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IT systems availability targets

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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

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, 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 2025–26 financial year.

Last updated 16 January 2026

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.

Key for performance symbols

Key	Status

Green symbol.	Met or exceeded target
Amber symbol.	Less than 2.5 percentage points from target
Red symbol	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 2025	100% Met or exceeded target.
August 2025	100% Met or exceeded target.
September 2025	100% Met or exceeded target.
October 2025	100% Met or exceeded target.
November 2025	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
July 2025	99.32% Less than 2.5 percentage points from target
August 2025	100% Met or exceeded target.
September 2025	100% Met or exceeded target.
October 2025	100% Met or exceeded target.
November 2025	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 2025	100% Met or exceeded target.
August 2025	100% Met or exceeded target.

September 2025	100% Met or exceeded target.
October 2025	100% Met or exceeded target.
November 2025	100% Met or exceeded target.

Online services for business

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 2025	99.32% Less than 2.5 percentage points from target
August 2025	100% Met or exceeded target.
September 2025	100% Met or exceeded target.
October 2025	100% Met or exceeded target.
November 2025	100% Met or exceeded target.

Online services for agents

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

To find out if Online services for agents is functioning normally or experiencing issues, see the dashboard.

Monthly service availability performance

Month	Percentage availability
July 2025	99.32% Less than 2.5 percentage points from target
August 2025	100% Met or exceeded target.
September 2025	100% Met or exceeded target.
October 2025	100% Met or exceeded target.
November 2025	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

Month	Percentage availability
July 2025	100% Met or exceeded target.
August 2025	100% Met or exceeded target.
September 2025	100% Met or exceeded target.
October 2025	100% Met or exceeded target.
November 2025	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
July 2025	100% Met or exceeded target.
August 2025	99.28% Less than 2.5 percentage points from target
September 2025	100%

	Met or exceeded target.
October 2025	99.67% Less than 2.5 percentage points from target
November 2025	100% Met or exceeded target.

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 2025	100% Met or exceeded target.
August 2025	100% Met or exceeded target.
September 2025	100% Met or exceeded target.
October 2025	100% Met or exceeded target.
November 2025	100% Met or exceeded target.

QC 58215

2024–25 IT systems availability performance report

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

Last updated 28 October 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.

Key for performance symbols

Key	Status
Green symbol	Met or exceeded target
Amber symbol	Less than 2.5 percentage points from target
Red symbol	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.
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.
June 2025	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
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%

	Less than 2.5 percentage points from target
April 2025	100% Met or exceeded target.
May 2025	100% Met or exceeded target.
June 2025	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.
June 2025	100% Met or exceeded target.

Online services for business

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% Less than 2.5 percentage points from target
April 2025	100% Met or exceeded target.
May 2025	100% Met or exceeded target.
June 2025	100% Met or exceeded target.

Online services for agents

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

To find out if Online services for agents is functioning normally or experiencing issues, see the 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% Less than 2.5 percentage points from target.
April 2025	100% Met or exceeded target.

May 2025	100% Met or exceeded target.
June 2025	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

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% Less than 2.5 percentage points from target.
April 2025	100% Met or exceeded target.
May 2025	100% Met or exceeded target.
June 2025	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
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	99.59% Amber symbol.
February 2025	100% Met or exceeded target.
March 2025	95.11% More than two and a half percentage points from target.
April 2025	100% Met or exceeded target.
May 2025	97.88% Amber symbol.
June 2025	100% Met or exceeded target.

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% Less than 2.5 percentage points from 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	95.93% More than two and a half percentage points from target.
April 2025	100% Met or exceeded target.
May 2025	99.89% Less than 2.5 percentage points from target
June 2025	100%

	Met or exceeded target.

QC 105555

2023–24 IT systems availability performance report

IT systems availability figures for the 2023–24 financial year

Last updated 12 November 2024

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

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 % 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.

Online Services for agents

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

To find out if Online Services for Agents 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.

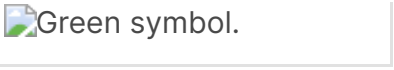
Australian Business Register (ABR)

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%



QC 103325

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