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SERVICE STANDARD PERFORMANCE REPORT SEPTEMBER 2015

OWNERS & BREEDERS SERVICES- SEPTEMBER 2015

	Received	Processed	Actual August Processed
Horse Registrations	935	1,186	817
Change of Name	4	4	8

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total September	Actual August 2015
Registration Applications received and completed in the month					869	817
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					251	116
Registration Applications completed within 5 business days of receipt <i>(187 of 869 – 21.51% completed in 2 business days)</i>	90%	65.47%	-24.53%		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



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TRAINERS & RACING SERVICES - SEPTEMBER 2015

Calls Answered

13,624

Transactions

Online

69%

Phone

31%

Calls Answered Service

Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual August 2015
Call Answer	60% of calls to be answered in less than 60 seconds	60%	64%	+4%	8,237		78.20%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	26%	+4%	3,338		11.29%
Call Answer	10% of calls answered over two minutes	10%	9%	+1%	1,198		11.09%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.39 Mins	+1.01 Mins	12,773		1.29 Mins

Excludes provider network outage impact.

Racing Materials Compilation Service

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual August
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%	98%	0%		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%	99%	+1%		98%
		20 min official close where Emergencies	98%	100%	+2%		98%

SMS & Email Communications

	Total SMS's	Total Email's
SMS – Sent by RA	75,224	
Email – Sent by RA		157,621

RACING AUSTRALIA SYSTEMS - SEPTEMBER 2015

Average Uptime Availability (or Mean Availability) SEPTEMBER 2015						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual August 2015
Single National System	5 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.99%	+0.09%		99.99%
Stable Assist	5 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.99%	+0.09%		99.99%
Registrar of Racehorses (To be merged with SNS)	5 minute unplanned downtime in month 43,200 minutes in month	99.90%	99.99%	+0.09%		99.99%
REINS ASB System (Merge with SNS being reviewed)	0 minute unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Website	5 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.99%	+0.09%		99.99%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%
SMS & Email	5 Minutes unplanned downtime in month 43,200 Minutes in month	99.93%	99.99%	+0.06%		99.99%
Office Local Area Network	30 minute unplanned downtime in month 43,200 minutes in month	99.90%	99.93%	+0.03%		100.00%
Telco and Data Network	30 minute unplanned downtime in month 43,200 minutes in month	99.90%	99.93%	+0.03%		99.99%
PABX	180 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.58%	-0.32%		100.00%
<ul style="list-style-type: none"> SNS and SA had 5 minutes downtime because of high COM+, reset the IIS to fix the issue. Email, Telco and Data Network outage due to service provider. 						

Service Standard Legend

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