UNCLASSIFIED External

# Information Sessions

Additional SBR2 Gateway in the Cloud

## Questions and Answers

### Error Handling

1. **How will errors be handled?**

Errors will be handled in the cloud, PROD2 instance, in the same manner that they are handled today in the on premises, PROD1 instance. Service levels and engagement processes will not be any different.

1. **How will digital service providers (DSPs) be notified of issues with PROD1/PROD2?**

We will continue to utilise the same communication channels that are in place today for updating our DSPs and users on the status of SBR2 environments (on premises and cloud). Environments will be identified as ‘ATO SBR2 PROD’ for the on premises solution and ‘ATO SBR2 PROD2’ for the cloud solution. Planned and unplanned outage communications will continue through these channels and the SBR website will display service availability information for all gateways.

1. **Under what scenarios should DSPs switch from one gateway to the other? What does the process look like for DSPs switching back?**

If services are unavailable in PROD1 and the DSP and their applications have been whitelisted in the PROD2 gateway, the DSP may choose to submit their processes to the PROD2 gateway (and vice versa). However, this cannot occur 'mid-processing' – DSPs will need to await a response through the same gateway that they submitted their transaction through. It is strongly recommended that the DSPs contact the SBR Service Desk and/or their account manager prior to switching gateways to ensure that the ATO can provide any needed assistance through the process. It is noted that any switching is managed by the DSP themselves in accordance with the technical specifications of their products wherein the gateway is selected. 'Switching back' will be carried out in the same way – supported by the ATO as required.

1. **Where a gateway goes down 'mid-transaction', will the system be able to route the messages back via the other gateway?**

If a gateway has failed 'mid-transaction', it is recommended that DSPs firstly resubmit the message. If this fails again due to the gateway being unavailable, then the message would be re-submitted via the alternate gateway (if the DSP and their application is whitelisted in both gateways).

### Superannuation

1. **Which gateway will government contribution messages be sent out from?**

The ATO will utilise whichever gateway, on premises or cloud, that is nominated by the funds as preferred for their interaction.

1. **What is the transition plan for the Small Business Superannuation Clearing House and which gateway will it use?**

As per the previous question, the ATO is building this solution to support both on premises and cloud gateways – we will utilise the gateway nominated by the message recipient.