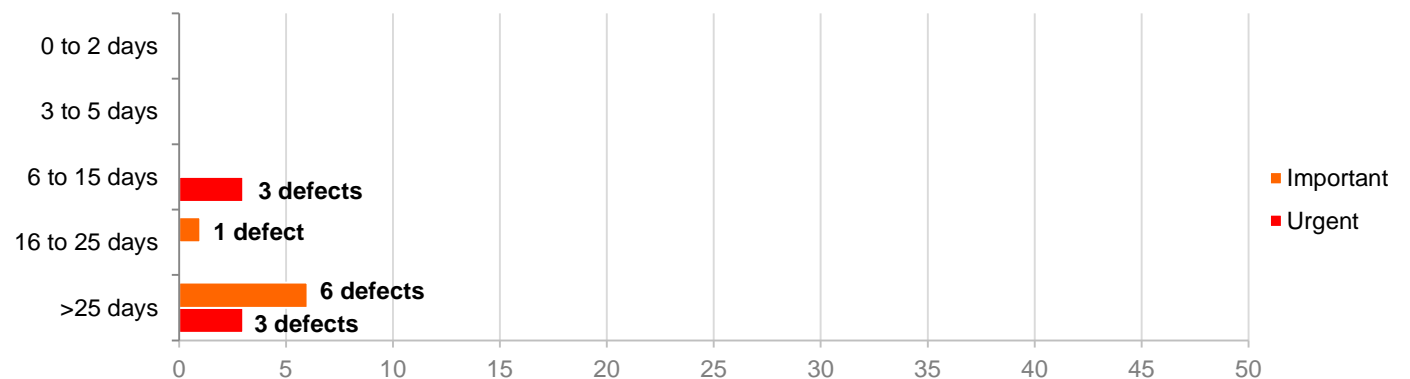
The ATO Run & Manage team has a key focus to fix critical system defects.

## TIME TO FIX

Open defects by Digital Wholesale Services assessed priority at 23 November 2017:



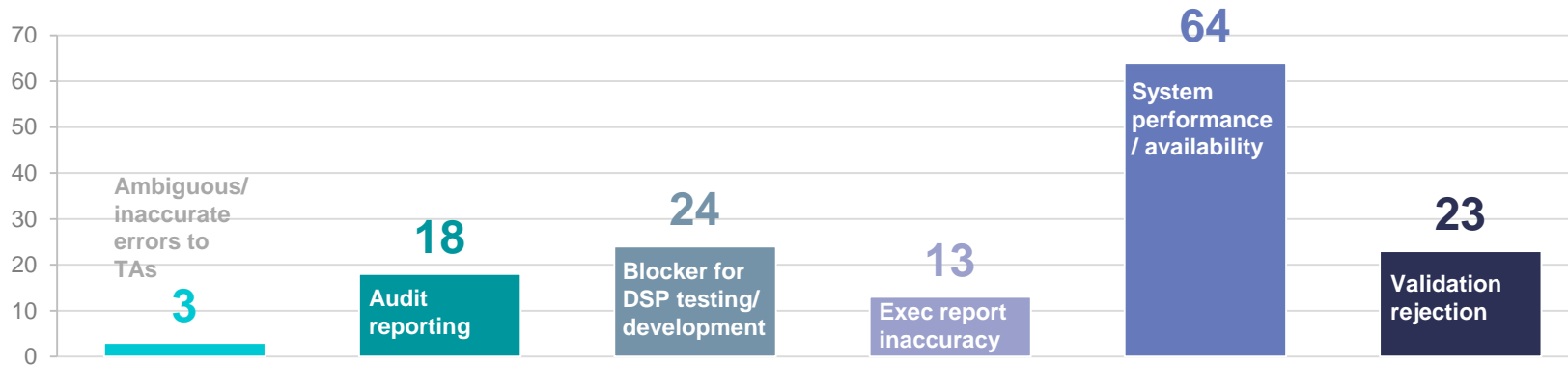
Age of closed defects by Digital Wholesale Services assessed priority: urgent and important only from 9–22 Nov 2017



# Practitioner lodgment service Confidence indicators 27 November 2017

## TIME TO FIX (cont.)

Open defects by topic at 23 November 2017:

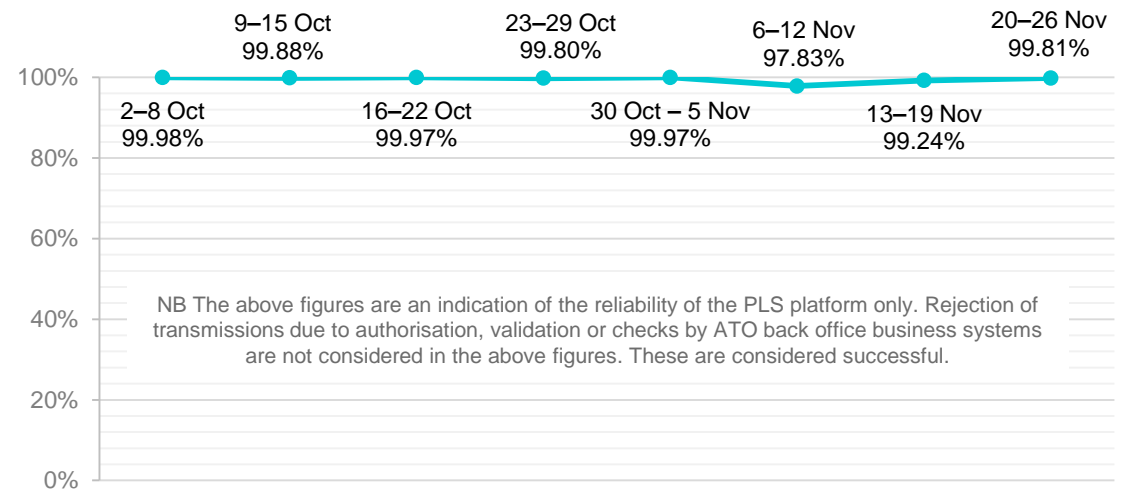


## QUALITY OF SERVICES/SPECIFICATIONS

Advanced notifications for SBR2 production outages:

Outage start date	Advanced notification in days (🕒 = 5 days)
2 December	16.4 days 🕒🕒🕒🕒🕒🕒
8 December	22.5 days 🕒🕒🕒🕒🕒🕒🕒

Successful transmissions in SBR2 PROD1 from 2 October – 26 November 2017:

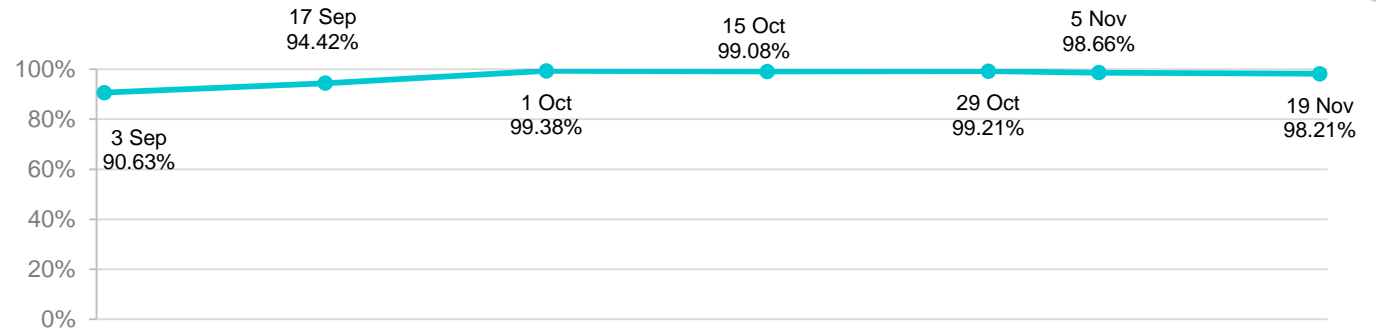
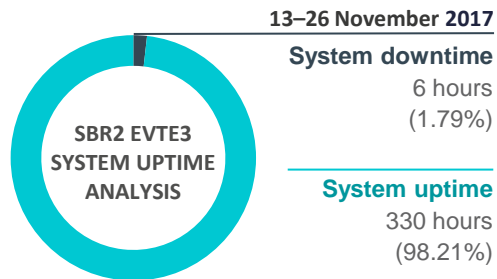
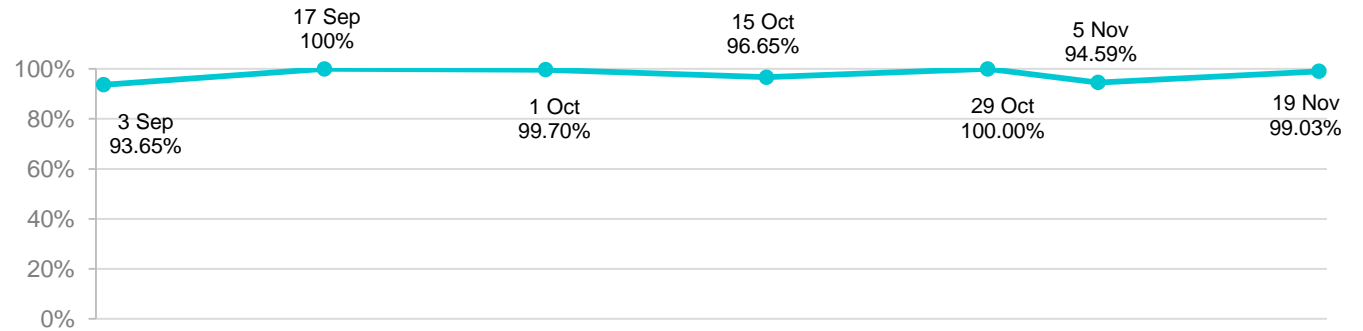
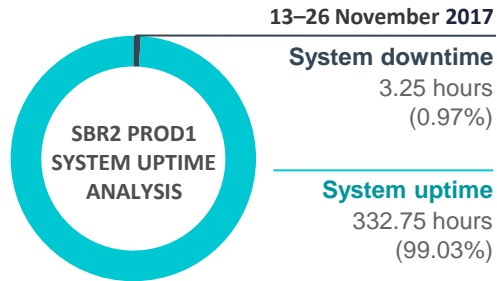


## SUCCESSFUL SUBMISSIONS

During the period from 20–26 November 2017 **99.81%** of PLS SRP transmissions in SBR2 PROD processed successfully

# Practitioner lodgment service Confidence indicators 27 November 2017

## STABILITY



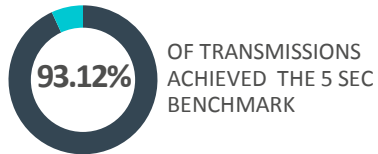
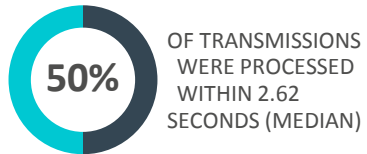
NB The above figures summarise downtime due to both unplanned and planned outages.

# Practitioner lodgment service Confidence indicators 27 November 2017

## PERFORMANCE AND CAPACITY

### 5 sec transmission target\*

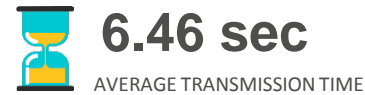
For PLS SRP transmissions in SBR2 PROD1  
20–26 November 2017:



- 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.

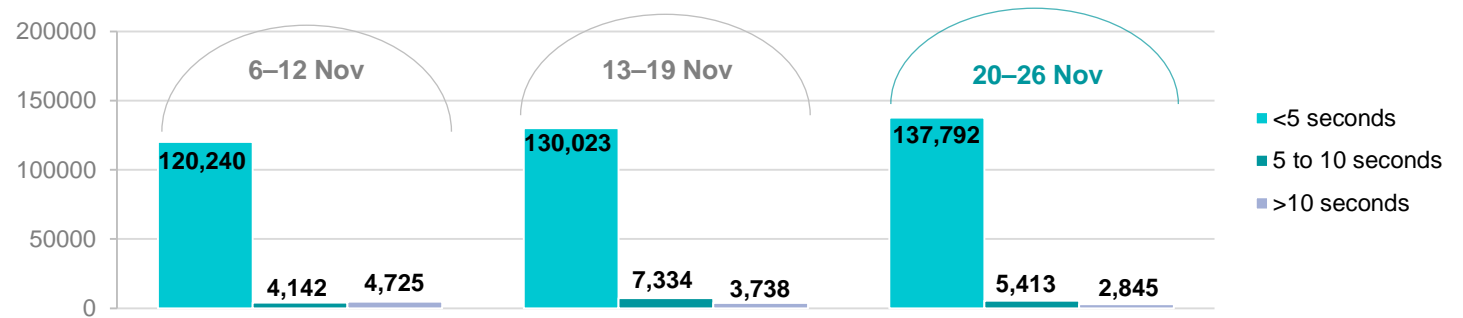
PLS SRP performance in SBR2 PROD2 Cloud 20 – 26 November 2017:



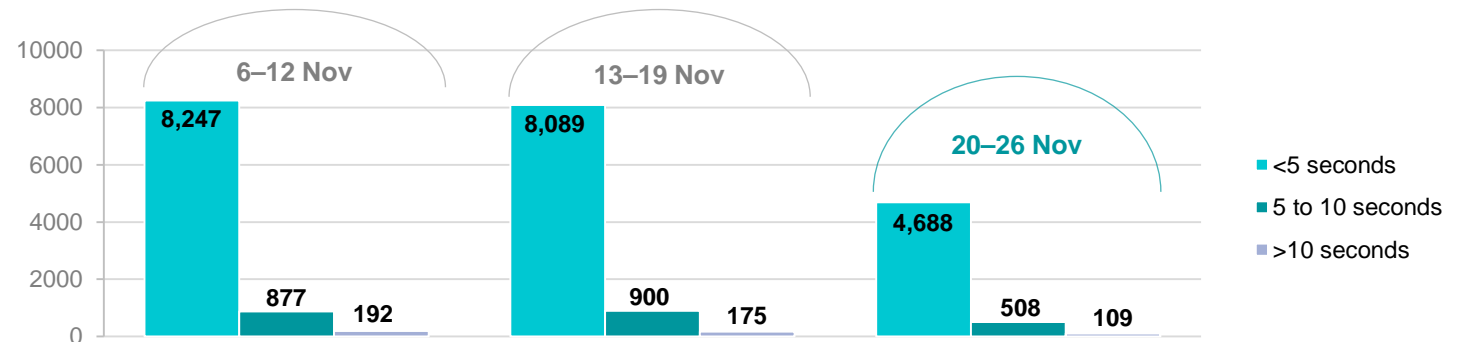
The maximum transmission time was  
**196.61 secs**

The minimum transmission time was  
**1.55 secs**

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



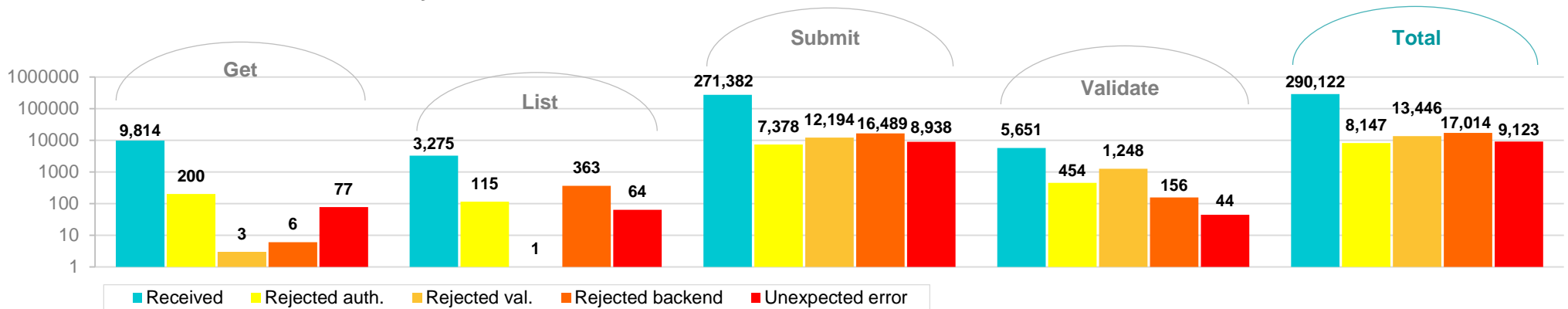
Fortnightly PLS SRP transmissions in SBR2 EVTE3 against different elapsed time bands:



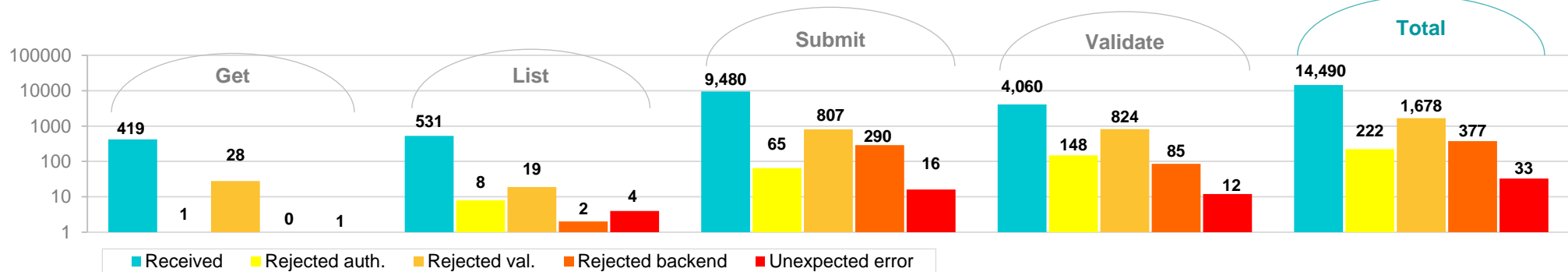
# Practitioner lodgment service Confidence indicators 27 November 2017

## PERFORMANCE AND CAPACITY (CONT.)

PLS SRP transmissions in SBR2 PROD1 by action names 13–26 November 2017:



PLS SRP transmissions in SBR2 EVTE3 by action names 13–26 November 2017:



PLS SRP Transmissions in SBR2 PROD2 Cloud by Service Names 20–26 November 2017:

