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SERVICE STANDARD PERFORMANCE REPORT  
JUNE 2017

**OWNERS & BREEDERS SERVICES - JUNE 2017**

	Received	Processed	Actual May Processed
Horse Registrations	768	768	965
Change of Name	18	18	23

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total June	Actual May 2017
Registration Applications received and completed in the month					644	802
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					124	125
Registration Applications completed within 5 business days of receipt <i>481 of 644 – 74.68% completed in 2 business days</i>	90%	92.70%	+2.70%		597	741
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		957	1,491
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,344	2,508
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		98	0



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## TRAINERS & RACING SERVICES - JUNE 2017

Calls Answered	
14,252	

Transactions	
Online	Phone
81.38%	18.62%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual May 2017
Call Answer	60% of calls to be answered in less than 60 seconds	60%	83.95%	+23.95%	11,965		83.00%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	10.91%	+19.09%	1,555		11.73%
Call Answer	10% of calls answered over two minutes	10%	5.14%	+4.83%	732		5.27%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.27 Mins	1.13 Mins	14,252		1.24 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual May 2017
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98.91%	+0.91%		100%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100%	+2%		99.49%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	100%	+2%		98.47%
Scratchings	RA	Final Scratchings to be released within no more than 15 min official close where no Emergencies	98%	98.36%	+0.36%		100%
		20 min official close where Emergencies	98%	98.36%	+0.36%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	109,956	
Email – Sent by RA		257,962

## RACING AUSTRALIA SYSTEMS - JUNE 2017

Average Uptime Availability (or Mean Availability) June 2017					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual May 2017
Single National System	<u>90 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.79%	-0.11%	99.99%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Registrar of Racehorses <i>(To be merged with SNS)</i>	<u>0 minute unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System <i>(Merge with SNS being reviewed)</i>	<u>0 minute unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	<u>45 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.90%	+0.00%	99.97%
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> 43,200 Minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	<u>0 minute unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	<u>110 minute unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.75%	-0.15%	99.99%
PABX	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%

### Service Standard Legend

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