

# Practitioner lodgment service

Confidence indicators, 3 October 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 and Partnership 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 digital service providers.

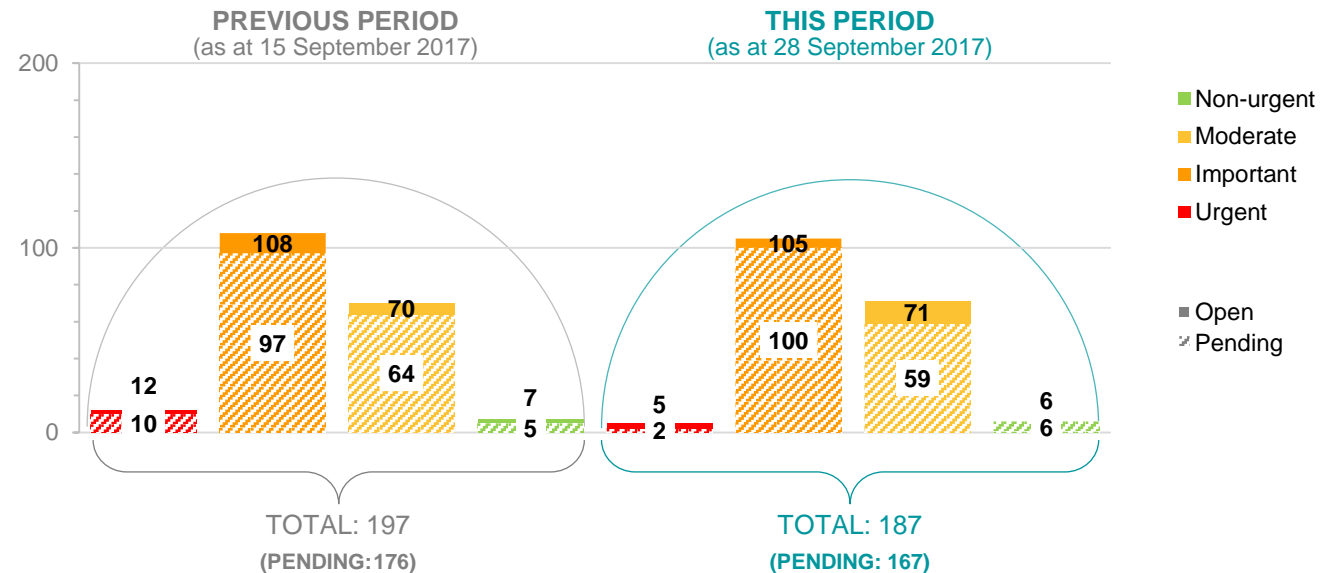
Ongoing access to the ELS as a safety net is dependent on progressing development of PLS products.

## ATO RUN & MANAGE TEAM

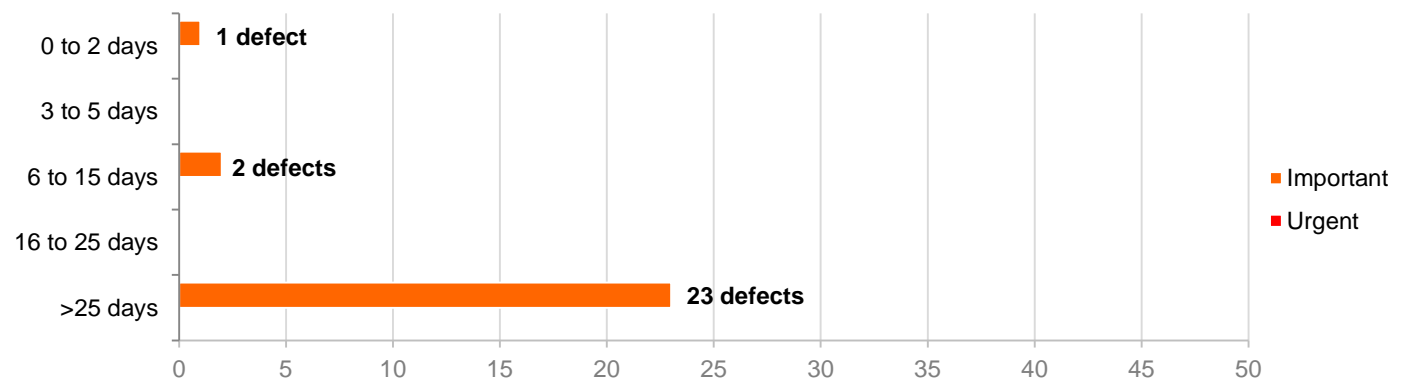
The ATO Run & Manage team has a key focus to fix critical system defects.

## TIME TO FIX

Open defects by Digital Wholesale Services assessed priority at 28 September 2017:



Age of closed defects by Digital Wholesale Services assessed priority: urgent and important only from 15–27 Sept 2017



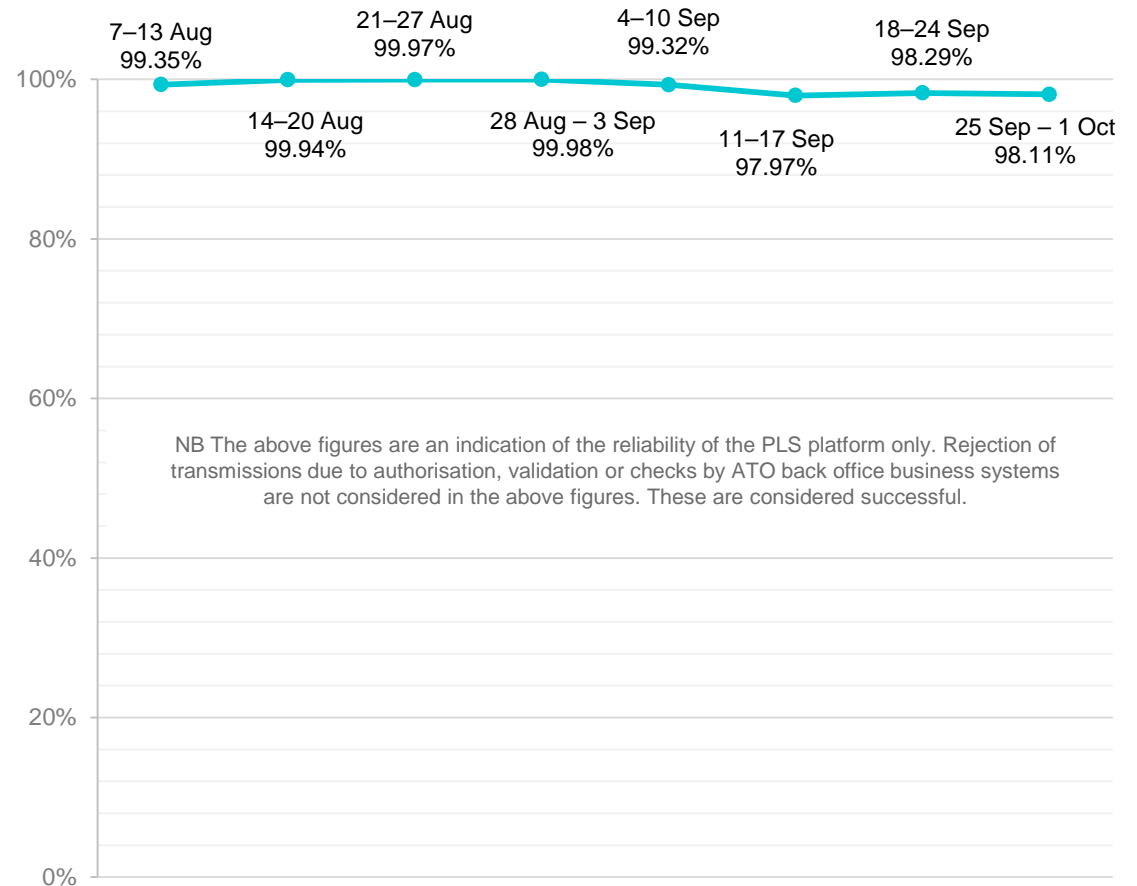
# Practitioner lodgment service Confidence indicators 3 October 2017

## QUALITY OF SERVICES/SPECIFICATIONS

Advanced notifications for SBR2 production outages from 30 September – 7 October 2017:

Outage start date	Advanced notification in days (🕒 = 1 days)
30 September	8.42 days 🕒🕒🕒🕒🕒🕒🕒🕒
7 October	8.36 days 🕒🕒🕒🕒🕒🕒🕒🕒

Successful transmissions in SBR2 PROD1 from 7 August – 1 October 2017:

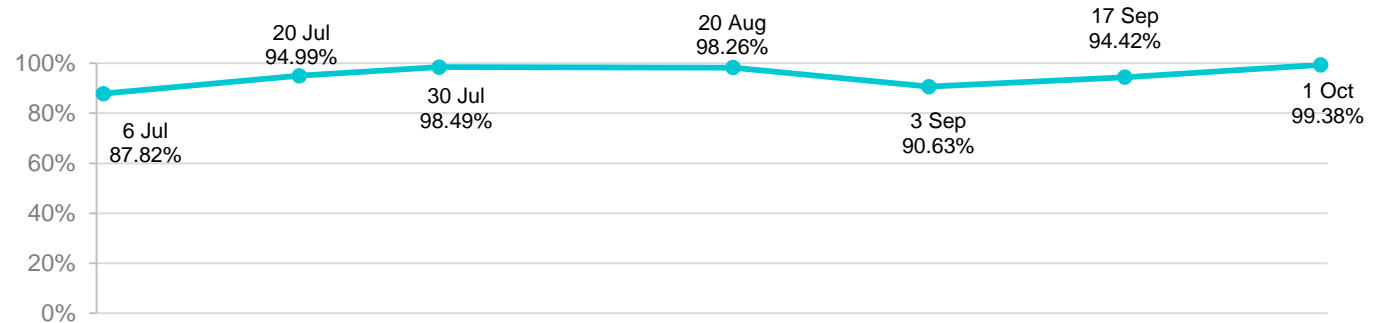
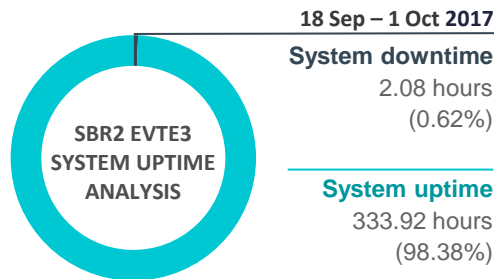
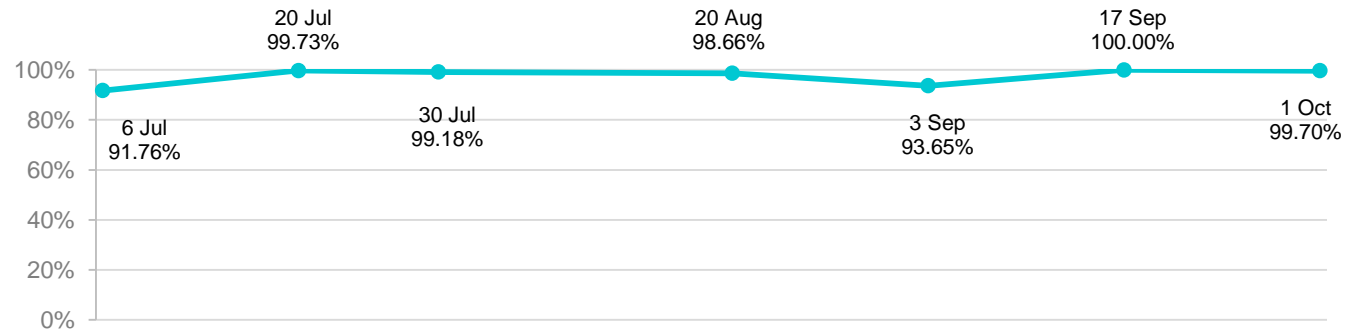
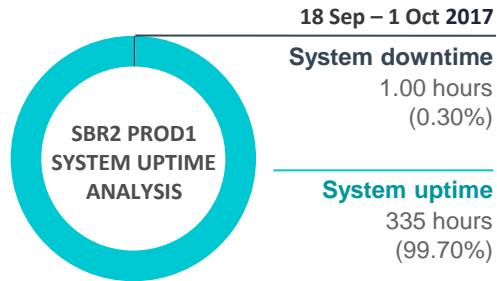


## SUCCESSFUL SUBMISSIONS

During the period from 25 September – 1 October 2017 **98.11%** of PLS SRP transmissions in SBR2 PROD processed successfully

# Practitioner lodgment service Confidence indicators 3 October 2017

## STABILITY



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

# Practitioner lodgment service Confidence indicators 3 October 2017

## PERFORMANCE AND CAPACITY



### 5 sec transmission target\*

For PLS SRP transmissions in SBR2 PROD1  
25 September – 1 October 2017:

 **4.58 sec**  
AVERAGE TRANSMISSION TIME

**95%** OF TRANSMISSIONS WERE PROCESSED WITHIN 11.61 SECONDS

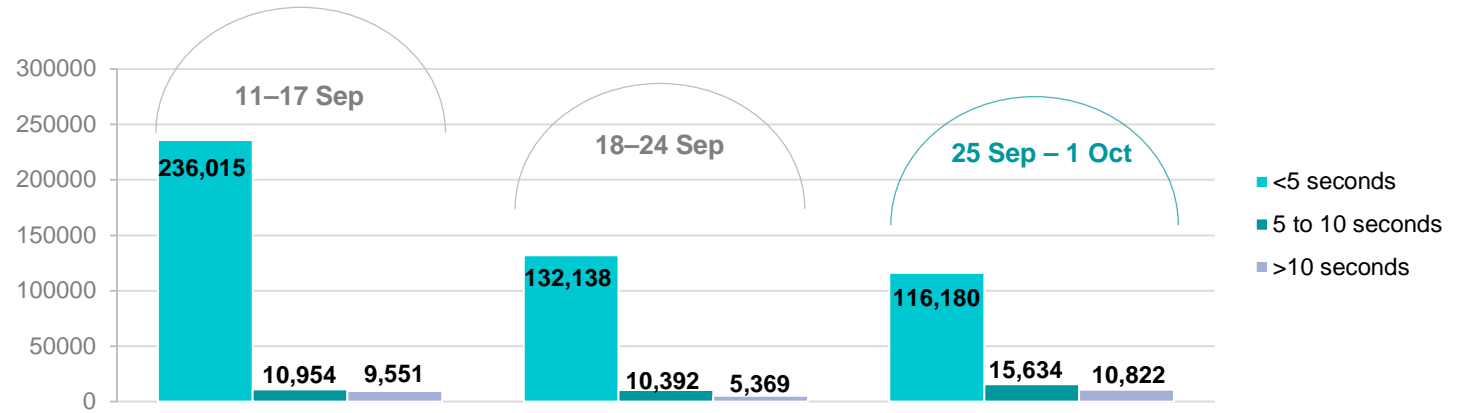
**50%** OF TRANSMISSIONS WERE PROCESSED WITHIN 2.82 SECONDS (MEDIAN)

**81.25%** OF TRANSMISSIONS ACHIEVED THE 5 SEC BENCHMARK

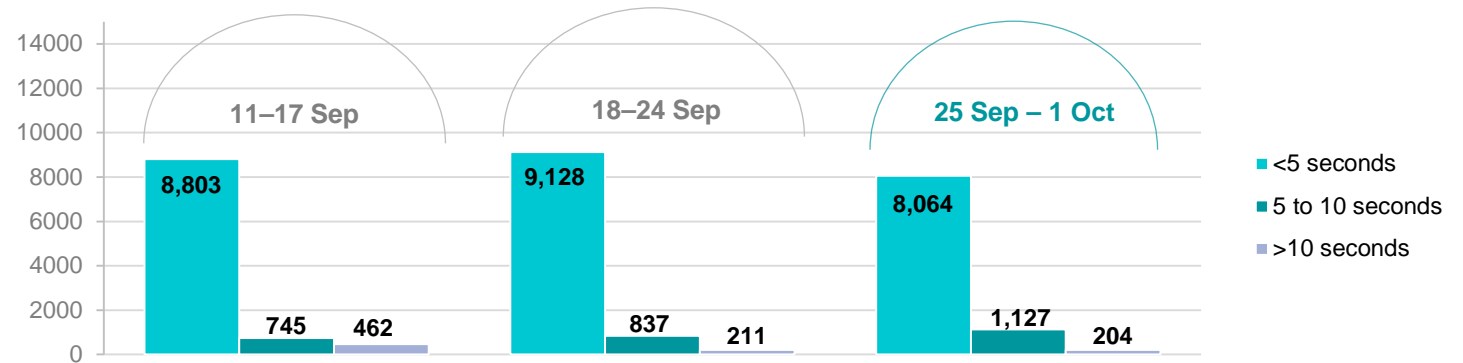
- PLS SRP transmissions found to have null transmission time have been excluded from the above stats.
- SBR2 provides real-time validation when tax practitioners lodge returns (ELS only receives lodgment without validation).
- Due to real-time validation, complex PLS returns may take longer than ELS.

\*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:



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



PLS SRP performance in SBR2 PROD2 Cloud 25 September – 1 October 2017:

 **4.98 sec**  
AVERAGE TRANSMISSION TIME

**95%** OF TRANSMISSIONS WERE PROCESSED WITHIN 10.21 SECONDS

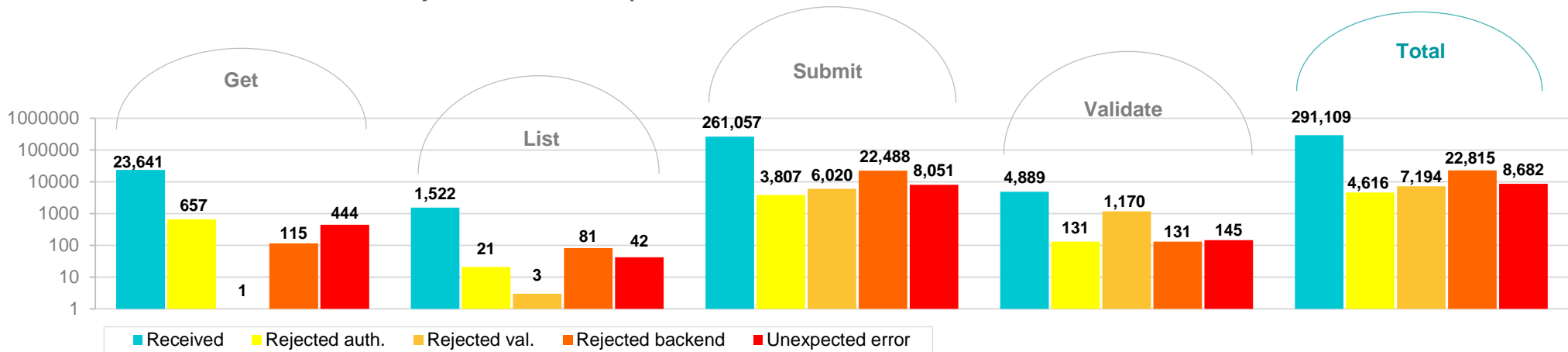
The maximum transmission time was  
**25.55 secs**

The minimum transmission time was  
**1.65 secs**

# Practitioner lodgment service Confidence indicators 3 October 2017

## PERFORMANCE AND CAPACITY (CONT.)

PLS SRP transmissions in SBR2 PROD1 by action names 18 September – 1 October 2017:



PLS SRP transmissions in SBR2 EVTE3 by action names 18 September – 1 October 2017:



PLS Transmissions in SBR2 PROD2 Cloud by Service Names 25 September – 1 October 2017:

