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SERVICE STANDARD PERFORMANCE REPORT
AUGUST 2015

OWNERS & BREEDERS SERVICES- AUGUST 2015

	Received	Processed	Actual July Processed
Horse Registrations	933	817	911
Change of Name	8	8	8

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total August	Actual July 2015
Registration Applications received and completed in the month					817	684
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					116	62
Registration Applications completed within 5 business days of receipt <i>(195 of 697 – 27.97% completed in 2 business days)</i>	90%	85.3%	-4.7%		673	672
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,206	1,483
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,424	2,547
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		94	198

TRAINERS & RACING SERVICES - AUGUST 2015

Calls Answered

13,025

Transactions

Online

68%

Phone

32%

Calls Answered Service

Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual July 2015
Call Answer	60% of calls to be answered in less than 60 seconds	60%	85%	+25%	11,135		78.20%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	8%	+22%	1,096		11.29%
Call Answer	10% of calls answered over two minutes	10%	6%	+4%	794		11.09%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.35 Mins	+1.15Mins	13,025		1.29 Mins

Racing Materials Compilation Service

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual July
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	99%	+1%		99%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99%	+1%		99%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	100%	+2%		99%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	100%	+2%		98%
		20 min official close where Emergencies	98%	100%	+2%		98%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	93,425	
Email – Sent by RA		118,414

RACING AUSTRALIA SYSTEMS - AUGUST 2015

Average Uptime Availability (or Mean Availability) AUGUST 2015						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual July 2015
Single National System	<u>5 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.99%	+0.09%		99.99%
Stable Assist	<u>5 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.99%	+0.09%		99.99%
Registrar of Racehorses <i>(To be merged with SNS)</i>	<u>5 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.99%	+0.09%		99.99%
REINS ASB System <i>(Merge with SNS being reviewed)</i>	<u>0 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Website	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.99%	+0.09%		100%
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%		100%
SMS & Email	<u>0 Minutes unplanned downtime in month</u> 44,640 Minutes in month	99.93%	99.99%	+0.06%		100%
Office Local Area Network	<u>0 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	100.00%	+0.10%		100%
Telco and Data Network	<u>0 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.99%	+0.09%		100%
PABX	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100.00%	+0.10%		100.00%

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard