

# Practitioner lodgment service

Confidence indicators, 31 December 2016



Australian Government  
Australian Taxation Office

## 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 in a limited capacity until 2018 to ensure tax practitioners have access to an online service while transitioning to the new service.

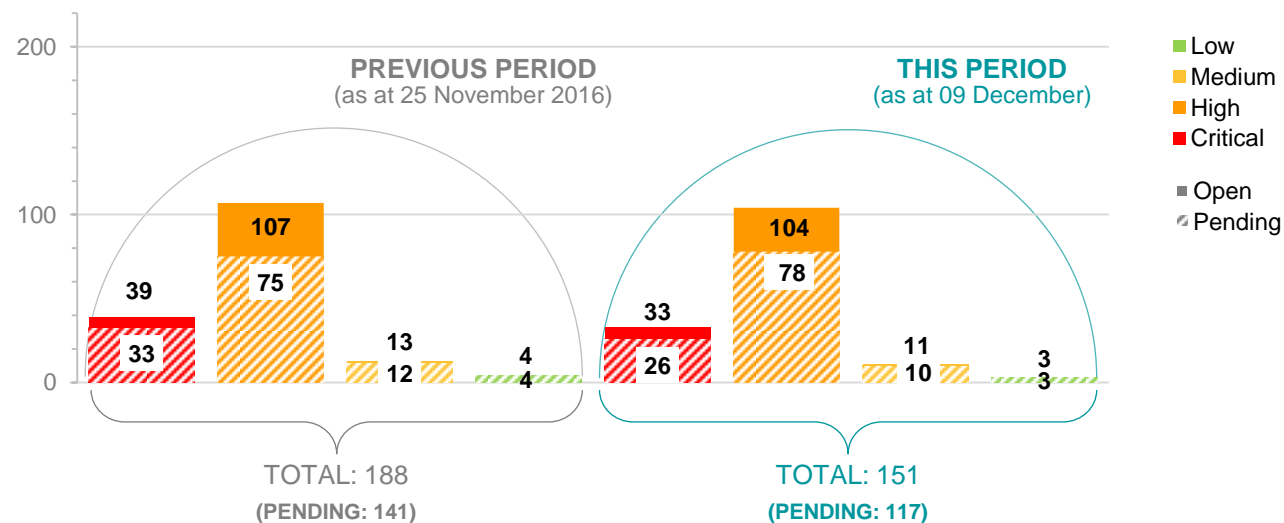
## ATO RUN & MANAGE TEAM

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.

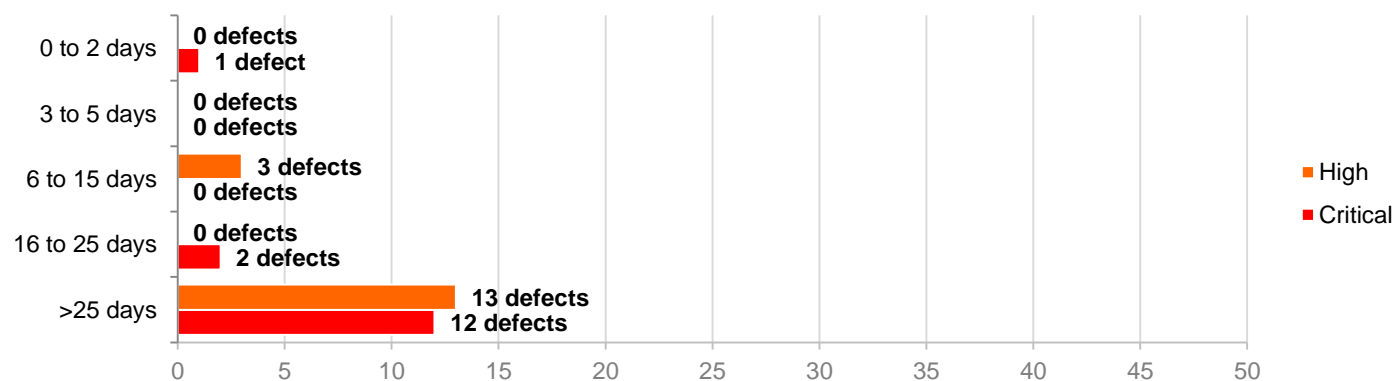
## TIME TO FIX

Open defects by eCommerce assessed priority at 9 December 2016:



Age of closed defects by eCommerce assessed priority: critical and high only from 25 November 2016

– 9 December 2016:



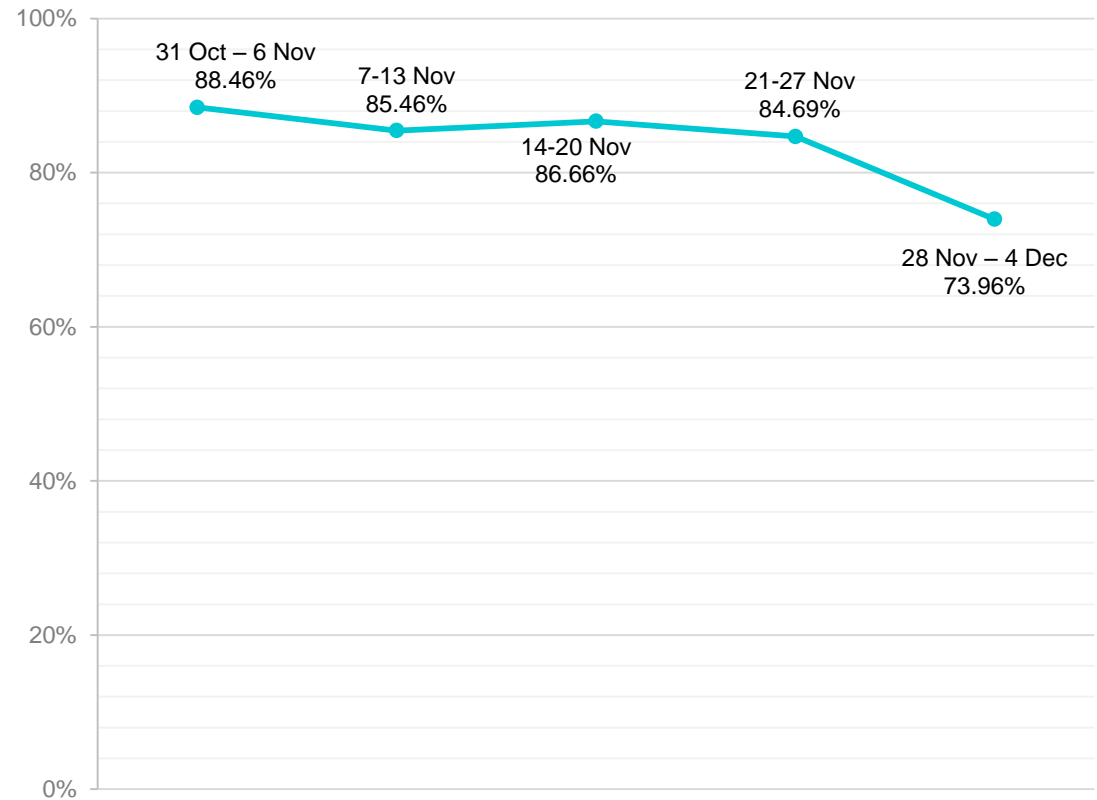
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## QUALITY OF SERVICES/SPECIFICATIONS

Advanced notifications for SBR2 production outages from 26 November to 30 December 2016:

Outage start date	Advanced notification in days (🕒 = 1 day)
26 November	4.4 days 🕒🕒🕒🕒🕒
3 December	2.3 days 🕒🕒🕒
8 December	2.6 days 🕒🕒🕒
26 December	3.1 days 🕒🕒🕒🕒
30 December	1.2 days 🕒🕒

Successful transmissions in SBR2 PROD from 31 October 2016 – 4 December 2016:

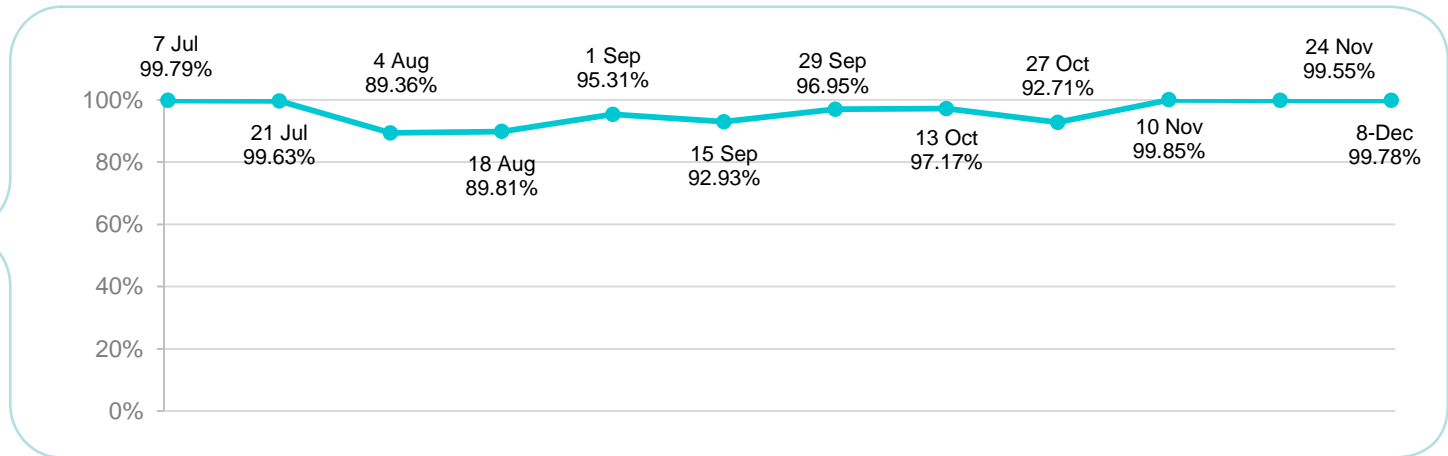
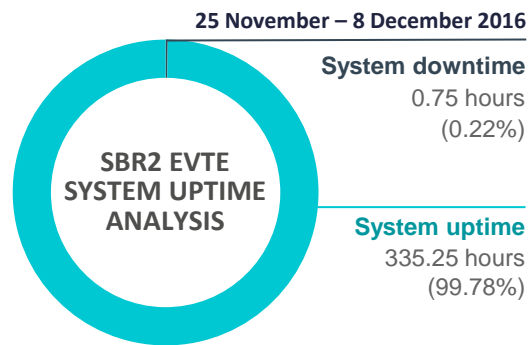
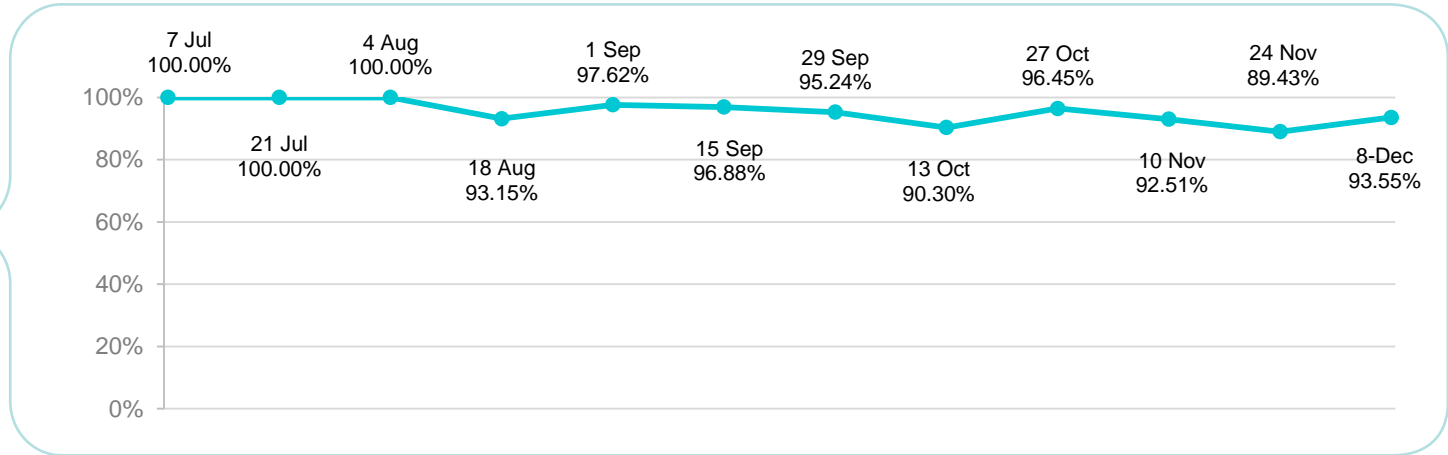
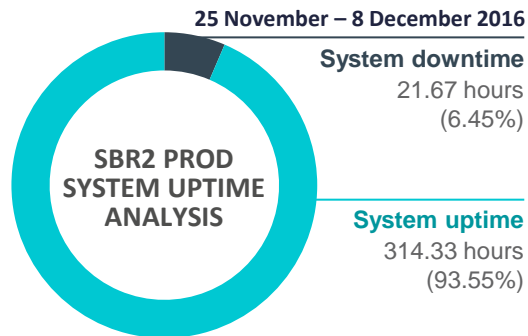


## SUCCESSFUL SUBMISSIONS

During the period from 31 October 2016 to 4 December 2016, 83.85% of PLS SRP transmissions in SBR2 PROD lodged 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

### 5 sec transmission target\*

For PLS SRP transmissions in SBR2 PROD  
28 November – 4 December 2016:

 **7 sec**  
AVERAGE TRANSMISSION TIME

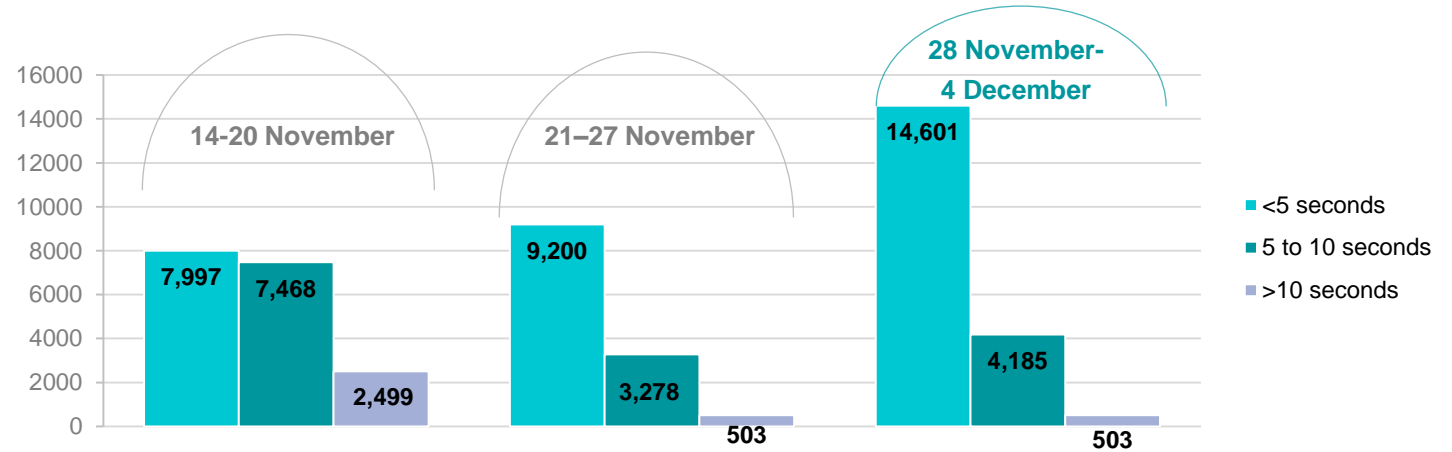
**95%** OF TRANSMISSIONS WERE PROCESSED WITHIN 7.736 SECONDS

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

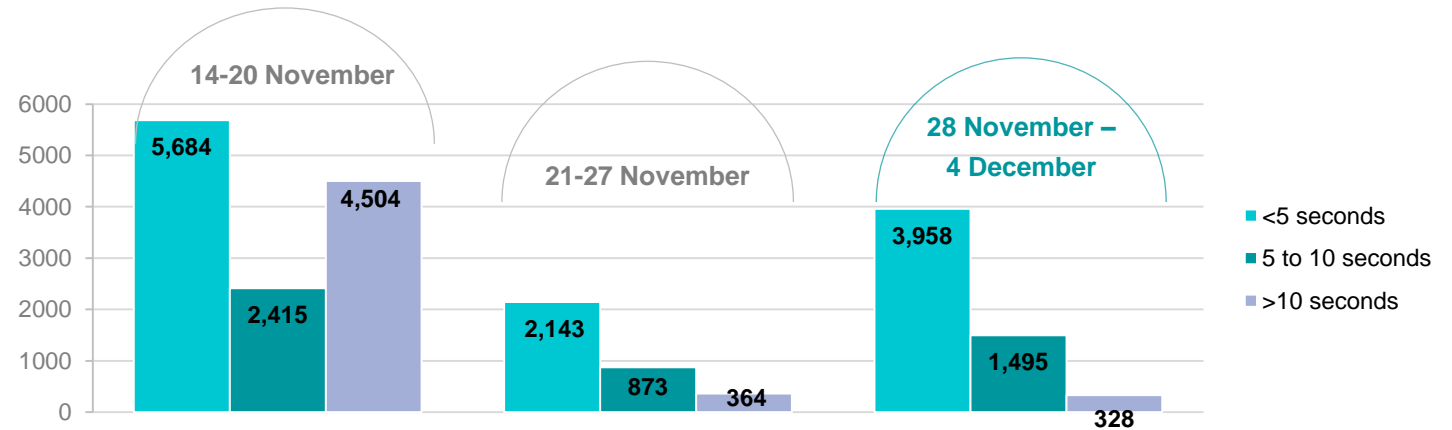
**75.7%** OF TRANSMISSIONS ACHIEVED THE 5 SEC BENCHMARK (HAS REMAINED STABLE DURING TT16)

- 271 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.

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 25 November – 8 December 2016:



Note: 13,411 failed PLS SRP transmissions have been excluded from the above figures caused by repeated software package retry of transmissions.

PLS SRP transmissions in SBR2 EVTE by action names 25 November – 8 December 2016:

No data available due to SBR2 EVTE system outage.