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SERVICE STANDARD PERFORMANCE REPORT JUNE 2015

OWNERS & BREEDERS SERVICES- JUNE 2015

	Received	Processed	Actual May Processed
Horse Registrations	796	844	956
Change of Name	3	3	4

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total JUNE	Actual May 2015
Registration Applications received and completed in the month					722	735
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					74	63
Registration Applications completed within 5 business days of receipt (522 of 659 – 79.21%) completed in 2 business days)	90%	91.27%	+1.27%		659	672
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,112	1,483
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,664	2,547
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		49	198



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TRAINERS & RACING SERVICES - JUNE 2015

Calls Answered	
15,851	

Transactions	
Online	Phone
67.09%	32.91%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual May 2015
Call Answer	60% of calls to be answered in less than 60 seconds	60%	86%	+26%	13,661		80.5%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	9%	+21%	1,364		10%
Call Answer	10% of calls answered over two minutes	10%	5%	+5%	826		9.5%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.26 Mins	1.14 Mins	15,851		1:26 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual May
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	93%	-5%		98%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	97%	-1%		99%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	96%	-2%		99%
Scratchings	RA	Final Scratchings to be released within no more than 15 min official close where no Emergencies	98%	98%	0%		99%
		20 min official close where Emergencies	98%	100%	+2%		99%

Note: On 4 June 2015 Racing Australia's telecommunications (data) provider suffered a major outage which took out our primary and back-up data services. The outage affected other businesses across Victoria. A series of additional back-up processes and systems were subsequently implemented which meant that delays to the finalisation and release of race fields were minimal.

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	73,310	
Email – Sent by RA		114,750

RACING AUSTRALIA SYSTEMS - JUNE 2015

Average Uptime Availability (or Mean Availability) JUNE 2015						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual May 2015
Single National System	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%		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 (To be merged with SNS)	<u>0 minute unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%		100%
REINS ASB System (Merge with SNS being reviewed)	<u>0 minute unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Website	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	100%	99.99%	0%		99.98%
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	100%	100%	0%		100%
SMS & Email	<u>360 Minutes unplanned downtime in month</u> 43,200 Minutes in month	99.93%	99.16%	-0.77%		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>360 minute unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.16%	-0.74%		100%
PABX	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%		100%

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Service Standard Legend		
Meeting or Exceeding Service Standard	Within 1% of Service Standard	Greater than 1% below Service Standard