

Practitioner lodgment service

Confidence indicators, 3 April 2017



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.

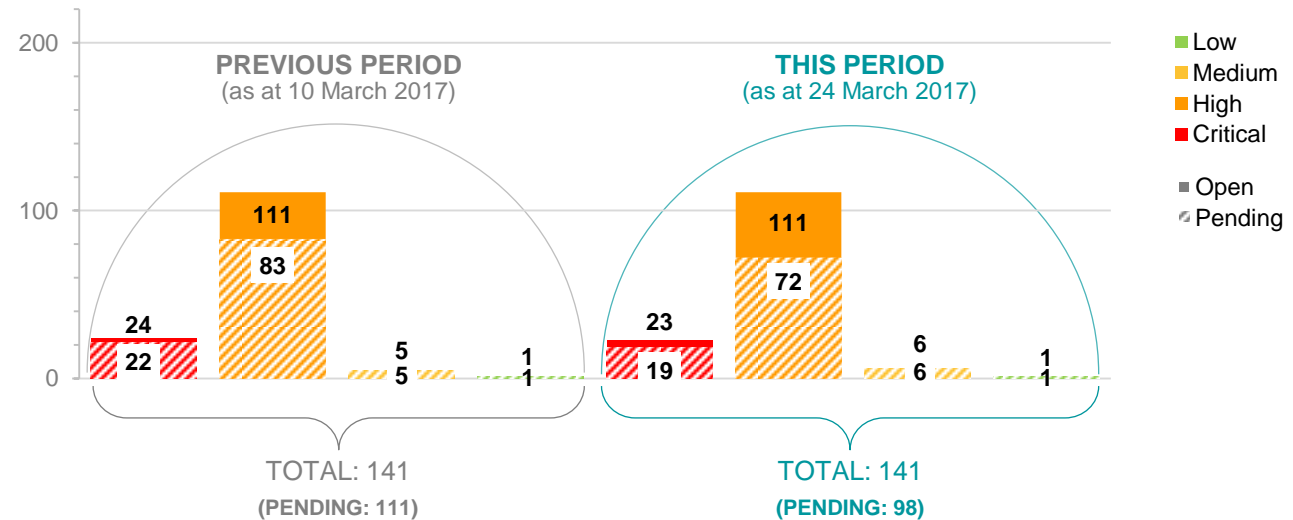
ATO RUN & MANAGE TEAM

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

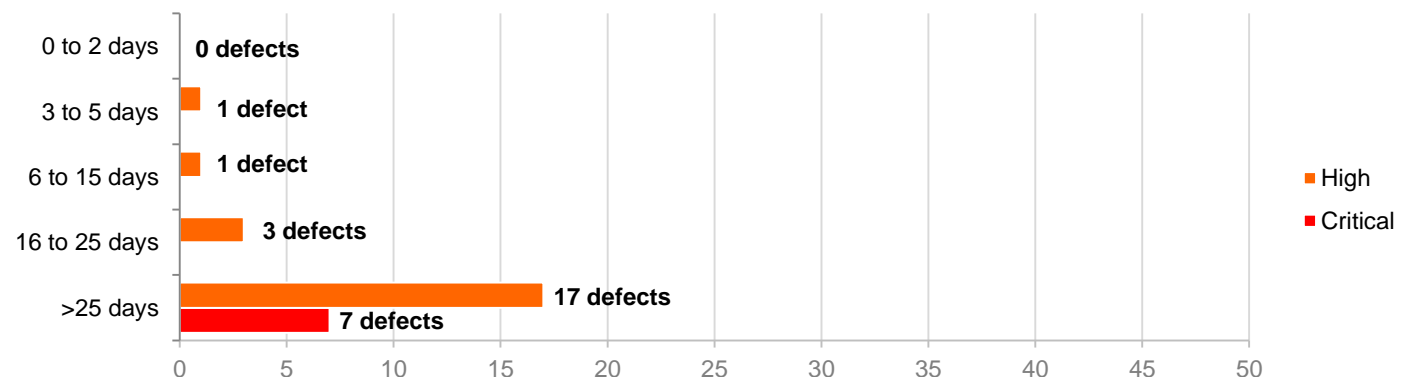
The backlog of defects will be addressed in Tax Time 17.

TIME TO FIX

Open defects by eCommerce assessed priority at 24 March 2017:



Age of closed defects by eCommerce assessed priority: critical and high only from 10-24 March 2017:



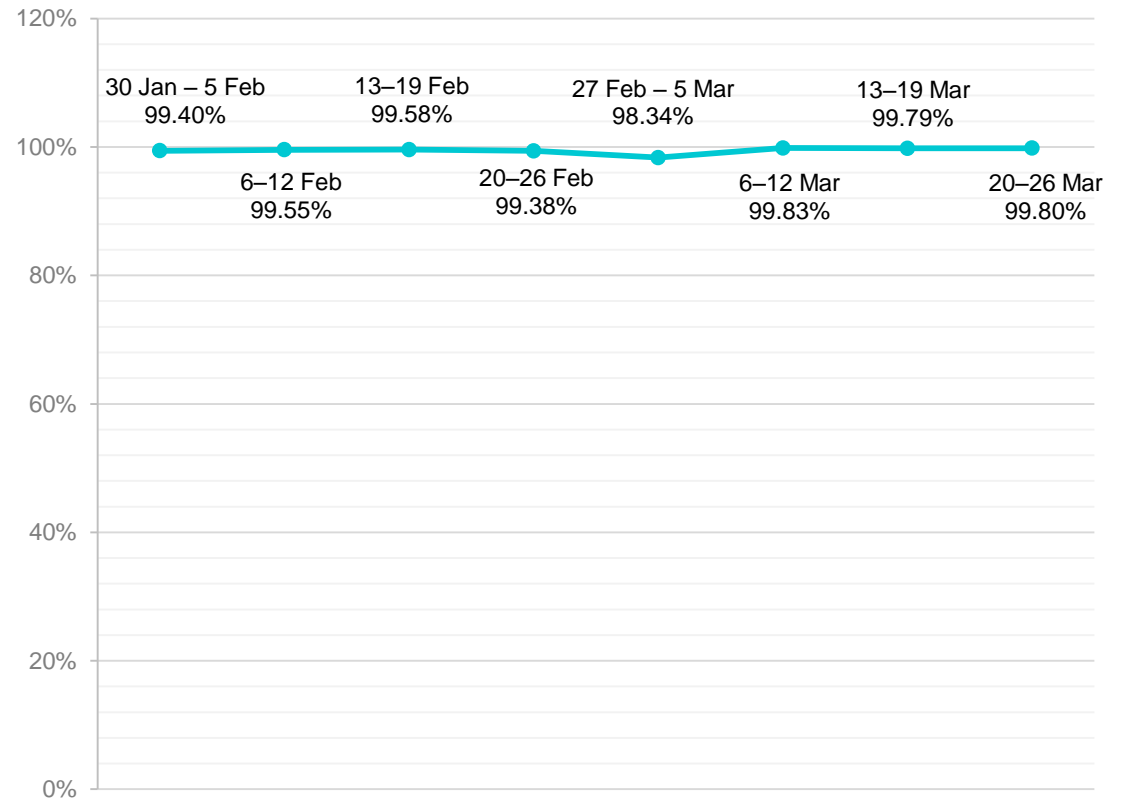
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QUALITY OF SERVICES/SPECIFICATIONS

Advanced notifications for SBR2 production outages from 31 March – 6 May 2017:

Outage start date	Advanced notification in days (🕒 = 10 days)
31 March	16.2 days 🕒🕒
13 April	29.2 days 🕒🕒🕒
6 May	52.1 days 🕒🕒🕒🕒🕒🕒

Successful transmissions in SBR2 PROD from 30 January – 26 March 2017:

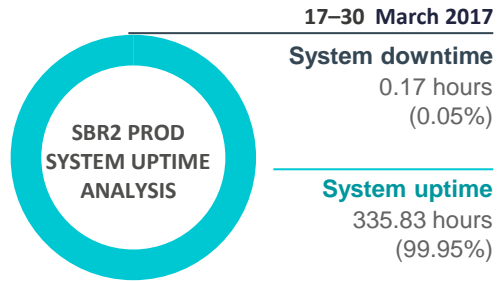


SUCCESSFUL SUBMISSIONS

During the period from 20–26 March 2017 99.80% of PLS SRP transmissions in SBR2 PROD processed successfully

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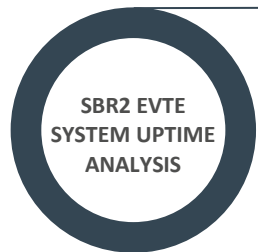
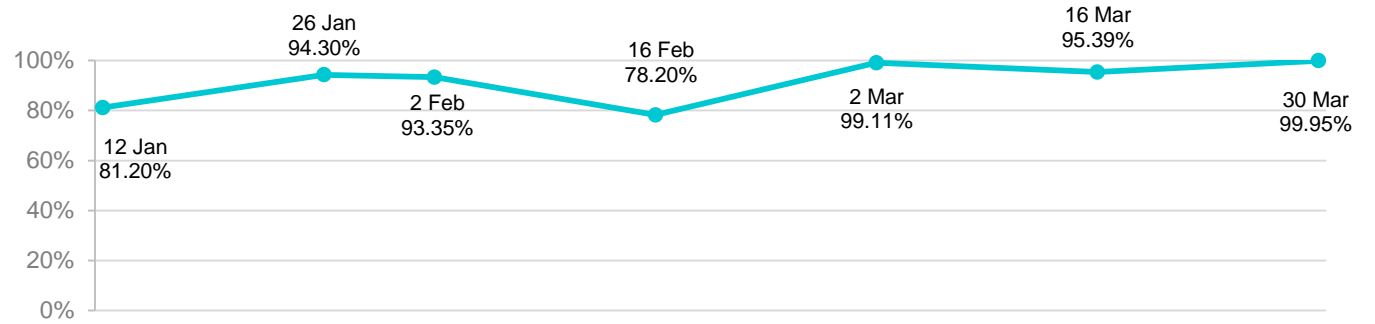
STABILITY



17–30 March 2017

System downtime
0.17 hours
(0.05%)

System uptime
335.83 hours
(99.95%)

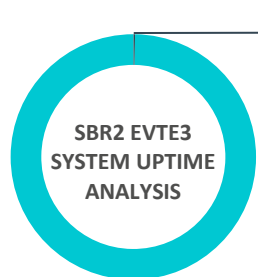


17–30 March 2017

System downtime
336 hours
(100%)

System uptime
0 hours
(0%)

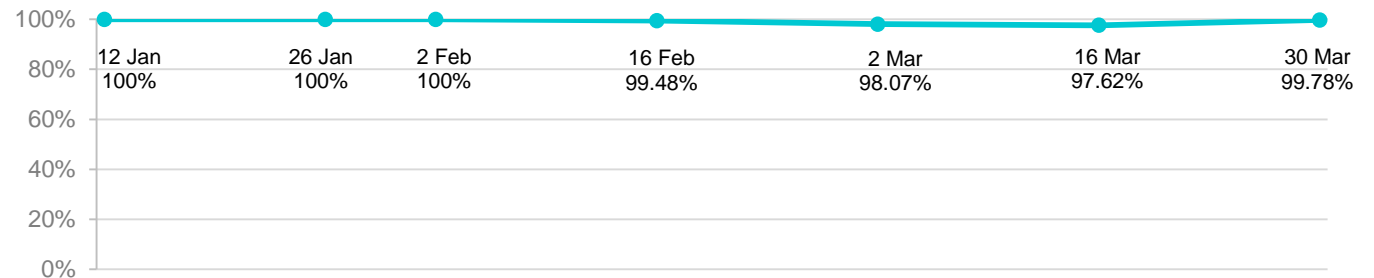
No data available as SBR2 EVTE system down for the whole reporting period.



17–30 March 2017

System downtime
0.75 hours
(0.22%)

System uptime
335.25 hours
(99.78%)



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PERFORMANCE AND CAPACITY



5 sec transmission target*

For PLS SRP transmissions in SBR2 PROD
20-26 March 2017:

 **4 sec**
AVERAGE TRANSMISSION TIME

95% OF TRANSMISSIONS WERE PROCESSED WITHIN 7.69 SECONDS

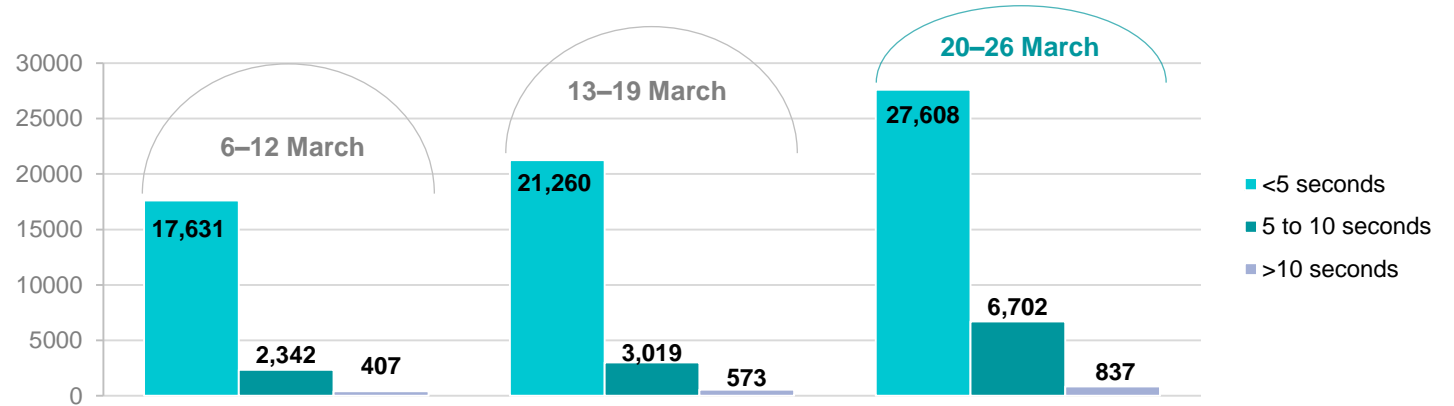
50% OF TRANSMISSIONS WERE PROCESSED WITHIN 4 SECONDS (MEDIAN)

78.3% OF TRANSMISSIONS ACHIEVED THE 5 SEC BENCHMARK

- 101 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.

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

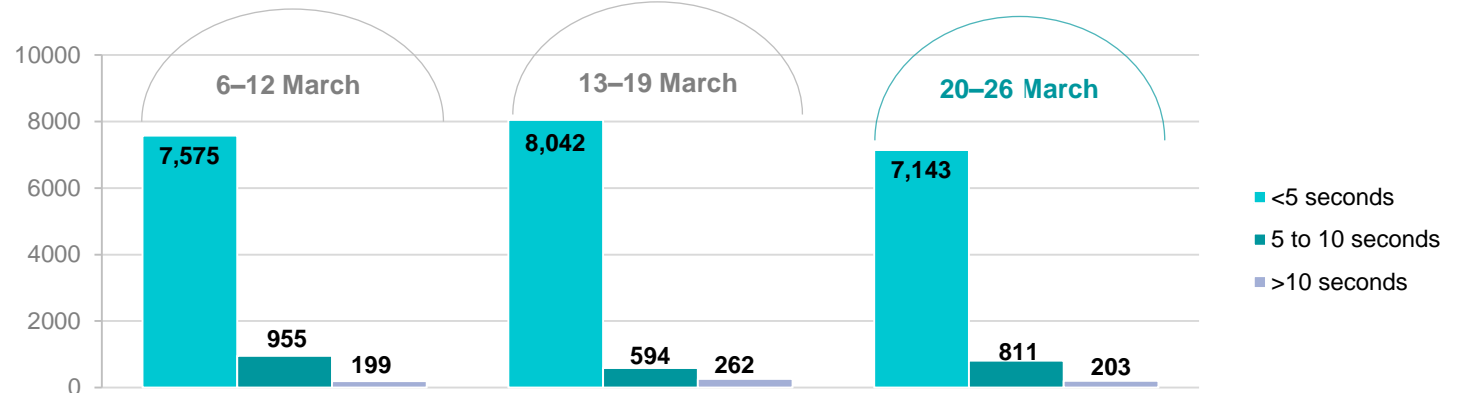
Fortnightly PLS SRP transmissions in SBR2 PROD against different elapsed time bands:



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

No data available as SBR2 EVTE system down for the whole reporting period.

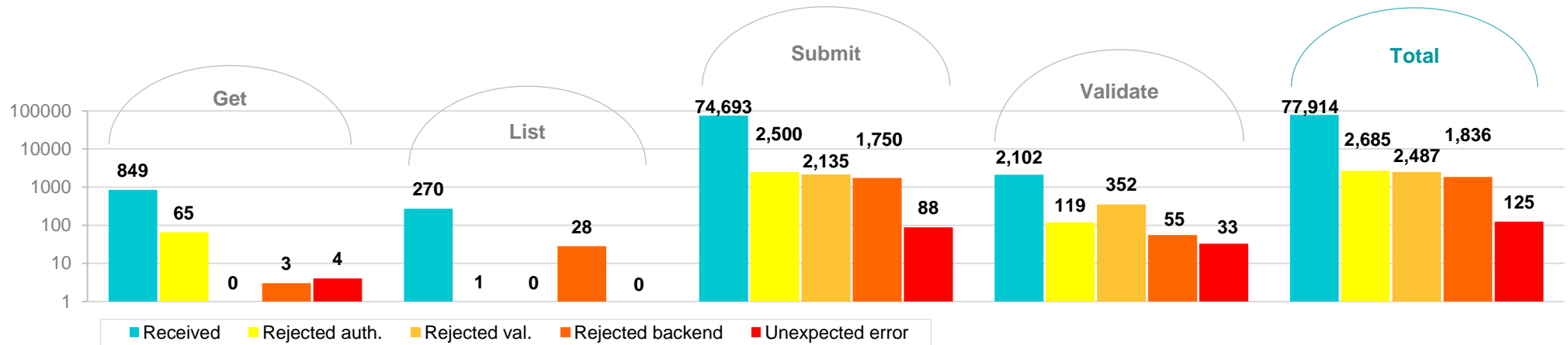
Fortnightly PLS SRP transmissions in SBR2 EVTE3 against different elapsed time bands:



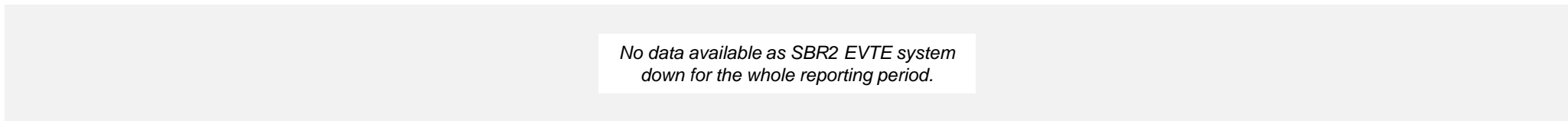
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PERFORMANCE AND CAPACITY (CONT.)

PLS SRP transmissions in SBR2 PROD by action names 17–30 March 2017:



PLS SRP transmissions in SBR2 EVTE by action names 17–30 March 2017 :



PLS SRP transmissions in SBR2 EVTE3 by action names 17–30 March 2017 :

