



**Australian Government**

**Australian Taxation Office**

# ATO Services Delivery

*User experience & capability improvement roadmap*

ABSIA Conference, 23 March 2017

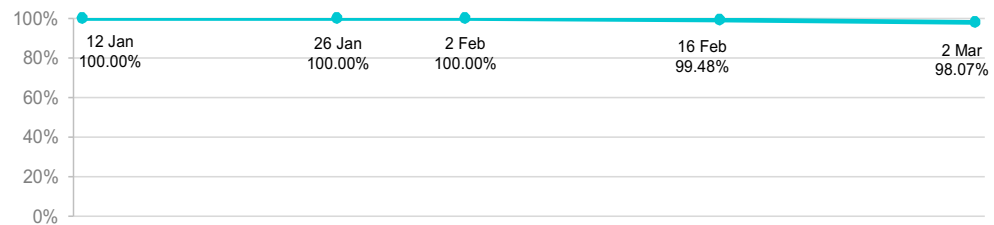
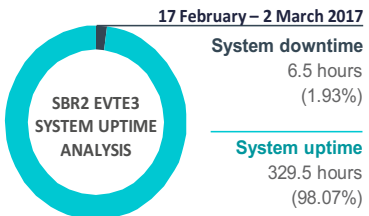
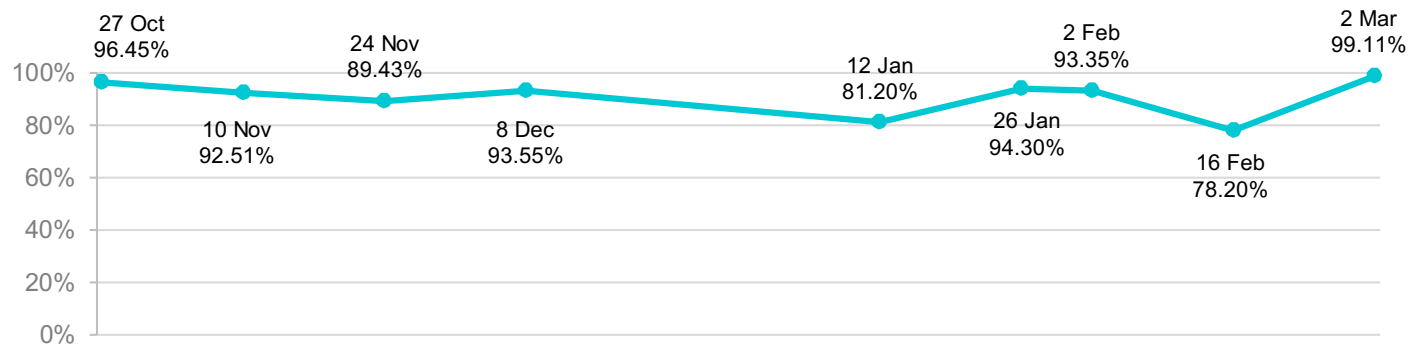
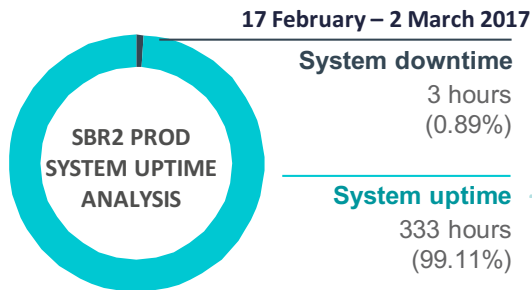
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Australian Taxation Office

# System availability experience

## ATO SBR2 gateway, Availability & Planned outages



Advanced notifications for SBR2 production outages from 25 February – 16 March 2017:

Outage start date	Advanced notification in days (🕒 = 1 day)
25 February	2.8 days 🕒🕒
4 March	10.2 days 🕒🕒🕒🕒🕒🕒🕒🕒🕒🕒
11 March	9.4 days 🕒🕒🕒🕒🕒🕒🕒🕒🕒
16 March	21.1 days 🕒🕒🕒🕒🕒🕒🕒🕒🕒🕒🕒🕒🕒🕒🕒🕒🕒🕒🕒🕒🕒

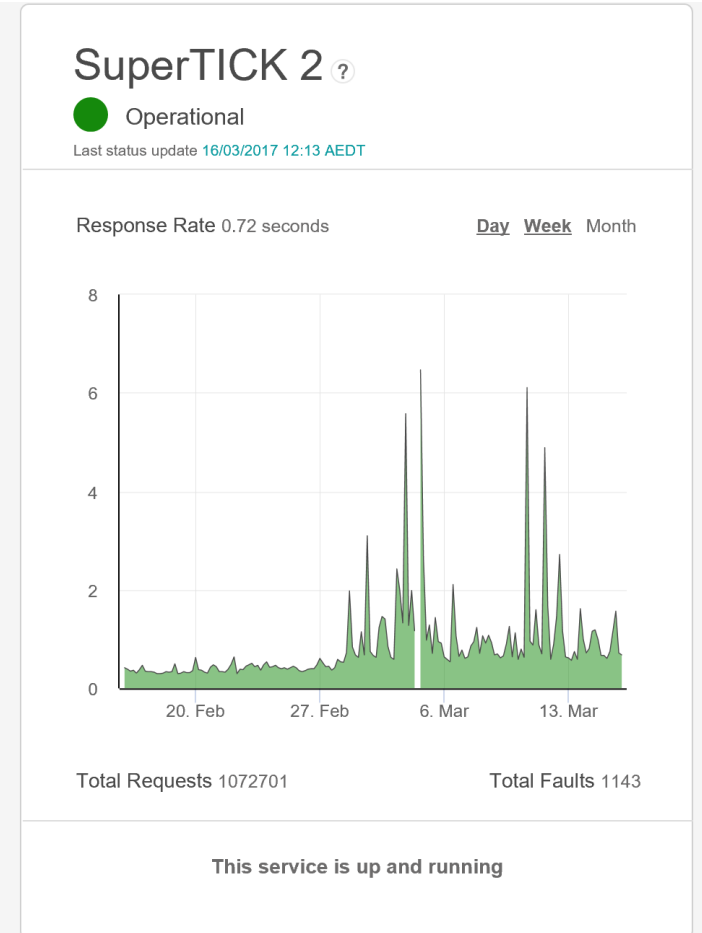
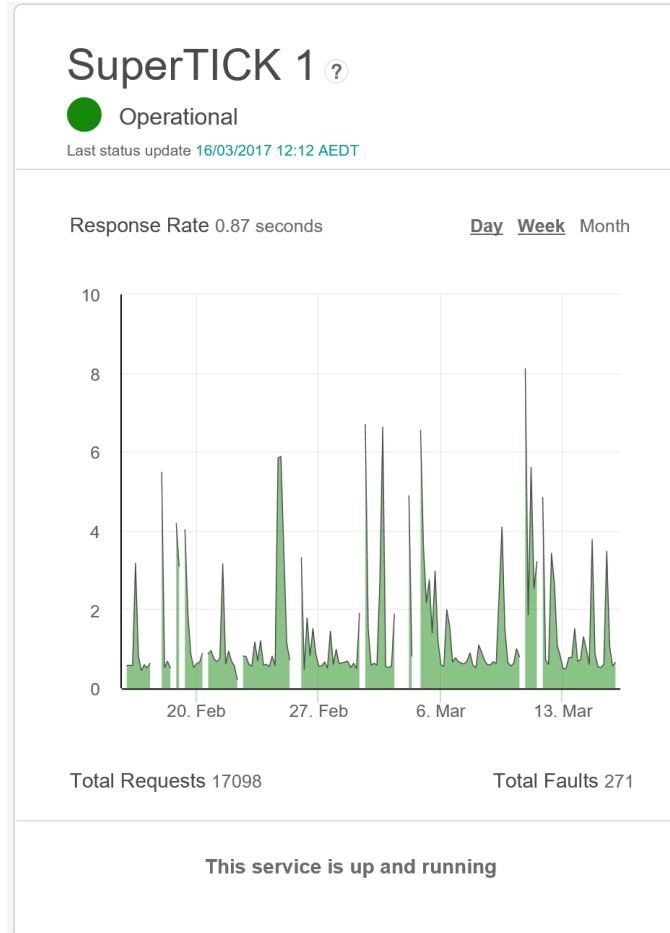
# System operation experience

## SuperStream

### ATO SBR1 gateway performance:

SuperTICK1 average 0.87secs

SuperTICK2 average 0.72secs



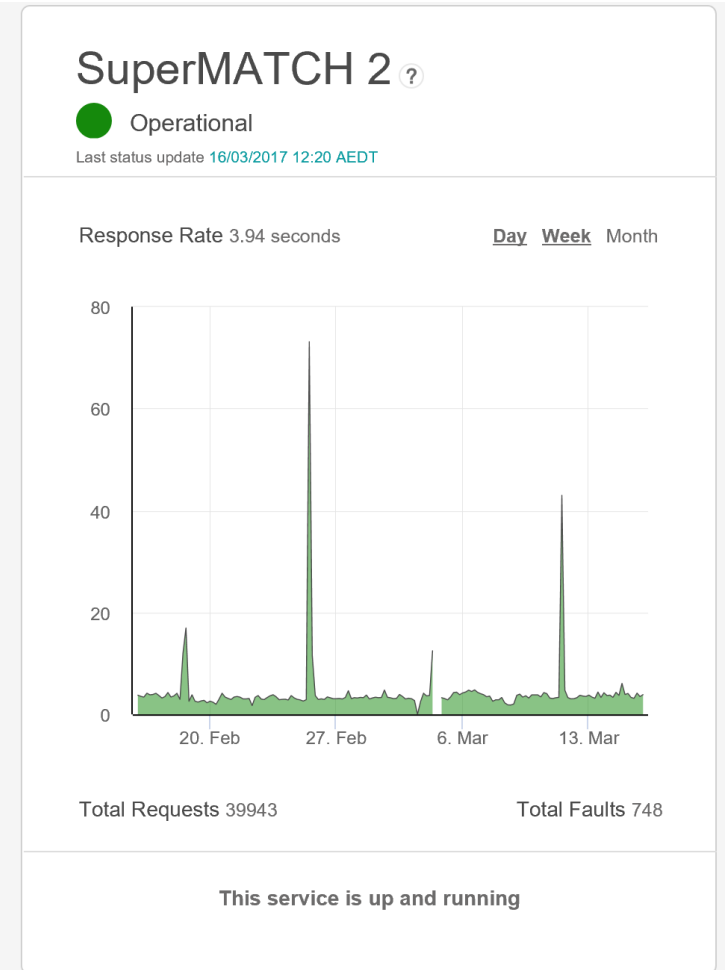
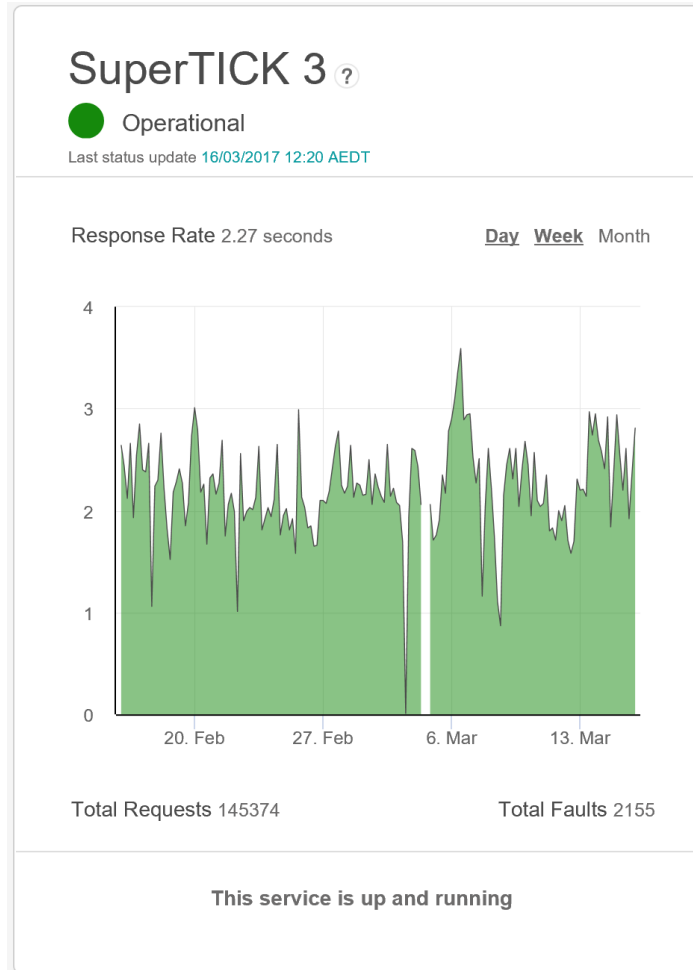
# Systems operation experience

## SuperStream

### ATO SBR2 gateway performance

SuperTICK3 average 2.27secs

SuperMATCH2 average 3.94secs



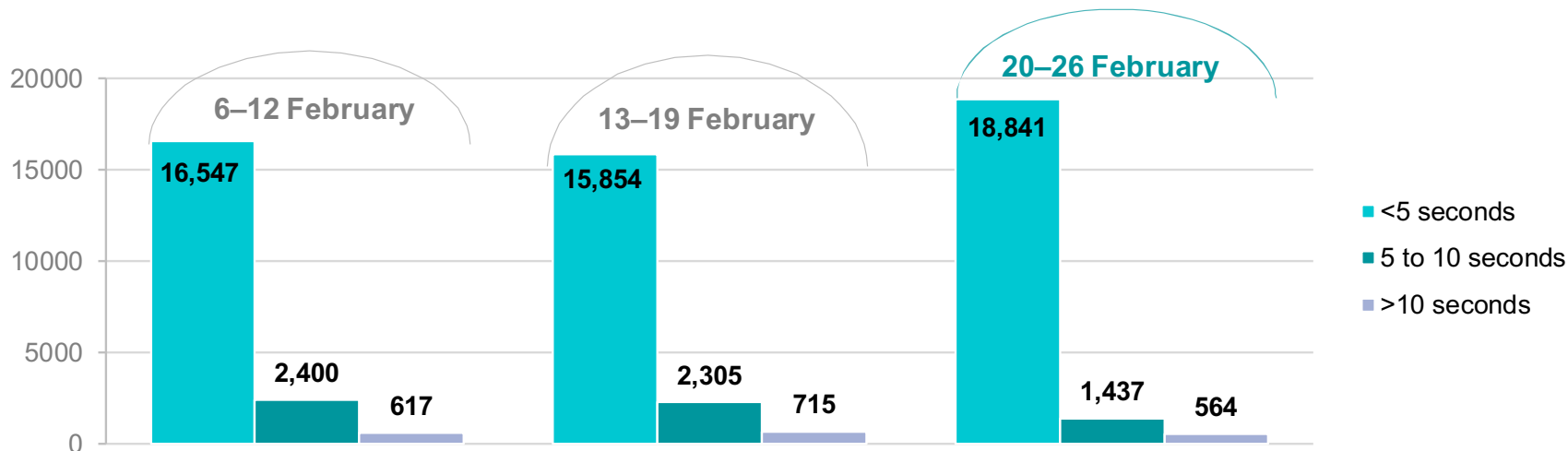
# Systems operations experience

## Practitioner Lodgement System (PLS) SUCCESSFUL SUBMISSIONS & Response Times

During the period from 10 – 23 February 2017, 99.7% of PLS SRP transmissions in SBR2 PROD lodged successfully.



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



# SBR2 Resilience

A second ebMS3 (SBR2) gateway has been implemented in the AWS (Amazon) cloud environment.

The AWS environment provides full EVTE & Production services and provides redundancy,:

- Reliant on common ATO services for authentication / authorisation and back office processing. These areas are under review to support higher availability,
- Reduces system restoration time in a disaster recovery scenario.

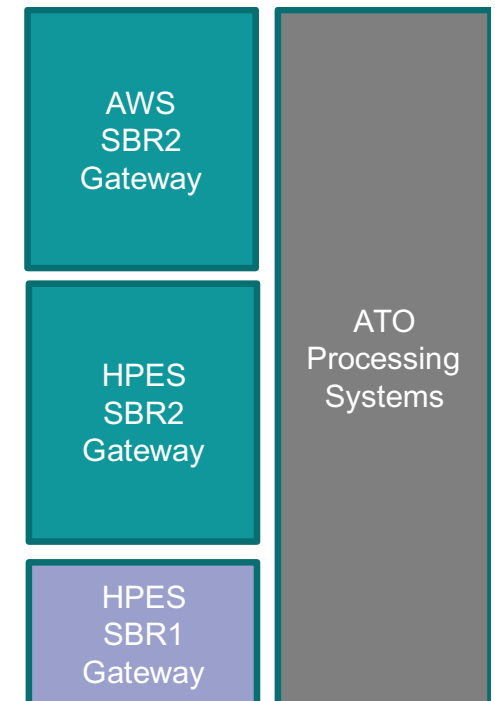
The External Vendor Test Environment (EVTE3) is in use by SuperStream and Practitioner Lodgement System (PLS) developers and shortly for Single Touch Payroll (STP) developers.

The Production environment is undergoing final acceptance testing and security validation tests:

- Was planned for implementation in December but delayed by the ATO outage;
- Production release for PLS pilots planned for May 2017 in readiness for Tax Time 17;

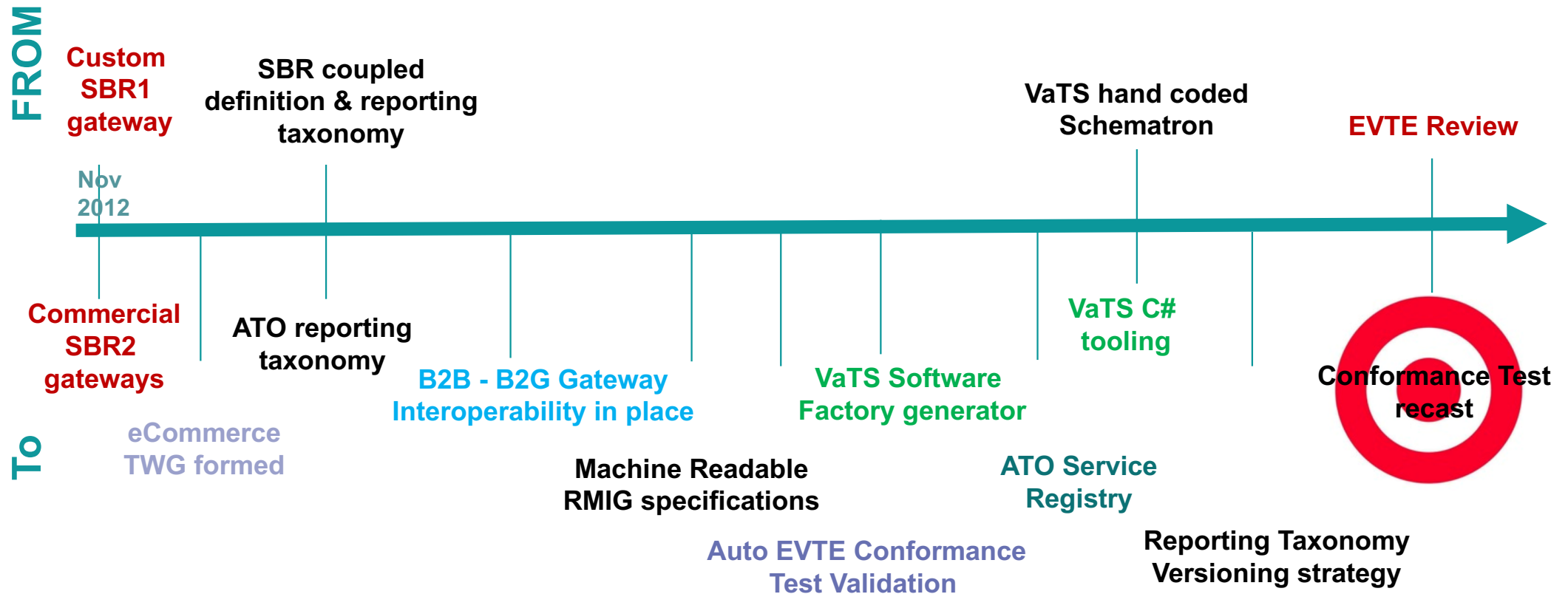
The AWS and HPES production environments are operated under separate arrangements:

- AWS under a DevOps model
- Common service management (help desk) arrangements to ensure consistent response to issues and incidents.



# Reducing SBR specifications complexity

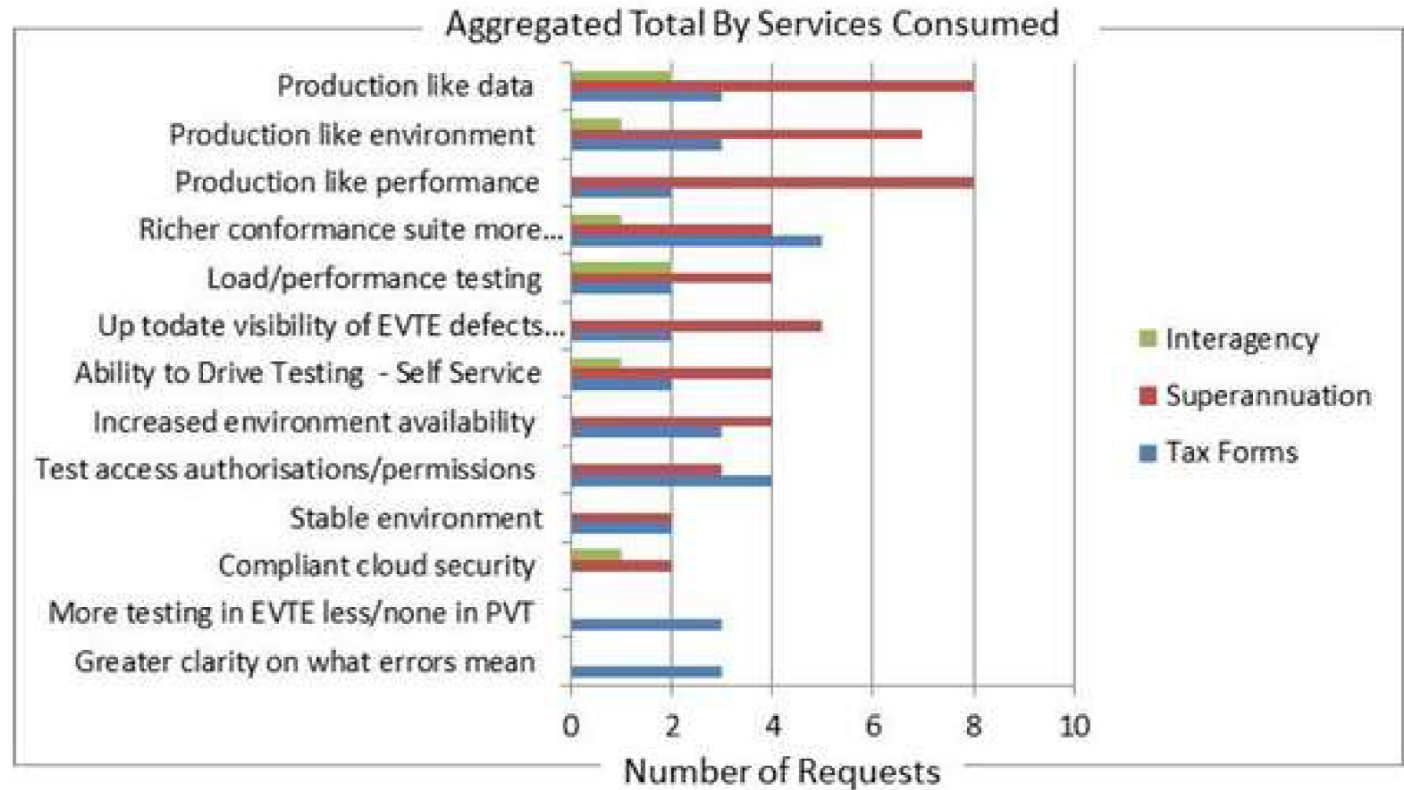
Optimising delivery of 'timely, quality, working software'



# EVTE Review

## Key findings:

1. **Improve communications for outages, changes, releases**
2. **Provide functionality closer to be more 'production like'**
3. **Provide production like data with a broader set of test cases**
4. **Improve EVTE availability, stability and reporting**
5. **Provide an EVTE champion to manage external and internal change & delivery management**
6. **Evolve the EVTE to support changing requirements.**



**Actions to date:** Improvements in coordinating business and developer notification of system outages, EVTE moved to the Amazon AWS cloud environment with improved stability and performance and Conformance testing and role of EVTE to be recast for the July 2018 work program.



Questions?