



WWW.RACINGAUSTRALIA.HORSE

SERVICE STANDARD PERFORMANCE REPORT APRIL 2017

OWNERS & BREEDERS SERVICES - APRIL 2017

	Received	Processed	Actual March Processed
Horse Registrations	651	725	1,010
Change of Name	14	14	18

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total April	Actual March 2017
Registration Applications received and completed in the month					874	874
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					111	111
Registration Applications completed within 5 business days of receipt <i>(289 of 540 – 46% completed in 2 business days)</i>	90%	93.14%	+3.14%		503	790
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,295	3,071
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,784	2,003
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		45	91



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TRAINERS & RACING SERVICES - APRIL 2017

Calls Answered

13,547

Transactions

Online

81.08%

Phone

18.92%

Calls Answered Service

Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual March 2017
Call Answer	60% of calls to be answered in less than 60 seconds	60%	84.62%	+24.62%	11,463		88.31%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	11.62%	+18.38%	1,574		8.34%
Call Answer	10% of calls answered over two minutes	10%	3.76%	+6.65%	510		3.35%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.27 Mins	1.13 Mins	13,547		1.27 Mins

Racing Materials Compilation Service

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual March 2017
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	99.16%	+1.16%		98.57%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100%	+2%		99.04%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	100%	+2%		100%
Scratchings	RA	Final Scratchings to be released within no more than 15 min official close where no Emergencies	98%	100%	+2%		99.52%
		20 min official close where Emergencies	98%	100%	+2%		100%

SMS & Email Communications

	Total SMS's	Total Email's
SMS – Sent by RA	87,149	
Email – Sent by RA		151,067

RACING AUSTRALIA SYSTEMS - APRIL 2017

Average Uptime Availability (or Mean Availability) APRIL 2017						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual March 2017
Single National System	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.97%	+0.07%		100%
Stable Assist	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%
Registrar of Racehorses (To be merged with SNS)	0 minute unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%
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	80 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.82%	-0.08%		100%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%
SMS & Email	0 Minutes unplanned downtime in month 43,200 Minutes in month	99.93%	100%	+0.07%		100%
Office Local Area Network	0 minute unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%
Telco and Data Network	0 minute unplanned downtime in month 43,200 minutes in month	99.90%	99.90%	0.00%		99.86%
PABX	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%

*Intermittent problems with the Website due to scraping and code defect.
Easter Monday the Phone system was not set correctly affecting Service Centre operations.*

Service Standard Legend

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