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## SERVICE STANDARD PERFORMANCE REPORT AUGUST 2018

### OWNERS & BREEDERS SERVICES – AUGUST 2018

	Received	Processed	Actual July 2018 Processed
Horse Registrations	1,448	1,086	894
Change of Name	10	10	11

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual July 2018
Registration Applications received and completed in the month					1,031	968
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					417	274
Registration Applications completed within 5 business days of receipt <i>(562 of 1,031 – 54.51% completed in 2 business days)</i>	90%	91.36%	1.36%		942	791
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		840	1,033
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,251	959
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		82	80

### TRAINERS & RACING SERVICES - AUGUST 2018

Calls Answered
12,915

Transactions	
Online	Phone
78.74%	21.26%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual July 2018
Call Answer	60% of calls to be answered in less than 60 seconds	60%	77.62%	+17.62%	10,025		70.91%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	12.32%	+15.54%	1,591		15.54%
Call Answer	10% of calls answered over two minutes	10%	6.60%	+3.4%	853		9.33%
Call Answer	5 % of Calls Abandoned before being answered	5%	3.45%	+1.55%	446		4.22%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.20 Mins	1.20 Mins	12,915		1.18 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual July 2018
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	99.46%	+1.46%		100%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.46%	+1.46%		100%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	97.85%	-0.15%		99.46%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	100%	+2%		98.92%
		20 min official close where Emergencies	98%	100%	+2%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	107,921	
Email – Sent by RA		138,021

## RACING AUSTRALIA SYSTEMS - AUGUST 2018

Average Uptime Availability (or Mean Availability) August 2018					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual July 2018
Single National System	<u>55 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.88%	-0.02%	100%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Registrar of Racehorses (To be merged with SNS)	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System (Merge with SNS being reviewed)	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	99.94%
Racing Australia Website	<u>45 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.90%	+0.00%	99.93%
Racing Australia Private Label Websites	<u>45 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.90%	+0.00%	99.93%
Stud Book Websites	<u>20 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.96%	+0.06%	100%
SMS & Email	<u>0 Minutes unplanned downtime in month</u> 44,640 Minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	<u>25 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.95%	+0.05%	99.95%
Server Internal Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	<u>0 minutes unplanned downtime</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
PABX	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
<ul style="list-style-type: none"> <li>August 10<sup>th</sup> – Due to a user process the Oracle archive log destination reached its limit, that stopped users from connecting to PROD database and had to manually backup the logs and cleanup the space</li> </ul>					



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### Service Standard Legend

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