Australian Government
**Australian Taxation Office**

SBR Implementation
A response to the ABSIA Health Check

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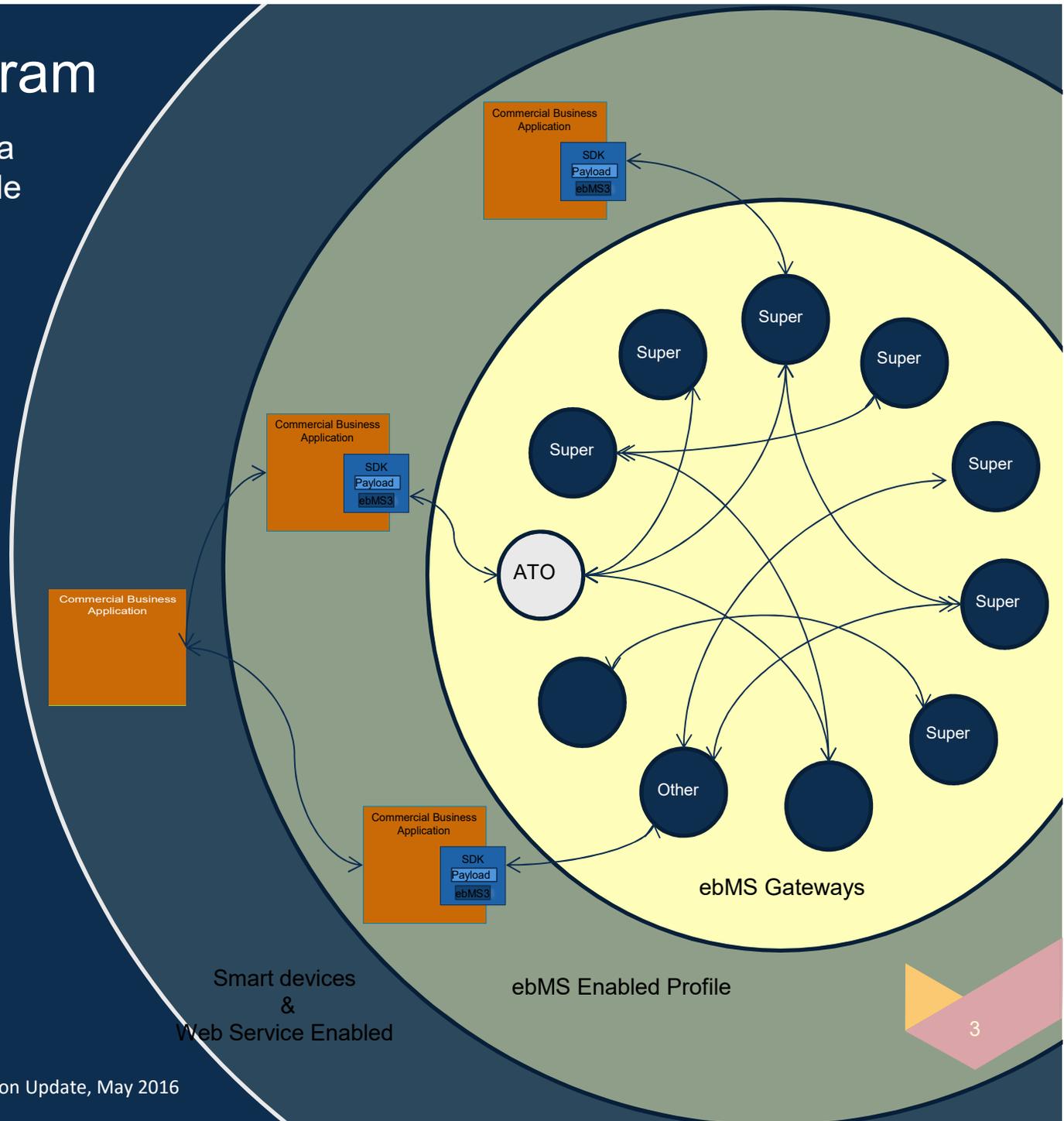25 May 2016

Implementation Update

- ➤ The ATO work program

- ➤ Transition of PLS to SBR services

- ➤ Building SBR:

  1. Message Specification Development

  2. Message Transport & Operation

  3. Account Manager & Help Desk
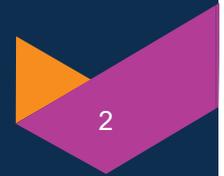
ATO Work Program

The ATO has implemented a common 'eCommerce' whole of Government compliant SBR platform to support initiatives:

1. SuperStream

2. Practitioner Lodgment System (ELS to SBR)

3. Single Touch Payroll

4. Digital Services

5. ABR Business Registration

Commercial Business Application

SDK
Payload
ebMS3

Super

ATO

ebMS Gateways

Other

ebMS Enabled Profile

Smart devices & Web Service Enabled

3

Transition of PLS to SBR services

The PLS program is in the transition phase with production pilot activity in progress with selected tax agents for TT15 forms. Developers are building TT16 forms.

Approximately 20 million forms need to transition from the legacy ELS system to PLS by March 2017. The first year of implementation incurs an overhead to bed in forms varying from large corporates to simple individuals:

Tax Time 16 default: ELS or SBR?
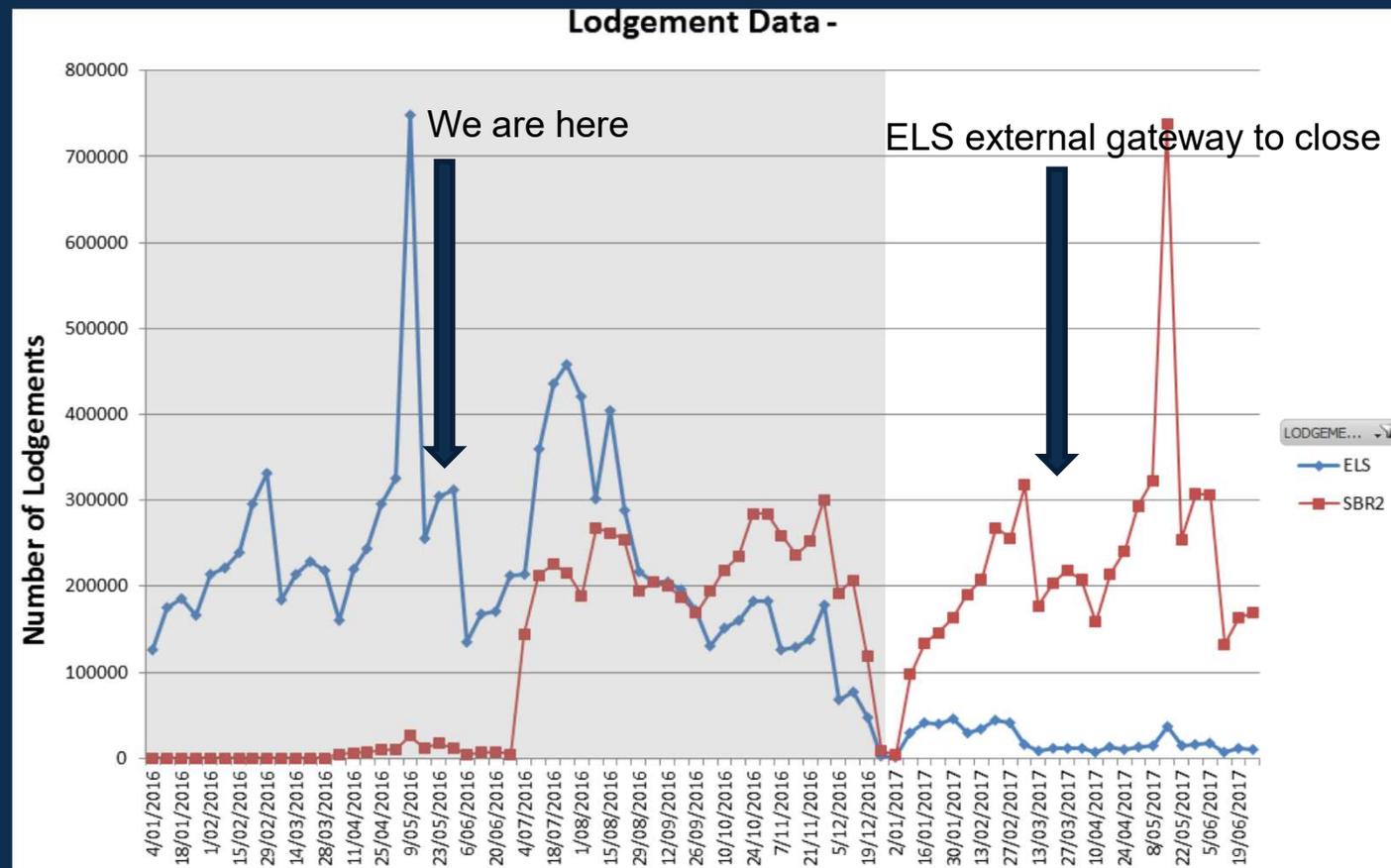
1. Message Development Issues

Defect management:

- Published & prioritised with correction in practice limited to essential changes.

- <u>Target</u> 'time to fix' service level for:
  - ➤ Validation & transformation (0-2 days)
  - ➤ SBR gateway (0-5 days)
  - ➤ ATO back-office systems (up to 15 days)

Age of Closed Tasks by eCommerce Assessed Priority (Critical, High and Medium) 19 April - 02 May 2016
Total (Critical) = 19, High = 40, Medium = 15

- Defects lead to developer work-around:
  - ➤ Trend in defects set to continue for first full business cycle, until all variants of forms exercised
  - ➤ The backlog of non essential defects not corrected will be assessed in consultation with developers and addressed in future cyclical changes.
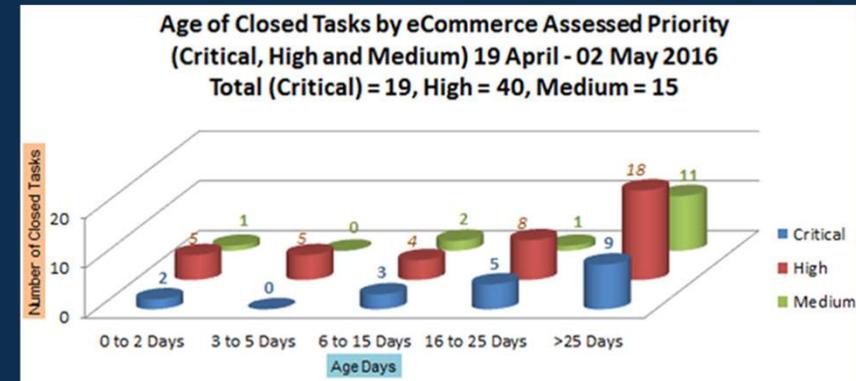
Developers need to understand and work with characteristics of the SBR systems.

Remedy Open Tickets Trend
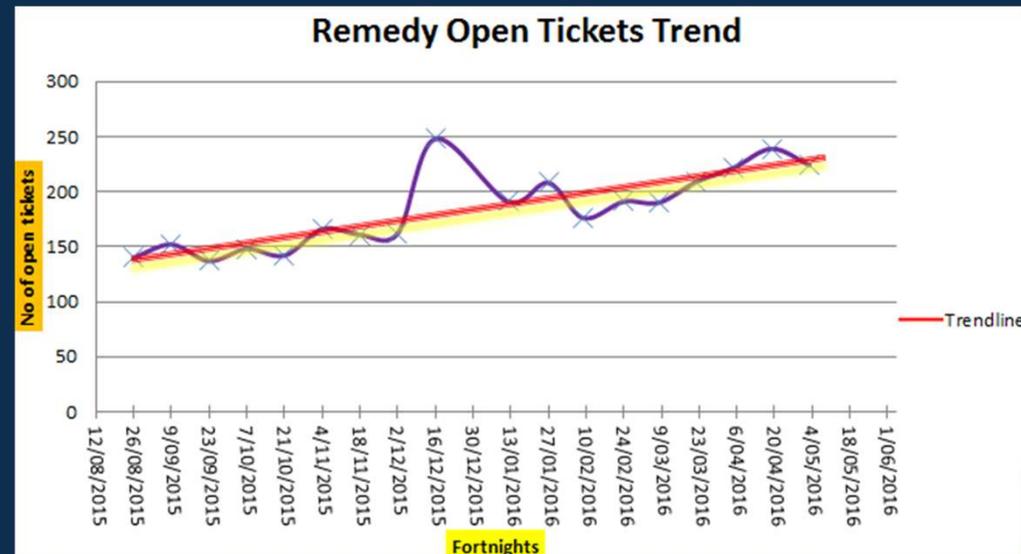
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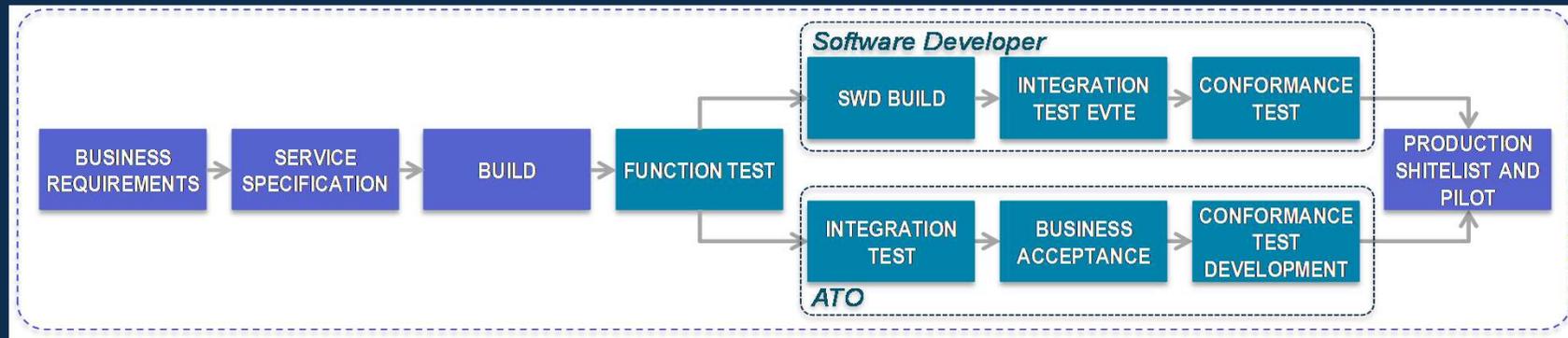
Variance between SBR and ELS specifications:
➢ Message specifications are released simultaneously to maximise parallel access & development.
➢ Final year for ELS specifications.

XBRL specifications focus on 'working software':
• Validation & transformation code generation implemented for PLS, ABR & Digital Services
• Future focus on business scenario Conformance Test generation
• Introduction of simpler XML messages for Single Touch Payroll, ABR & Digital Services.

## Limited testing support by the SBR 'EVTE' test environment:
• Validates messages conform to SBR standards but does not support testing business validation
➢ PVT (Beta) test process introduced to manage introduction of services.
➢ A review of the EVTE function is being commissioned post TT16.

2. Message Transport & Operation

Performance & availability

'Tax agents will be expecting a more satisfactory level of performance and service':

- Round 3 EVTE & Production system performance tuning plan:

  - The third round of performance tuning is progressing with:
    - Single Request (SRP) processing – end state transaction rate achieved
    - Batch & Bulk (BBRP) processing – focus on high volume batch and bulk file handling

  - Upgrades of the EVTE and production environments will be conducted in June and August 2016.

  - System availability improvements:
    - EVTE and Production upgrades will increase platform clustering

    - Implementation of a second gateway on Amazon Web Services (AWS) with Production, EVTE & Pre-Production test from July 2016.

ebMS3 Production - ATO Service processing times in seconds
16 – 22 May 2016

SRP Timing (secs)

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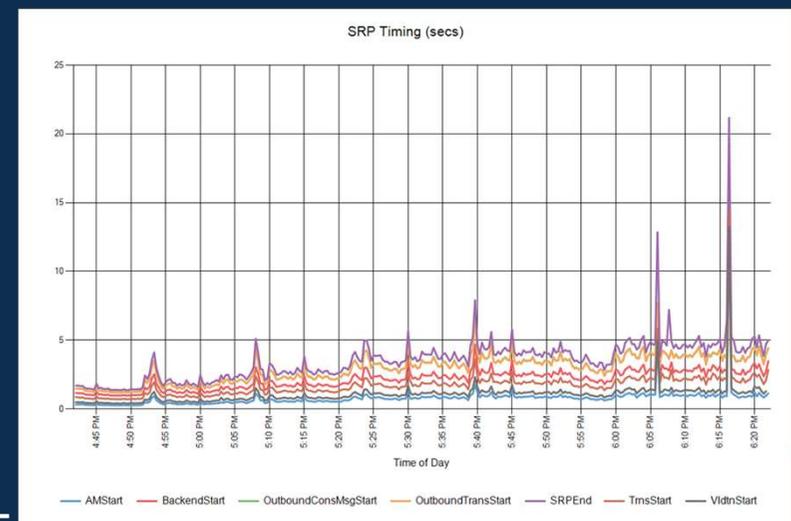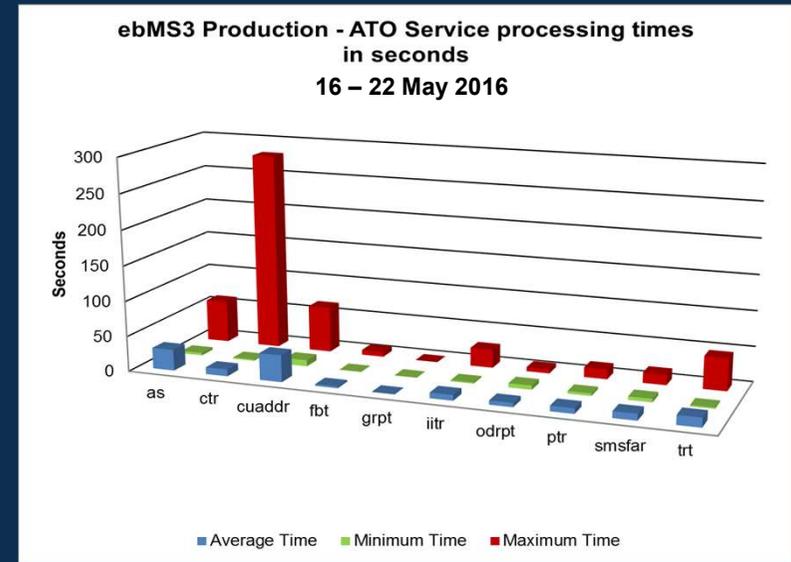
2. ATO & Developer eco-system performance modelling

The ATO has been overt in sharing its performance testing and tuning activities. To date most developers have conducted limited integrated load testing.

Consultants have been engaged to model the PLS eco-system to confirm system viability as transaction volumes increase:

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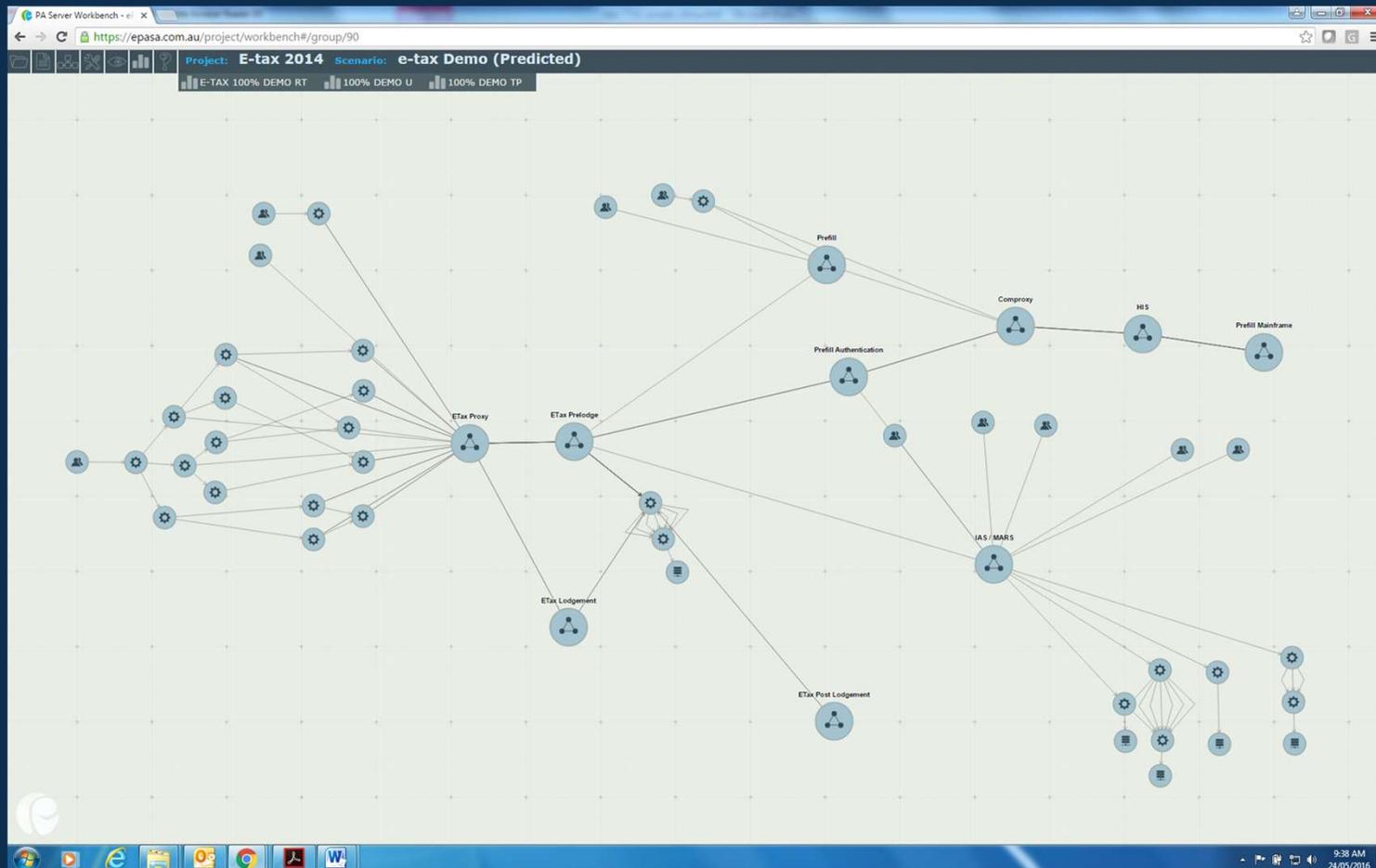
3. Account Manager & Help Desk Function

Accurate visibility over issues:

Issues are held in 'Remedy', a single database tracking all ATO service management issues.

The ATO Service Desk is responsible for managing:
- Status of an issue, its progression and likely time of being resolved. Issues may involve coordinating multiple application, security and infrastructure teams.

The SBR Service Desk is responsible for managing:
- Communications when services are down (both scheduled and unscheduled).

The On-boarding Account Manager is charged with working with software developers to handle more significant issues including:
- Critical incidents
- Product Verification Testing (PVT) support.
  - We note difficulties have arisen in finding suitable tax agents who meet the test cases and
  - PVT exercises have encountered production defects.

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Questions?