

**ANNUAL SERVICE STANDARD PERFORMANCE REPORT  
FOR THE 12 MONTHS ENDING JUNE 2019**

**OWNERS & BREEDERS SERVICES – FOR THE 12 MONTHS ENDING JUNE 2019**

	Received	Monthly Average Received	Processed	Monthly Average Processed
Horse Registrations	12,088	1,007.33	10,909	909.08
Change of Name	160	13.33	160	13.33

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total Annual	Monthly Average
Registration Applications received and completed					9,846	820.50
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					2,202	183.50
Registration Applications completed within 5 business days of receipt	90%	93.20%	+3.20%		9,157	763.08
DNA kits dispatched within 3 business days, including imports	100%	100%	Nil		14,603	1,216.92
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	Nil		13,591	1,132.58
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	Nil		988	82.33

**SERVICE CENTRE - FOR THE 12 MONTHS ENDING JUNE 2019**

Calls Answered
156,545

Transactions	
Online	Phone
77.24%	22.76%

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Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual Annual	Variation	Number of Calls	Monthly Average	Traffic Light
Call Answer	60% of calls to be answered in less than 60 seconds	60%	77.50%	+17.50%	120,610	10,050	
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	12.65%	+17.35%	19,680	1,640	
Call Answer	10% of calls answered over two minutes	10%	6.75%	+3.25%	10,884	907	
Call Answer	5 % of Calls Abandoned before being answered	5%	3.43%	+1.57%	5,371	448	
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.19 Mins	1.21 Mins	156,545	13,045	

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual Annual	Variance	Traffic Light
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	99.21%	+1.21%	
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.53%	+1.53%	
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	99.46%	+1.46%	
Scratching's	RA	Final Scratching's to be released within no more than				
		15 min official close where no Emergencies	98%	99.72%	+1.72%	
		20 min official close where Emergencies	98%	99.89%	+1.89%	

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Total SMS & Email Communications				
	Total SMS'S	Monthly Average	Total Emails	Monthly Average
SMS – Sent by RA	1,295,373	107,947		
Email – Sent by RA			2,159,936	179,994

### RACING AUSTRALIA SYSTEMS – 12 MONTHS ENDING JUNE 2019

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light
Single National System	<u>130 minutes unplanned downtime for year</u> 525,600 minutes in year	99.90%	99.97%	+0.07%	
Stable Assist	<u>120 minutes unplanned downtime for year</u> 525,600 minutes in year	99.90%	99.97%	+0.07%	
REINS ASB System (Merge with SNS being reviewed)	<u>10 minutes unplanned downtime for year</u> 525,600 minutes in year	99.90%	99.99%	+0.09%	
Racing Australia Website	<u>191 minutes unplanned downtime for year</u> 525,600 minutes in year	99.90%	99.96%	+0.06%	
Racing Australia Private Label Websites	<u>100 minutes unplanned downtime for year</u> 525,600 minutes in year	99.90%	99.98%	+0.08%	
Stud Book Website	<u>10 minutes unplanned downtime for year</u> 525,600 minutes in year	99.90%	99.99%	+0.09%	
SMS & Email	<u>0 minutes unplanned downtime for year</u> 525,600 minutes in year	99.93%	100.00%	+0.07%	
Office Local Area Network	<u>50 minutes unplanned downtime for year</u> 525,600 minutes in year	99.90%	99.99%	+0.09%	
Server Internal Network	<u>20 minutes unplanned downtime for year</u> 525,600 minutes in year	99.90%	99.99%	+0.09%	
Telco and Data Network	<u>30 minutes unplanned downtime for year</u> 525,600 minutes in year	99.90%	99.99%	+0.09%	
PABX	<u>90 minutes unplanned downtime for year</u> 525,600 minutes in year	99.90%	99.98%	+0.08%	



**Service Standard Legend**

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard
Green	Yellow	Red