



 [Print whole section](#)

# IT systems availability targets

Statistics on the availability performance of key Australian Taxation Office (ATO) IT services.

## What IT systems availability targets mean >

Why we have IT systems availability targets, what they mean and how they're calculated.

## Current year IT systems availability performance report >

IT systems availability figures for the 2024–25 financial year.

## 2023–24 IT systems availability performance report >

IT systems availability figures for the 2023–24 financial year

## 2022–23 IT systems availability performance report >

IT systems availability figures for the 2022–23 financial year.

# What IT systems availability targets mean

Why we have IT systems availability targets, what they mean and how they're calculated.

**Published** 12 November 2024

## On this page

[Why we have the targets](#)

[Availability targets](#)

[Calculating monthly percentages](#)

## Why we have the targets

One of our corporate priorities is to improve the availability and reliability of our IT systems to the community. As part of this strategy we developed service availability targets for our systems and committed to make available to the community our performance against these targets.

The availability targets were set to provide a balance between community expectations of a digital service or agency and the investment required to deliver these service levels. They are intentionally aspirational and deliberately ambitious, giving us a high standard to work towards.

We use industry recognised methodology to determine and measure the availability, and while our external facing systems are generally highly available, we are investing in a plan of IT system improvements to continually improve the client experience.

These improvements will roll out as part of a multi-year program and we expect to see incremental progress as our digital services scale to meet the growing use.

## Availability targets

We use industry recognised methodology to ensure consistency, comparability and best practice in our methods. The targets are classified into two categories determined by business needs and community use.

### Targets and their corresponding measures

Availability target	Performance measures
High availability	99.95% availability  High level of resilience with automated recovery  Numbers of scheduled maintenance windows are minimal and proactively managed with community engagement
Extended availability	99.5% availability  Improved level of resilience with semi-automated recovery  To be taken offline for maintenance in agreed windows

## Calculating monthly percentages

To measure availability of our external facing systems we use industry recognised methodology. Preventative, planned maintenance time is not included in the availability calculations. We do however schedule this necessary work outside of business days and hours and lodgment dates wherever possible.

### Monthly percentage

The monthly percentage is based on the amount of time each system is available during a calendar month. It is calculated as a percentage of the actual available hours compared to the planned available hours.

### Planned available hours

This is the availability target minus the planned maintenance hours. This figure represents the number of hours the systems should be available to users in that month.

## **Planned maintenance hours**

Systems are taken offline to perform necessary maintenance. These are communicated and advised in advance (via [ato.gov.au](https://ato.gov.au), emails, social media). The planned maintenance hours are the number of hours within the availability targets where the system is offline due to planned maintenance.

## **Total system issue hours**

Occasionally incidents result in systems being unavailable. Total system issue hours are the number of hours within the availability targets where a system may be offline due to an unplanned incident.

## **Actual available hours**

These are the number of hours within the availability targets for each system minus any total system issue hours that may have occurred in the month.

QC 103324

# **Current year IT systems availability performance report**

IT systems availability figures for the 2024–25 financial year.




**Last updated** 4 July 2025

## **About the report**

Information on our performance against our IT system availability is published monthly for the 2024–25 financial year.

One of our corporate priorities is to improve the **availability** and **reliability** of our IT systems to the community.


**Green, amber and red symbols indicate how we performed in the given period.**







Key	Status
 Green symbol.	Met or exceeded target
 Amber symbol.	Less than 2.5 percentage points from target
 More than two and a half percentage points from target.	More than 2.5 percentage points from target

## ato.gov.au

The business service availability target for ato.gov.au is 'High' (99.95%). The following table tracks our performance against this target each month.

### ato.gov.au monthly service availability performance



Month	Percentage availability
July 2024	100%  Met or exceeded target.
August 2024	100%  Met or exceeded target.
September 2024	100%  Met or exceeded target.
October 2024	100%  Met or exceeded target.










<b>November 2024</b>	100%  Met or exceeded target.
<b>December 2024</b>	100%  Met or exceeded target.
<b>January 2025</b>	100%  Met or exceeded target.
<b>February 2025</b>	100%  Met or exceeded target.
<b>March 2025</b>	100%  Met or exceeded target.
<b>April 2025</b>	100%  Met or exceeded target.
<b>May 2025</b>	100%  Met or exceeded target.

## ATO Online

The business service availability target for ATO Online is 'Extended' (99.5%). The following table tracks our performance against this target each month.

### ATO Online monthly service availability performance












Month	Percentage availability
<b>July 2024</b>	100%  Met or exceeded target.
<b>August 2024</b>	100  Met or exceeded target.

<b>September 2024</b>	100%  Met or exceeded target.
<b>October 2024</b>	100%  Met or exceeded target.
<b>November 2024</b>	100%  Met or exceeded target.
<b>December 2024</b>	100%  Met or exceeded target.
<b>January 2025</b>	100%  Met or exceeded target.
<b>February 2025</b>	100%  Met or exceeded target.
<b>March 2025</b>	99.04%  Amber symbol.
<b>April 2025</b>	100%  Met or exceeded target.
<b>May 2025</b>	100%  Met or exceeded target.

## myID

The business service availability target for myID is 'High' (99.95%). The following table tracks our performance against this target each month.

### myID monthly service availability performance

Month	Percentage availability
July 2024	100%  Met or exceeded target.
August 2024	100%  Met or exceeded target.
September 2024	100%  Met or exceeded target.
October 2024	100%  Met or exceeded target.
November 2024	100%  Met or exceeded target.
December 2024	100%  Met or exceeded target.
January 2025	100%  Met or exceeded target.
February 2025	100%  Met or exceeded target.
March 2025	100%  Met or exceeded target.
April 2025	100%  Met or exceeded target.
May 2025	100%  Met or exceeded target.










## Online services for business (OSB)





The business service availability target for Online services for business (OSB) is 'Extended' (99.5%). The following table tracks our performance against this target each month.

For more information, see [Online services for business dashboard](#) .


**Monthly service availability performance**

Month	Percentage availability
July 2024	100 %  Met or exceeded target.
August 2024	100%  Met or exceeded target.
September 2024	100%  Met or exceeded target.
October 2024	100%  Met or exceeded target.
November 2024	100%  Met or exceeded target.
December 2024	100%  Met or exceeded target.
January 2025	100%  Met or exceeded target.
February 2025	100%  Met or exceeded target.
March 2025	99.04%  Amber symbol.
April 2025	100%








	 Met or exceeded target.
<b>May 2025</b>	100%  Met or exceeded target.





## Online Services for Agents (OSfA)

The business service availability target for Online Services for Agents (OSfA) is 'Extended' (99.5%). The following table tracks our performance against this target each month.

To find out if OSfA is functioning normally or experiencing issues, see the [dashboard](#) .


### Monthly service availability performance

Month	Percentage availability
<b>July 2024</b>	100%  Met or exceeded target.
<b>August 2024</b>	100%  Met or exceeded target.
<b>September 2024</b>	100%  Met or exceeded target.
<b>October 2024</b>	100%  Met or exceeded target.
<b>November 2024</b>	100%  Met or exceeded target.
<b>December 2024</b>	100%  Met or exceeded target.
<b>January 2025</b>	100%  Met or exceeded target.

<b>February 2025</b>	100%  Met or exceeded target.
<b>March 2025</b>	99.04%  Amber symbol.
<b>April 2025</b>	100%  Met or exceeded target.
<b>May 2025</b>	100%  Met or exceeded target.








# Standard Business Reporting (SBR1)

The business service availability target for SBR1 is 'Extended' (99.5%).  
The following table tracks our performance against this target each month.

Keep up to date with SBR1 system maintenance on the Software developers website [API system maintenance page](#) .


## SBR1 monthly service availability performance

<b>Month</b>	<b>Percentage availability</b>
<b>July 2024</b>	100%  Met or exceeded target.
<b>August 2024</b>	100%  Met or exceeded target.
<b>September 2024</b>	100%  Met or exceeded target.
<b>October 2024</b>	100%  Met or exceeded target.


<b>November 2024</b>	100%  Met or exceeded target.
<b>December 2024</b>	100%  Met or exceeded target.
<b>January 2025</b>	100%  Met or exceeded target.
<b>February 2025</b>	100%  Met or exceeded target.
<b>March 2025</b>	99.04%  Amber symbol.
<b>April 2025</b>	100%  Met or exceeded target.
<b>May 2025</b>	100%  Met or exceeded target.











## Standard Business Reporting (SBR2)

The business service availability target for SBR2 is 'High' (99.95%). The following table tracks our performance against this target each month.

Keep up to date with SBR2 system maintenance on the Software developers website [API system maintenance page](#) .


### SBR2 monthly service availability performance

Month	Percentage availability
<b>July 2024</b>	100%  Met or exceeded target.
<b>August 2024</b>	100%

	 Met or exceeded target.
<b>September 2024</b>	100%  Met or exceeded target.
<b>October 2024</b>	100%  Met or exceeded target.
<b>November 2024</b>	100%  Met or exceeded target.
<b>December 2024</b>	100%  Met or exceeded target.
<b>January 2025</b>	99.59%  Amber symbol.
<b>February 2025</b>	100%  Met or exceeded target.
<b>March 2025</b>	95.11%  More than two and a half percentage points from target.
<b>April 2025</b>	100%  Met or exceeded target.
<b>May 2025</b>	97.88%  Amber symbol.

## Australian Business Register (ABR)

The business service availability target for ABR is 'High' (99.95%). The following table tracks our performance to this target each month.

For information on how the ABR is functioning, see [ABR Dashboard](#) .

### ABR monthly service availability performance

Month	Percentage availability
July 2024	100%  Met or exceeded target.
August 2024	100%  Met or exceeded target.
September 2024	100%  Met or exceeded target.
October 2024	99.59%  Amber symbol.
November 2024	100%  Met or exceeded target.
December 2024	100%  Met or exceeded target.
January 2025	100%  Met or exceeded target.
February 2025	100%  Met or exceeded target.
March 2025	95.93%  More than two and a half percentage points from target.
April 2025	100%  Met or exceeded target.
May 2025	99.89%  Amber symbol.

QC 58215

# 2023–24 IT systems availability performance report

IT systems availability figures for the 2023–24 financial year

**Last updated** 12 November 2024

## On this page

About the report

[ato.gov.au](#)

[ATO Online](#)

[myGovID](#)

[Online services for business \(OSB\)](#)

[Online Services for Agents \(OSfA\)](#)

[Standard Business Reporting \(SBR1\)](#)

[Standard Business Reporting \(SBR2\)](#)




[Australian Business Register \(ABR\)](#)

## About the report

Information on our performance against our IT system availability is published monthly for the 2023–24 financial year.

One of our corporate priorities is to improve the availability and reliability of our IT systems to the community.







**Green, amber and red symbols indicate how we performed in the given period**

Key	Status
 Green symbol.	Met or exceeded target
 Amber symbol.	Less than 2.5 percentage points from target
 More than two and a half percentage points from target.	More than 2.5 percentage points from target

## ato.gov.au

The business service availability target for ato.gov.au is 'High' (99.95%). The table below tracks our performance against this target each month.

### ato.gov.au monthly service availability performance

Month	Percentage availability
July 2023	100%  Green symbol
August 2023	100%  Green symbol
September 2023	100%  Green symbol
October 2023	100%  Green symbol
November 2023	99.91%  Amber symbol.
December 2023	100%  Green symbol















January 2024	100%  Green symbol
February 2024	100%  Green symbol
March 2024	100%  Green symbol
April 2024	100%  Green symbol
May 2024	100%  Green symbol
June 2024	100%  Green symbol

## ATO Online

The business service availability target for ATO Online is 'Extended' (99.5%). The table below tracks our performance against this target each month.

### ATO Online monthly service availability performance

Month	Percentage availability
July 2023	99.55%  Green symbol
August 2023	99.80%  Green symbol
September 2023	100%  Green symbol













October 2023	100%  Green symbol
November 2023	100%  Green symbol
December 2023	100%  Green symbol
January 2024	100%  Green symbol
February 2024	100%  Green symbol
March 2024	100%  Green symbol.
April 2024	100%  Green symbol.
May 2024	99.32%  Amber symbol.
June 2024	100%  Green symbol.

## myGovID

The business service availability target for myGovID is 'High' (99.95%). The table below tracks our performance against this target each month.

### myGovID monthly service availability performance

Month	Percentage availability
-------	-------------------------










July 2023	100%  Green symbol.
August 2023	100%  Green symbol.
September 2023	100%  Green symbol.
October 2023	99.13%  Amber symbol.
November 2023	100%  Green symbol.
December 2023	100%  Green symbol.
January 2024	100%  Green symbol.
February 2024	100%  Green symbol.
March 2024	100%  Green symbol.
April 2024	100%  Green symbol.
May 2024	100%  Green symbol.
June 2024	100%  Green symbol.




# Online services for business (OSB)

The business service availability target for Online services for business (OSB) is 'Extended' (99.5%). The table below tracks our performance against this target each month.

For more information, see [Online services for business dashboard](#) .


## Monthly service availability performance

Month	Percentage availability
July 2023	99.57 % 
August 2023	100% 
September 2023	100% 
October 2023	100% 
November 2023	100% 
December 2023	100% 
January 2024	100% 
February 2024	100% 
March 2024	100% 






April 2024	100%  Green symbol.
May 2024	99.34%  Amber symbol.
June 2024	100%  Green symbol.








## Online Services for Agents (OSfA)

The business service availability target for Online Services for Agents (OSfA) is 'Extended' (99.5%). The table below tracks our performance against this target each month.

To find out if OSfA is functioning normally or experiencing issues, see the [dashboard](#) .


### Monthly service availability performance

Month	Percentage availability
July 2023	100%  Green symbol.
August 2023	100%  Green symbol.
September 2023	100%  Green symbol.
October 2023	100%  Green symbol.
November 2023	100%  Green symbol.
December 2023	100%


	 Green symbol.
January 2024	100%  Green symbol.
February 2024	100%  Green symbol.
March 2024	100%  Green symbol.
April 2024	100%  Green symbol.
May 2024	99.34%  Amber symbol.
June 2024	100%  Green symbol.












## Standard Business Reporting (SBR1)

The business service availability target for SBR1 is 'Extended' (99.5%). The table below tracks our performance against this target each month.

Keep up to date with SBR1 system maintenance on the Software developers website [API system maintenance page](#) .


### SBR1 monthly service availability performance

Month	Percentage availability
July 2023	100%  Green symbol.
August 2023	100%











	 Green symbol.
September 2023	99.79%  Green symbol.
October 2023	100%  Green symbol.
November 2023	100%  Green symbol.
December 2023	100%  Green symbol.
January 2024	100%  Green symbol.
February 2024	98.74%  Amber symbol.
March 2024	100%  Green symbol.
April 2024	100%  Green symbol.
May 2024	100%  Green symbol.
June 2024	100%  Green symbol.

## Standard Business Reporting (SBR2)



The business service availability target for SBR2 is 'High' (99.95%). The table below tracks our performance against this target each month.

Keep up to date with SBR2 system maintenance on the Software developers website [API system maintenance page](#) .

**SBR2 monthly service availability performance**


Month	Percentage availability
July 2023	100%  Green symbol.
August 2023	100%  Green symbol.
September 2023	100%  Green symbol.
October 2023	100%  Green symbol.
November 2023	100%  Green symbol.
December 2023	99.75%  Amber symbol.
January 2024	100%  Green symbol.
February 2024	100%  Green symbol.
March 2024	100%  Green symbol.
April 2024	100%  Green symbol.









May 2024	100%  Green symbol.
June 2024	99.83%  Amber symbol.







## Australian Business Register (ABR)

The business service availability target for ABR is 'High' (99.95%). The table below tracks our performance to this target each month.

For information on how the ABR is functioning, see [ABR Dashboard](#) .

### ABR monthly service availability performance

Month	Percentage availability
July 2023	99.81%  Amber symbol.
August 2023	100%  Green symbol.
September 2023	100%  Green symbol.
October 2023	100%  Green symbol.
November 2023	100%  Green symbol.
December 2023	100%  Green symbol.
January 2024	100%

	 Green symbol.
February 2024	100%  Green symbol.
March 2024	100%  Green symbol.
April 2024	100%  Green symbol.
May 2024	100%  Green symbol.
June 2024	100%  Green symbol.

QC 103325

# 2022–23 IT systems availability performance report

IT systems availability figures for the 2022–23 financial year.

Last updated 1 February 2024

## On this page

About this report

[ato.gov.au](https://ato.gov.au)

ATO Online

myGovID

Online services for business (OSB)

Online services for agents (OSfA)

Standard Business Reporting (SBR1)




Standard Business Reporting (SBR2)

Australian Business Register (ABR)

## About this report

This report contains information on our performance against our IT system availability for the 2022–23 financial year.












One of our corporate priorities is to improve the **availability and reliability** of our IT systems to the community.

Green, amber and red symbols indicate how we performed in the given period.	
Key	Status
 Green symbol	Met or exceeded target
 Amber symbol.	Less than 2.5 percentage points from target
 More than two and a half percentage points from target.	More than 2.5 percentage points from target

## ato.gov.au

The business service availability target for ato.gov.au is 'High' (99.95%). The table below tracks our performance against this target each month.

### ato.gov.au monthly service availability performance









Month	Percentage availability
July 2022	100%  Green symbol
August 2022	100%  Green symbol
September 2022	100%  Green symbol
October 2022	99.58%  Amber symbol.
November 2022	100%  Green symbol
December 2022	100%  Green symbol
January 2023	100%  Green symbol
February 2023	100%  Green symbol
March 2023	100%  Green symbol
April 2023	100%  Green symbol
May 2023	100%  Green symbol
June 2023	100%





 Green symbol

## ATO Online

The business service availability target for ATO Online is 'Extended' (99.5%). The table below tracks our performance against this target each month.

### ATO Online monthly service availability performance






Month	Percentage availability
July 2022	100%  Green symbol
August 2022	100%  Green symbol
September 2022	100%  Green symbol
October 2022	99.23%  Amber symbol.
November 2022	100%  Green symbol
December 2022	100%  Green symbol
January 2023	100%  Green symbol
February 2023	100%  Green symbol








<b>March 2023</b>	100%  Green symbol
<b>April 2023</b>	100%  Green symbol
<b>May 2023</b>	100%  Green symbol
<b>June 2023</b>	100%  Green symbol

## myGovID

The business service availability target for myGovID is 'High' (99.95%). The table below tracks our performance against this target each month.


### myGovID monthly service availability performance

Month	Percentage availability
<b>July 2022</b>	100%  Green symbol
<b>August 2022</b>	100%  Green symbol
<b>September 2022</b>	100%  Green symbol
<b>October 2022</b>	99.59%  Amber symbol.
<b>November 2022</b>	100%  Green symbol


<b>December 2022</b>	100%  Green symbol
<b>January 2023</b>	100%  Green symbol
<b>February 2023</b>	100%  Green symbol
<b>March 2023</b>	100%  Green symbol
<b>April 2023</b>	100%  Green symbol
<b>May 2023</b>	100%  Green symbol
<b>June 2023</b>	100%  Green symbol












## Online services for business (OSB)

The business service availability target for Online services for business (OSB) is 'Extended' (99.5%). The table below tracks our performance against this target each month.

For more information on how Online Services for Business is functioning, see the [dashboard](#) .

### Monthly service availability performance


Month	Percentage availability
<b>July 2022</b>	100 %  Green symbol
<b>August 2022</b>	100%

	 Green symbol
<b>September 2022</b>	100%  Green symbol
<b>October 2022</b>	99.26%  Amber symbol.
<b>November 2022</b>	100%  Green symbol
<b>December 2022</b>	100%  Green symbol
<b>January 2023</b>	100%  Green symbol
<b>February 2023</b>	100%  Green symbol
<b>March 2023</b>	100%  Green symbol
<b>April 2023</b>	100%  Green symbol.
<b>May 2023</b>	100%  Green symbol.
<b>June 2023</b>	100%  Green symbol.











## Online services for agents (OSfA)



The business service availability target for Online services for agents (OSfA) is 'Extended' (99.5%). The table below tracks our performance against this target each month.



To find out if OSfA is functioning normally or experiencing issues, see the [dashboard](#) 


### Monthly service availability performance

Month	Percentage availability
July 2022	100%  Green symbol.
August 2022	100%  Green symbol.
September 2022	100%  Green symbol.
October 2022	99.27%  Amber symbol.
November 2022	100%  Green symbol.
December 2022	100%  Green symbol.
January 2023	100%  Green symbol.
February 2023	100%  Green symbol.
March 2023	100%  Green symbol.
April 2023	100%  Green symbol.
May 2023	100%







	 Green symbol.
<b>June 2023</b>	100%  Green symbol.







## Standard Business Reporting (SBR1)

The business service availability target for SBR1 is 'Extended' (99.5%).  
The table below tracks our performance against this target each month.

Keep up to date with SBR1 system maintenance on the Software developers website [API system maintenance page](#) .


### SBR1 monthly service availability performance

Month	Percentage availability
<b>July 2022</b>	100%  Green symbol.
<b>August 2022</b>	100%  Green symbol.
<b>September 2022</b>	100%  Green symbol.
<b>October 2022</b>	100%  Green symbol.
<b>November 2022</b>	100%  Green symbol.
<b>December 2022</b>	100%  Green symbol.
<b>January 2023</b>	100%




	 Green symbol.
<b>February 2023</b>	100%  Green symbol.
<b>March 2023</b>	100%  Green symbol.
<b>April 2023</b>	100%  Green symbol.
<b>May 2023</b>	100%  Green symbol.
<b>June 2023</b>	100%  Green symbol.










## Standard Business Reporting (SBR2)

The business service availability target for SBR2 is 'High' (99.95%). The table below tracks our performance against this target each month.

Keep up to date with SBR2 system maintenance on the Software developers website [API system maintenance page](#) .


### SBR2 monthly service availability performance

Month	Percentage availability
<b>July 2022</b>	100%  Green symbol.
<b>August 2022</b>	100%  Green symbol.
<b>September 2022</b>	100%  Green symbol.












<b>October 2022</b>	100%  Green symbol.
<b>November 2022</b>	100%  Green symbol.
<b>December 2022</b>	100%  Green symbol.
<b>January 2023</b>	100%  Green symbol.
<b>February 2023</b>	100%  Green symbol.
<b>March 2023</b>	100%  Green symbol.
<b>April 2023</b>	99.81%  Amber symbol.
<b>May 2023</b>	100%  Green symbol.
<b>June 2023</b>	99.60%  Amber symbol.

## Australian Business Register (ABR)

The business service availability target for ABR is 'High' (99.95%). The table below tracks our performance to this target each month.

For information on how the ABR is functioning, see [ABR Dashboard](#) .

### ABR monthly service availability performance

Month	Percentage availability
July 2022	100%  Green symbol.
August 2022	100%  Green symbol.
September 2022	100%  Green symbol.
October 2022	100%  Green symbol.
November 2022	100%  Green symbol.
December 2022	100%  Green symbol.
January 2023	100%  Green symbol.
February 2023	100%  Green symbol.
March 2023	99.61%  Amber symbol.
April 2023	100%  Green symbol.
May 2023	100%  Green symbol.
June 2023	100%



Green symbol.

QC 101182

## **Our commitment to you**

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

## **Copyright notice**

© Australian Taxation Office for the Commonwealth of Australia

You are free to copy, adapt, modify, transmit and distribute this material as you wish (but not in any way that suggests the ATO or the Commonwealth endorses you or any of your services or products).