RACING AUSTRALIA
WWW.RACINGAUSTRALIA.HORSE

SERVICE STANDARD PERFORMANCE REPORT
DECEMBER 2015

OWNERS & BREEDERS SERVICES- DECEMBER 2015

	Received	Processed	Actual November Processed
Horse Registrations	743	884	991
Change of Name	1	1	2

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total October	Actual Nov 2015
Registration Applications received and completed in the month					709	736
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					34	161
Registration Applications completed within 5 business days of receipt *(327 of 709 – 46.12% completed in 2 business days)*	90%	88.57%	-1.43%	RED	602	689
DNA kits dispatched within 3 business days, including imports	100%	100%	0%	GREEN	180	162
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%	GREEN	356	339
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%	GREEN	79	105
High number of urgent applications requests (38% of processed) delayed processing of all the other applications.						

TRAINERS & RACING SERVICES - NOVEMBER 2015

Calls Answered
15,505

Transactions	
Online	**Phone**
69%	31%

Calls Answered Service

Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual Nov 2015
Call Answer	60% of calls to be answered in less than 60 seconds	60%	75%	+15%	11,668		73%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	14%	+16%	2,086		14%
Call Answer	10% of calls answered over two minutes	10%	11%	-1%	1,751		12%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.38 Mins	1.02 Mins	15,505		1.33 Mins

Racing Materials Compilation Service

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual Nov
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	93%	-5%		96%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99%	+1%		99%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	99%	+1%		98%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	98%	Nil		98%
		20 min official close where Emergencies	98%	98%	Nil		98%
Problems with RA website prior to 12pm close of Nominations on 21/12/15 resulted in delayed closing Nominations for 14 meetings.							

SMS & Email Communications

	Total SMS's	**Total Email's**
SMS – Sent by RA	84,481	
Email – Sent by RA		131,671

RACING AUSTRALIA SYSTEMS - DECEMBER 2015

Average Uptime Availability (or Mean Availability) DECEMBER 2015						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual Nov 2015
Single National System	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
Stable Assist	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
Registrar of Racehorses (To be merged with SNS)	0 minute unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
REINS ASB System (Merge with SNS being reviewed)	180 minute unplanned downtime in month 44,640 minutes in month	99.90%	99.60%	-0.30%		100%
Racing Australia Website	10 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.98%	+0.08%		99.98%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
SMS & Email	0 Minutes unplanned downtime in month 44,640 Minutes in month	99.93%	100%	+0.07%		100%
Office Local Area Network	0 minute unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
Telco and Data Network	60 minute unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
PABX	50 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.88%	-0.02%		100%
ASB website issues pre Christmas.						

Service Standard Legend

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