



## About the dashboard

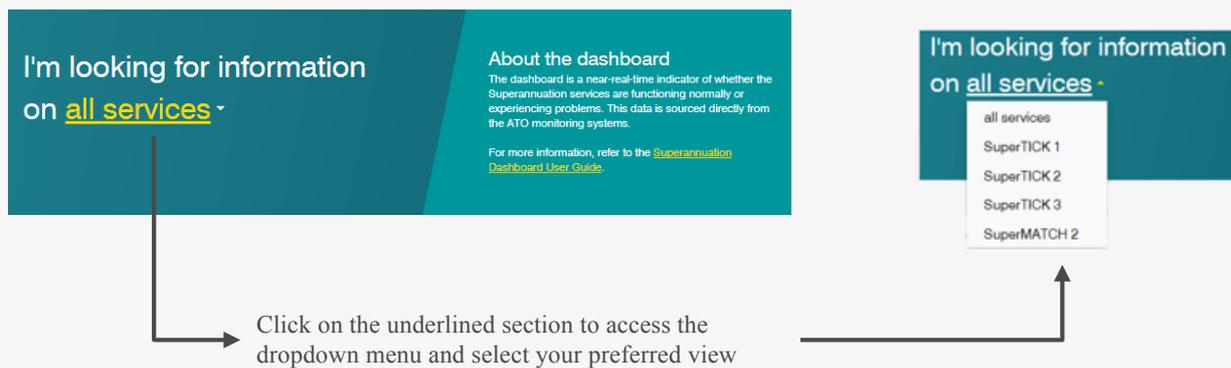
The dashboard tells you at a glance whether the SuperStream Enabling Services on the SBR1 and SBR2 platforms are functioning normally or if they are experiencing a problem such as outages or degradation of services. It is a near-real-time indicator and sources data directly from ATO monitoring systems.

## Using the dashboard

The current version of the dashboard displays information for the following SuperStream services:

- SuperTICK 1
- SuperTICK 2
- SuperTICK 3 (Single request process only)
- SuperMATCH 2 (Single request process only)

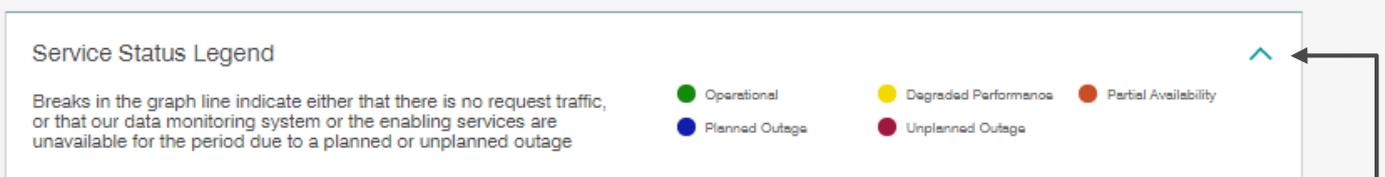
In the “I am looking for information” section, you are able to select a specific service or an all services view.



## Understanding the charts

### Service Status Legend

This section provides hints to help understand the charts, and includes a legend that explains the colour coding for each status. For more information on the status indicators, please see the “Status Indicators” section of this user guide.



Click on the arrow to expand or collapse this section



## Understanding the charts

### Availability charts

The Availability chart displays the trend of service availability over the last 24 hours. The response rate is the average response time during that duration.

‘Availability’ refers to the percentage of total transactions successfully processed over the interval displayed on the graph. Here, the term ‘transactions successfully processed’ refers to transactions that were not the subject of an ATO system fault. Availability information is updated every 5 minutes.

For example, if from 3pm Monday to 3pm Tuesday, 100 transactions were submitted and 95 of these were successfully processed, the availability percentage at 3:05pm on Tuesday would be 95%.

The Availability chart is displayed with respect to specific services. This means availability information is not presented as an aggregate of all transactions for all services.

Note that due to variances in data cycles, the response rate and availability percentage will generally not be updated at the same time.



Note: Breaks in the graph line indicate either that there is no request traffic or that our data monitoring system or the enabling services are unavailable for the period due to a planned or unplanned outage.



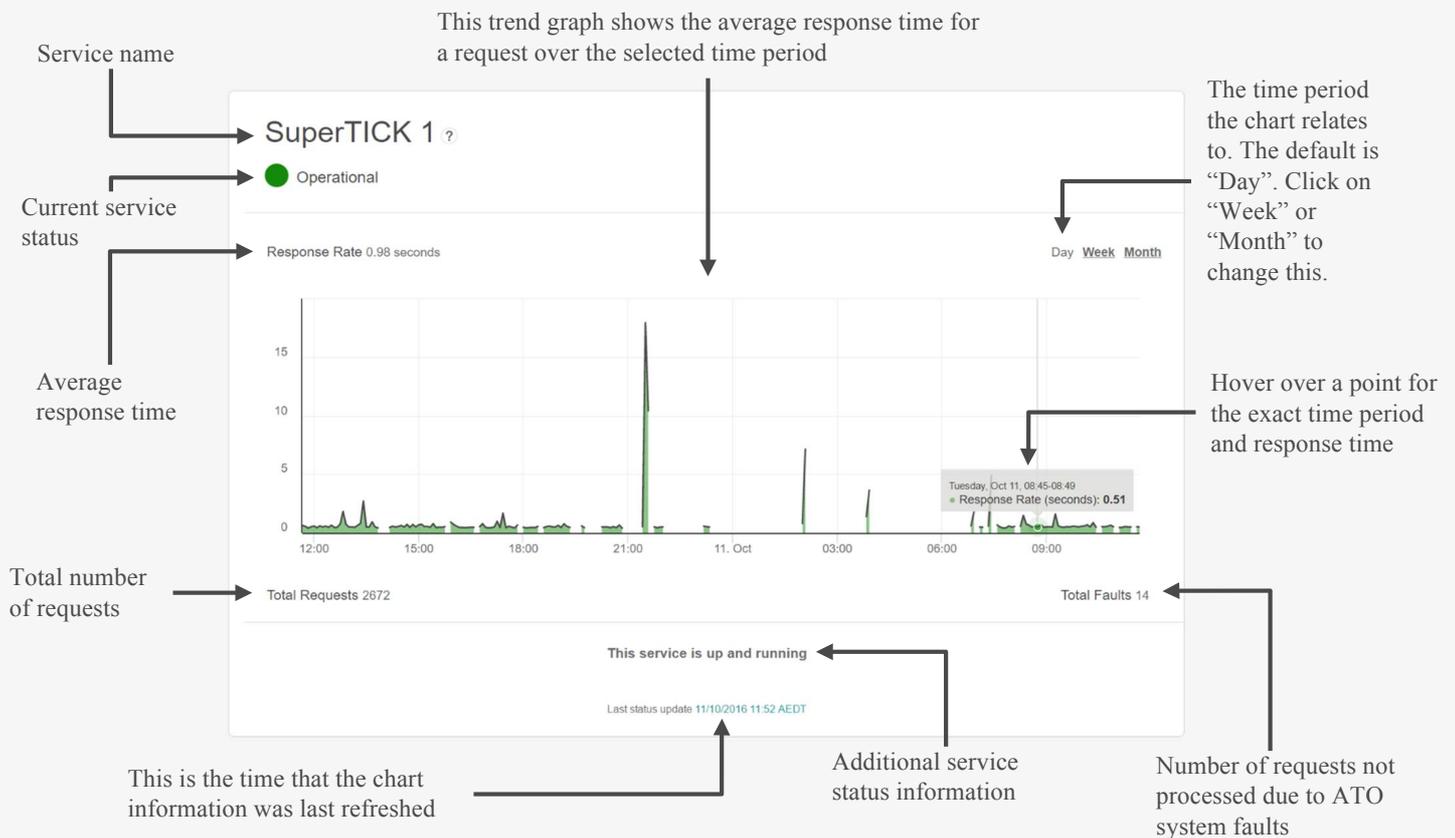
## Response rate charts

Separate response rate charts are presented for SuperTICK 1 and SuperTICK 2. Each chart includes the service status, the response rate, total requests, total faults and the time the chart was last updated.

The ‘Response rate’ displayed above the graph is an average. It refers to the amount of time taken to service a request averaged across the timeframe that is shown in the corresponding graph.

‘Total Requests’ refers to the total number of validation requests within the displayed interval. This figure is indicative in that the figure is subject to variable data latency.

‘Total Faults’ refers to the total number of validation requests within the displayed interval that have failed to process due to an ATO system fault. This figure, too, is indicative in that the figure is subject to variable data latency.



Note: Breaks in the graph line indicate either that there is no request traffic or that our data monitoring system or the enabling services are unavailable for the period due to a planned or unplanned outage.



## Status indicators

Status indicators are determined automatically based on near-real-time service data except for Unplanned Outages.

- Operational** – This is the default status, unless any of the below status indicators apply. This first version of the dashboard relies on user-initiated validation requests. Where the transaction rate falls below 50 in a 10 minute period, the status will default to ‘Operational’. A future release will incorporate ‘synthetic transactions’ to allow an actual status to be displayed (as opposed to a default status) even when there are no user-initiated transactions.
- Degraded Performance** – This status will appear when 15% of total requests have a slow response rate. A slow response rate transaction is defined as one that takes more than 5 seconds to complete (i.e. to pass from SBR to the ATO and back to SBR again).
- Partial Availability** – This status will appear when 15% of total requests result in an ATO system fault. An ATO system fault is one where one or more of the components used to support a given service return an error not associated with the transaction content. Faults are generally caused by timeouts or other computing resource issues.
- Unplanned Outage** – The service is unavailable due to a system failure. In the absence of a ‘synthetic transaction’ capability, the Unplanned Outage status must be manually set by ATO staff. This means there will be a delay between when a system failure occurs and when it is reflected in the dashboard. This status is needed to counter the status being shown as Operational in the absence of user-initiated transactions being processed. On resolution of an Unplanned Outage, this status will be updated as soon as possible and in most cases immediately after resolution. Note that Response Rate charts will reflect processing of user-initiated requests regardless of the status indicator.
- Planned Outage** – The service is currently under maintenance.

## Unplanned outage notifications

When unplanned outages occur, a red notification will appear at the top of the screen. As ATO staff investigate the outage, they will provide updates and information in this section.

At this stage, unplanned outage notifications are manually updated and managed; updates will therefore be subject to delays. A future release will enable automatic unplanned outage updates and dashboard status updates.



**SuperTICK 2** is currently unavailable due to a system issue. We will provide regular updates on this issue.



## Planned System Maintenance

Details of future planned outages will be displayed in this section. Outages may be updated, cancelled or added at short notice.

Please note that details of the next planned outage will be displayed in the collapsed view of this dashboard panel. For information on all scheduled future outages, please click the expand arrow.

Also note that if a planned outage has been added or changed while the dashboard was open in your web browser, you will be notified via a “NEW UPDATES” and “UPDATED” banner.

For example, if the dashboard is open in your web browser between 1:15pm and 3:15pm and at 2:45pm a planned outage is added, a “NEW UPDATES” and “UPDATED” banner will be displayed. The “NEW UPDATES” and “UPDATED” banner will disappear after your mouse cursor hovers over the planned outage.

If, however, the dashboard was not open in your web browser at the time the planned outage was added, the “NEW UPDATES” and “UPDATED” banner will not be displayed the next time you visit the dashboard.

The screenshot shows a dashboard panel titled "Planned System Maintenance" with a "NEW UPDATES" banner. Annotations include:

- Date and time the “Planned System Maintenance” section of the dashboard was last refreshed:** Points to the text "Last updated on 20/01/2017 13:10 AEDT".
- A “NEW UPDATES” banner will be displayed when a planned outage has been added or changed (while the dashboard was open in your web browser):** Points to the "NEW UPDATES" banner.
- Click on the arrow to expand or collapse this section:** Points to a blue checkmark icon in the top right corner of the panel.
- Start date and time of planned outage:** Points to the text "Sat, 28 January from 21:00 AEDT".
- This section includes the services affected by the outage, any additional information, e.g. reason for outage, and the outage start and end time. An “UPDATED” banner is displayed only if details of the planned outage have been updated (while the dashboard was open in your web browser):** Points to the text "SuperTICK 1, SuperTICK 2, SuperTICK 3, SuperMATCH 2, EmployerTICK1, EmployerTICK2" and the "UPDATED" banner.

## Useful Links

Useful links will be displayed in this section so that you can navigate directly from the dashboard to seek out more information.

The screenshot shows a dashboard panel titled "Useful Links" with a link to "SBR system and enabling services outages". Annotations include:

- Date and time the “Useful Links” section of the dashboard was last refreshed:** Points to the text "Last updated on 24/11/2016 12:55 AEDT".
- Click on the arrow to expand or collapse this section:** Points to a blue upward-pointing arrow icon in the top right corner of the panel.
- Click here to be redirected to the hyperlinked webpage:** Points to the link text "SBR system and enabling services outages".
- Additional information about the hyperlinked page:** Points to the text "We encourage you to check this page regularly to keep informed of any known system outages."



## Announcements

Announcements will be posted on the dashboard to keep you up to date with information from the ATO. Announcements can be of a generic nature pertaining to special events or may provide critical updates on the super enabling services.

Please note that details of the most recent announcement will be displayed in the collapsed view of this dashboard panel. To view all announcements, please click the expand arrow.

Also note that if an announcement has been added or changed while the dashboard was open in your web browser, you will be notified via a “NEW UPDATES” and “UPDATED” banner.

For example, if the dashboard is open in your web browser between 1:00pm and 3:00pm and at 1:15pm an announcement is added, a “NEW UPDATES” and “UPDATED” banner will be displayed. The “NEW UPDATES” and “UPDATED” banner will disappear after your mouse cursor hovers over the announcement.

If, however, the dashboard was not open in your web browser at the time the announcement was added, the “NEW UPDATES” and “UPDATED” banner will not be displayed the next time you visit the dashboard.

Date and time the “Announcements” section of the dashboard was last refreshed

A “NEW UPDATES” banner will be displayed when an announcement has been added or changed (while the dashboard was open in your web browser)

Click on the arrow to expand or collapse this section.

Announcements **NEW UPDATES**

Last updated on 12/10/2016 16:40 AEDT

**New Services Incoming**  
Watch this place. New service updates will be provided soon.  
Posted on 1 October 0:15 AEST  
**UPDATED**

Each announcement includes a title, details of the announcement, and the date and time the announcement was posted. An “UPDATED” banner is displayed only if details of the announcement have been updated (while the dashboard was open in your web browser)



## Frequently Asked Questions

### What is the meaning of Total Requests and Total Faults?

The total numbers are taken from the timeframe that is shown in the corresponding graph. For example, if the graph shows 24 hours of data, the total will be counted over these 24 hours. Total requests is the total number of validation requests received by the system. Total errors is the total number of those requests that are not processed due to an ATO system fault.

### How often does the data update?

The charts update every five minutes. In the Day view, each data point is the average of the last ten minutes. In the Week view, each data point is the average of the last hour. In the Month view, each data point is the average of the last four hours.

### What is the meaning of Response Rate?

The response rate is the amount of time it takes for the server to respond to the request – for the request to move from SBR to ATO and back to SBR. This is averaged across the timeframe that is shown in the corresponding graph.

### What is the meaning of Availability?

The “Availability” percentage displayed in blue to the left of the availability graph is derived from the percentage of successful requests over the last 24 hours. For example, if availability is 95%, that means that 95% of requests during the last 24 hours were successful, and 5% of requests were not processed due to an ATO system fault.

### Why am I unable to access the service even though it is reporting as operational?

This may be due to an unplanned outage. The dashboard is currently not able to automatically detect an outage that is unplanned. This is because it cannot differentiate between a fault in the system and a fault in the enabling services without synthetic transactions. When the dashboard cannot receive enough data from the monitoring systems, which occurs when there are less than 50 transactions per 10 minute period, the default status will be operational. During unplanned outages, the ATO team will manually switch on the unplanned outage status. If you are unable to access the service, and you have no issues accessing other webpages, please return to the dashboard later to check the status.

### Why has the planned system maintenance time and date changed?

We take every effort to ensure that information on the dashboard is as accurate as possible. Please note, however, that service status and planned outages may be changed at short notice due to business and technical reasons.

### What time zone is shown on the dashboard?

The times displayed on the dashboard will reflect the time zone set on the device the dashboard is open on. Set the time zone of your device to the time zone of your current location to ensure the dashboard displays the appropriate time.

### How can I pass on feedback and comments on the dashboard?

Click on the “Email Us” button at the bottom of the dashboard page to send an email to the ATO team. We will respond to your query as soon as possible.