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SERVICE STANDARD PERFORMANCE REPORT  
MAY 2017

**OWNERS & BREEDERS SERVICES - MAY 2017**

	Received	Processed	Actual April Processed
Horse Registrations	927	965	725
Change of Name	23	23	14

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total May	Actual April 2017
Registration Applications received and completed in the month					802	874
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					125	111
Registration Applications completed within 5 business days of receipt <i>300 of 802 – 37% completed in 2 business days)</i>	90%	92.39%	+2.39%		741	503
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,491	1,295
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		2,508	1,784
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		0	45



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## TRAINERS & RACING SERVICES - MAY 2017

Calls Answered	
15,363	

Transactions	
Online	Phone
82.35%	17.65%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual April 2017
Call Answer	60% of calls to be answered in less than 60 seconds	60%	83.00%	+23.00%	12,752		84.62%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	11.73%	+18.27%	1,802		11.62%
Call Answer	10% of calls answered over two minutes	10%	5.27%	+4.73%	809		3.76%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.24 Mins	1.16 Mins	15,363		1.27 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual April 2017
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	100%	+2%		99.16%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.49%	+1.49%		100%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	98.47%	+0.47%		100%
Scratchings	RA	Final Scratchings to be released within no more than 15 min official close where no Emergencies	98%	100%	+2%		100%
		20 min official close where Emergencies	98%	100%	+2%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	73,183	
Email – Sent by RA		141,230

**RACING AUSTRALIA SYSTEMS - MAY 2017**

Average Uptime Availability (or Mean Availability) MAY 2017						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual April 2017
Single National System	<u>5 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.99%	+0.09%		99.97%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 44,640 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> 44,640 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> 44,640 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Website	<u>15 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.97%	+0.07%		99.82%
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		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>0 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%
Telco and Data Network	<u>5 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.99%	+0.09%		99.90%
PABX	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%

State wide outage to voice services at service provider Vocus caused a phone system outage.

Service Standard Legend

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