



Australian Government

Australian Taxation Office

OECD Forum on Tax Administration Taxpayer Services Group

Technology developments impacting taxpayer service delivery

Portals for Tax Agents and Business

PRESENTED BY

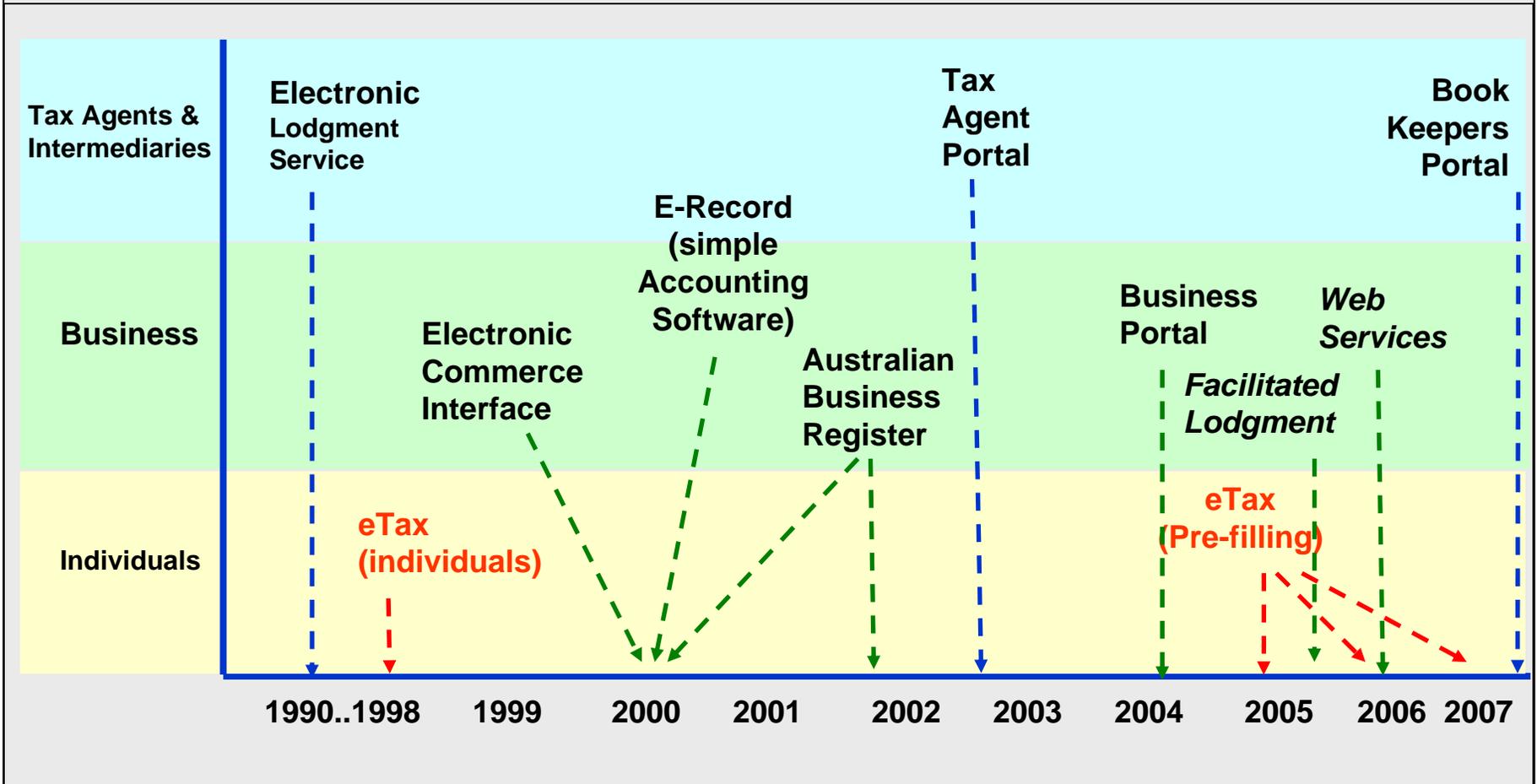
Robert Ravello

First Assistant Commissioner

ATO Business Solutions



Timeline of introduction of major e-Services





Introduction of the Portal in the ATO

History:

- Listening to the community
- Tax Agents issued Tax Office 10 week Deadline threatening electronic “go slow”
- First release of the Tax Agent Portal – October 2002
- Business Portal was launched in March 2004
- End September 2007 Tax Office to release version 11 of the Portal which includes Portal for book-keepers



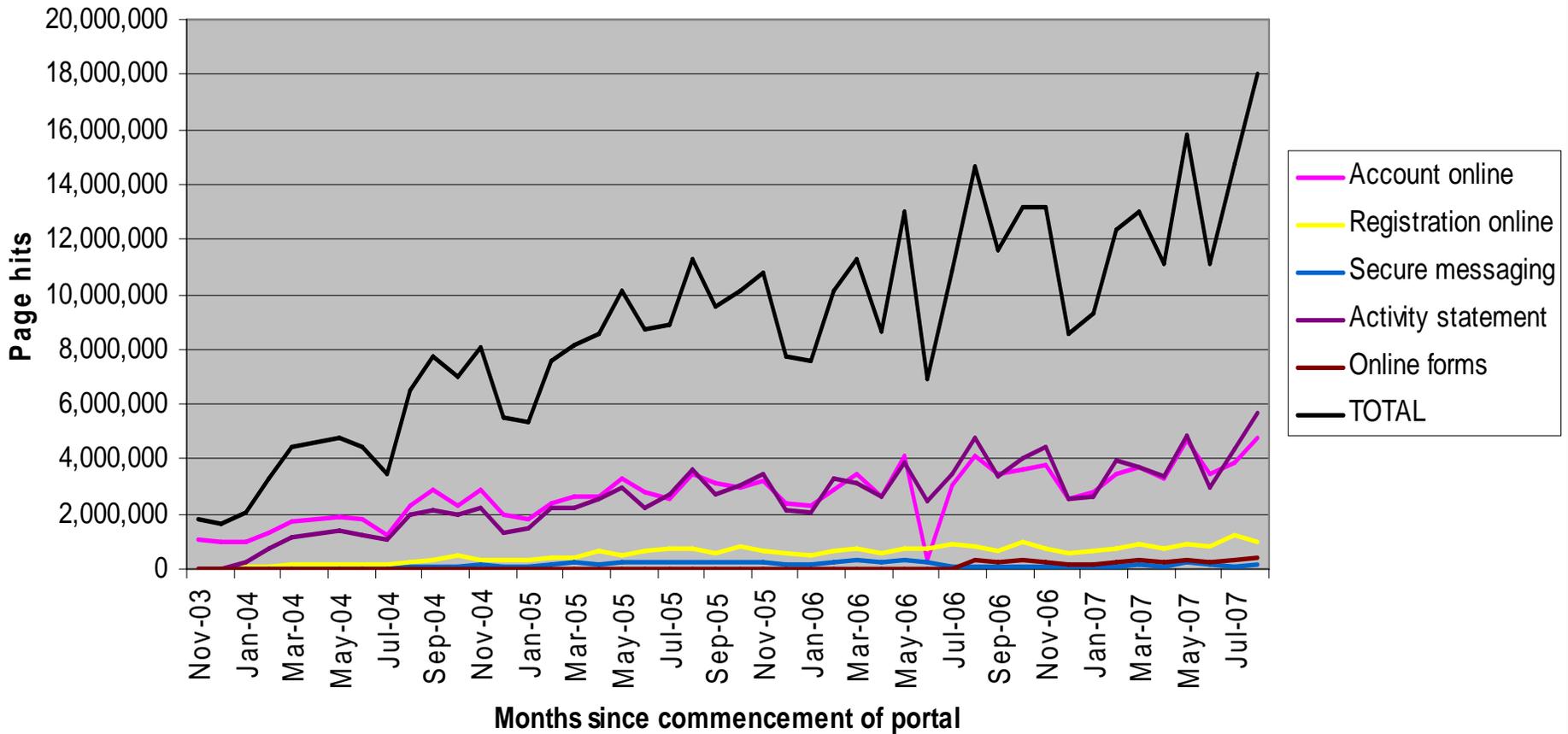
Portal Functionality

The Tax Agent Portal provides 24 hour online access to a range of information, functions and services. It provides a secure environment for Tax Agents to:

- view information about their practice
- view client information, including account and registration details
- manage their client lists
- access a variety of reports
- update client registration details in real time
- prepare, lodge, view, revise & print activity statements for clients in real time
- view a list of activity statements (lodged and not lodged)
- request refunds and credit transfers on behalf of clients
- view calculation details on interest charges
- send a message and attachments to the ATO on selected topics
- request Tax Office services via a range of online forms
- apply for a private ruling, lodge an objection or submit further information

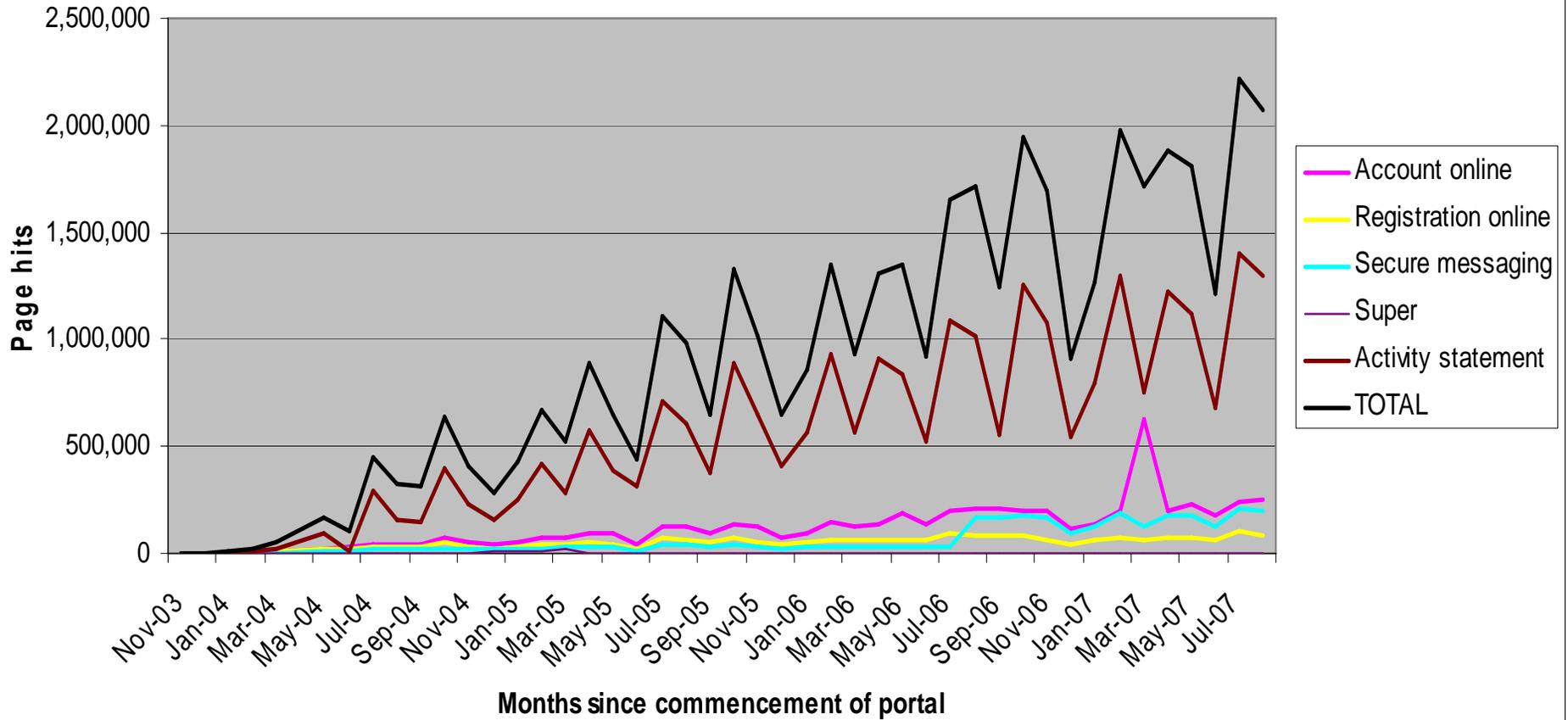


Tax Agent Portal Monthly Page Hits



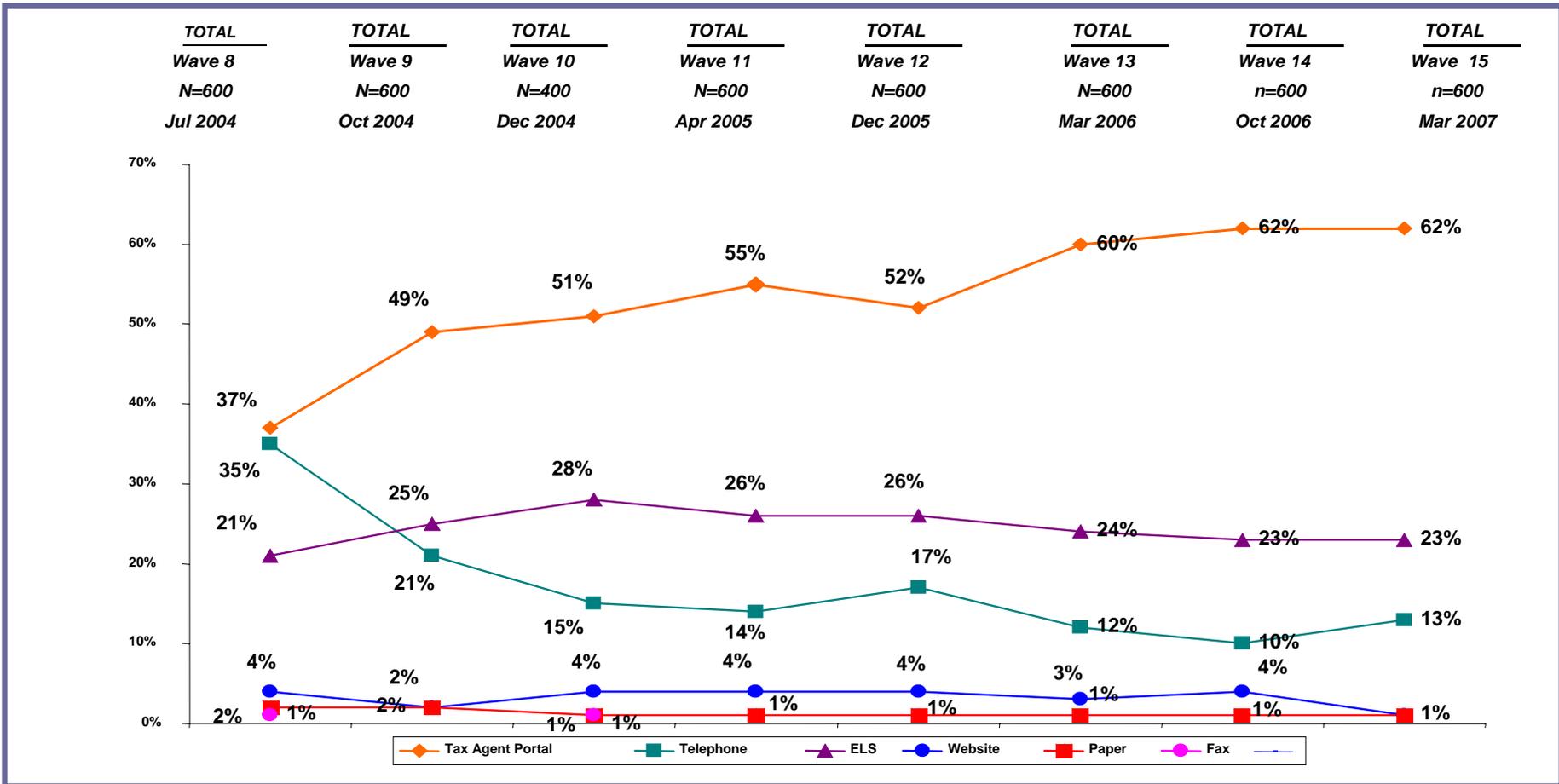


Business Portal Monthly Page Hits



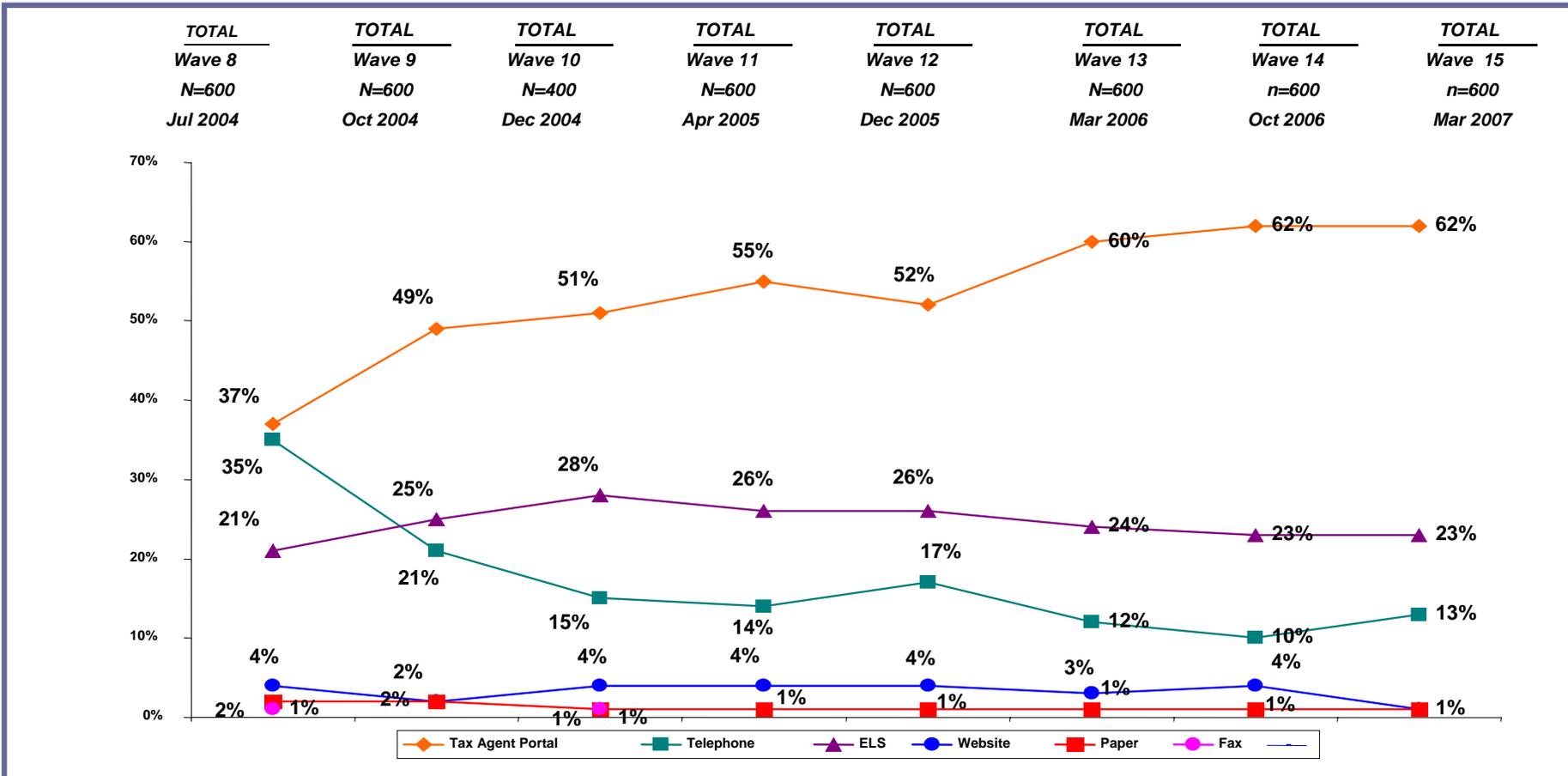


Tax Agent methods used most frequently to interact with the Tax Office



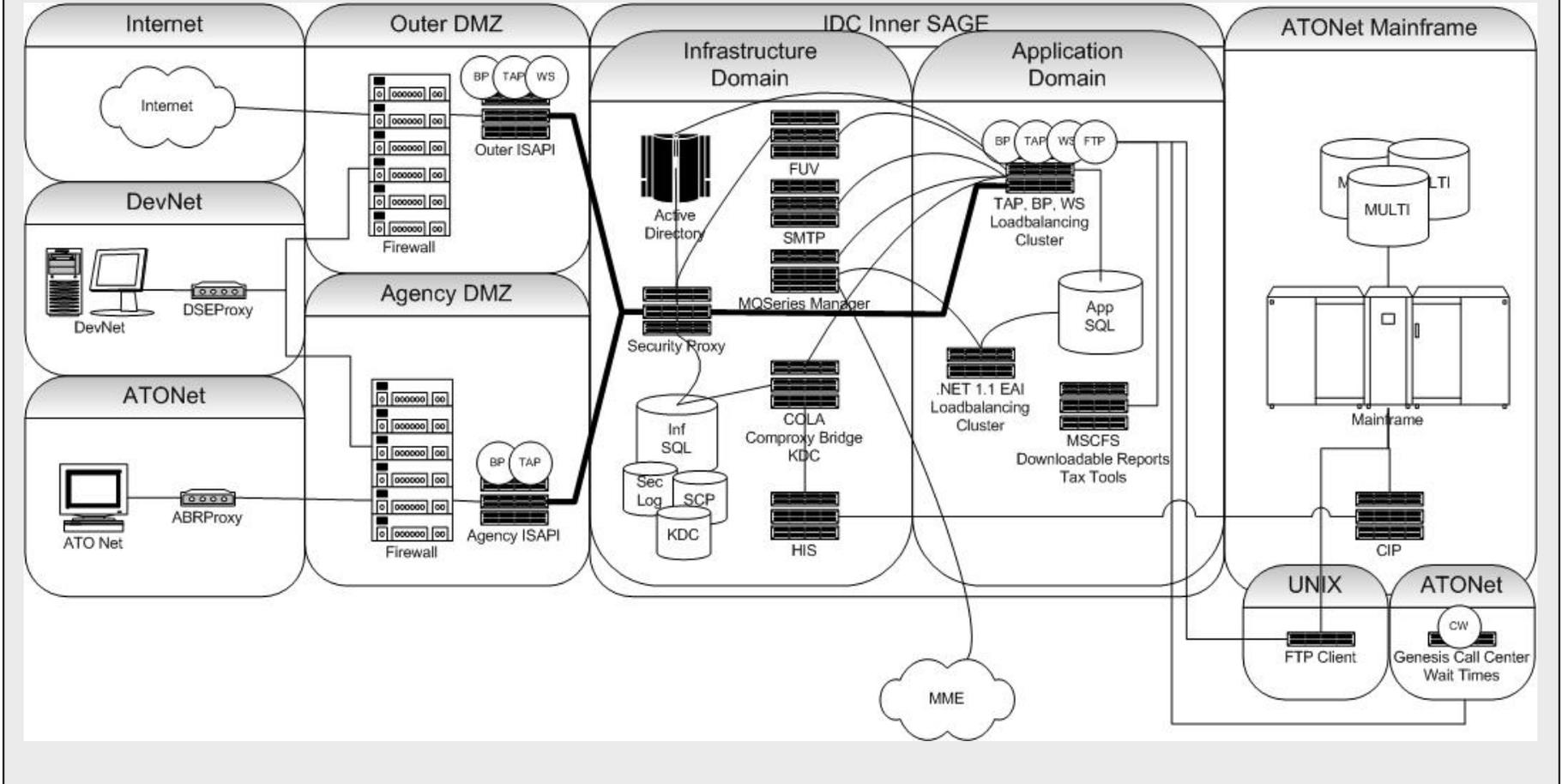


Tax Agent methods most preferred to interact with the Tax Office

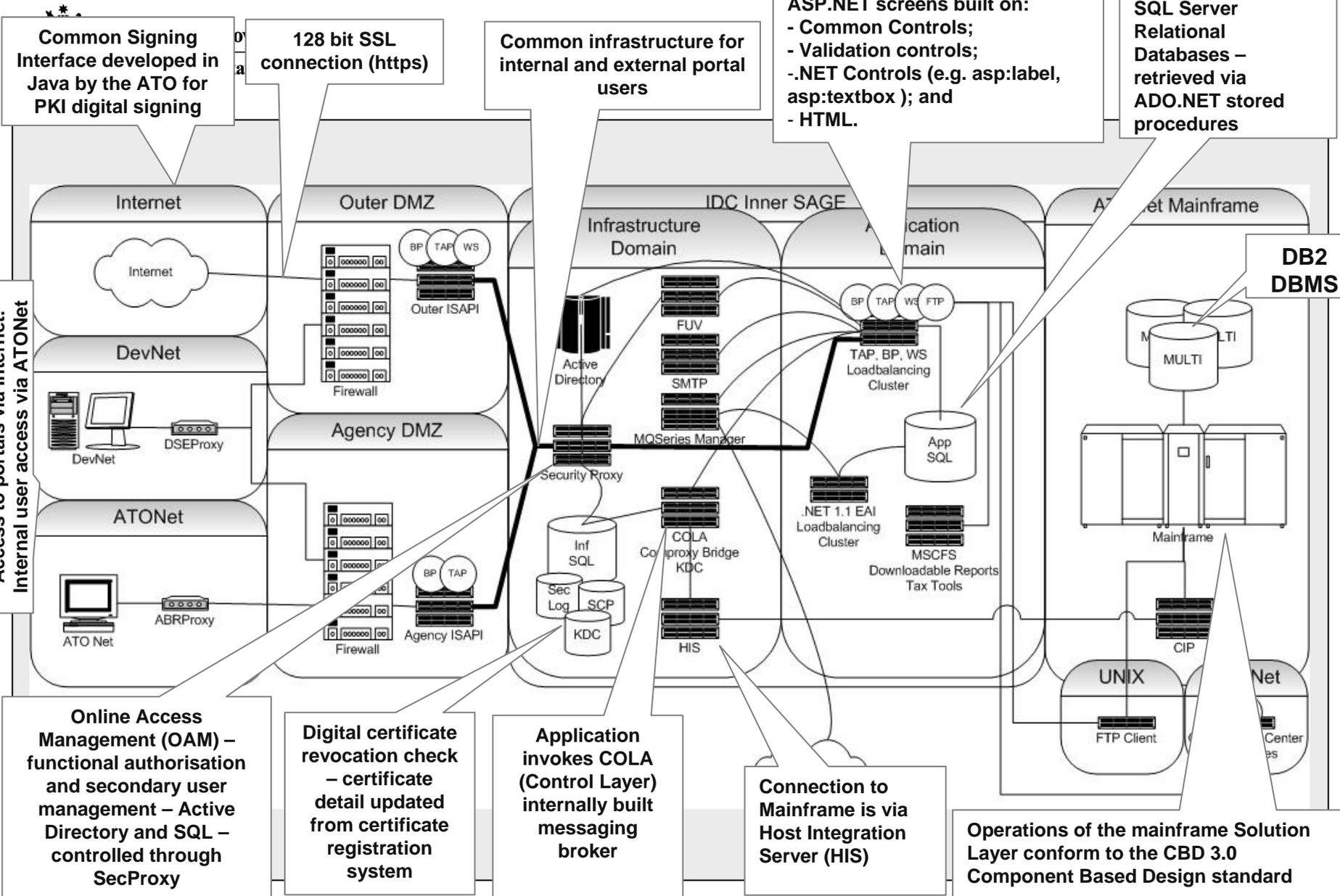




Logical Diagram of the Portal Architecture



Access to portals via Internet.
Internal user access via ATONet



Common Signing Interface developed in Java by the ATO for PKI digital signing

128 bit SSL connection (https)

Common infrastructure for internal and external portal users

ASP.NET screens built on:
- Common Controls;
- Validation controls;
- .NET Controls (e.g. asp:label, asp:textbox); and
- HTML.

SQL Server Relational Databases – retrieved via ADO.NET stored procedures

DB2 DBMS

Online Access Management (OAM) – functional authorisation and secondary user management – Active Directory and SQL – controlled through SecProxy

Digital certificate revocation check – certificate detail updated from certificate registration system

Application invokes COLA (Control Layer) internally built messaging broker

Connection to Mainframe is via Host Integration Server (HIS)

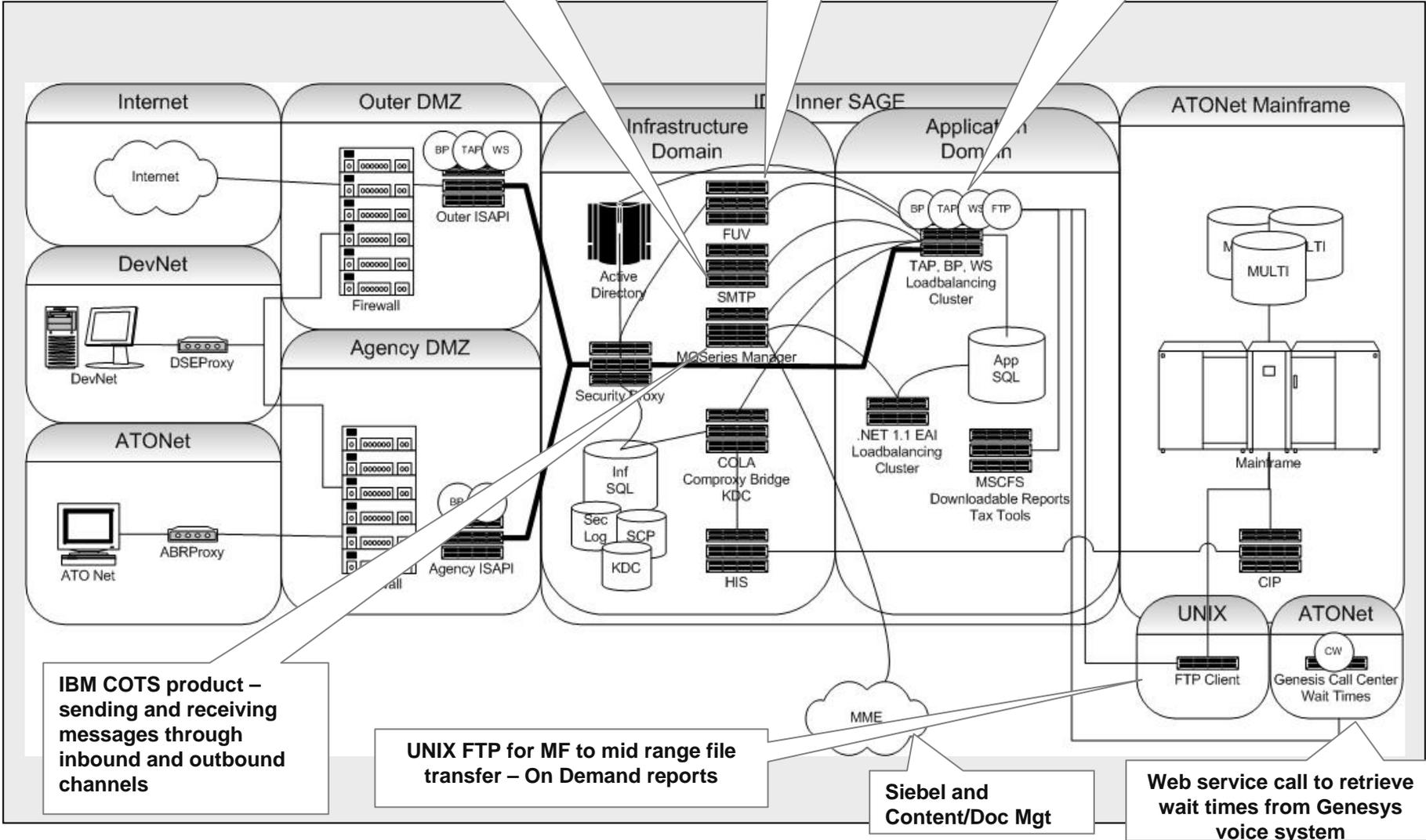
Operations of the mainframe Solution Layer conform to the CBD 3.0 Component Based Design standard



Email notifications to external and internal SMTP addresses

File Upload Vault – screening of file attachments for malicious content

Integrated Lodgment – external web service for lodgment of Business Activity Statement





Portal Access

- Access is provided to the Tax Office portals through:
 - userid and password (Tax Agent Portal)
 - ABN/DSC (Tax Agent and Business Portals)
- Userid and Password to be phased out in January 2009
- ABN/DSC uses Public Key Infrastructure with the Australian Business Number (ABN) as a unique identifier
- Two tiers of certificate – primary and secondary. Primary certificate holders request secondary based on reduced Proof of Identity
- Functional access is self managed by clients using an Online Access Management (OAM) system within the Portal
- Digital Certificates are used for login (authentication) and transaction signing (non-repudiation)



Where you can find Demo's of the ATO portals

Tax Agent Portal - <http://wbt.ato.gov.au/portaltraining/htdocs/code/1/xtapmenu.html>

Business Portal - <http://wbt.ato.gov.au/PortalTraining/htdocs/Code/1/XBPmenu.html>



Conclusion of Presentation

Thank You