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SERVICE STANDARD PERFORMANCE REPORT
MAY 2018

OWNERS & BREEDERS SERVICES – MAY 2018

	Received	Processed	Actual April 2018 Processed
Horse Registrations	841	622	622
Change of Name	8	8	8

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual April 2018
Registration Applications received and completed in the month					581	581
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					260	260
Registration Applications completed within 5 business days of receipt <i>(430 of 803 – 53.54% completed in 2 business days)</i>	90%	43.71%	-46.29%		254	254
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,367	1,367
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,923	1,923
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		86	86

TRAINERS & RACING SERVICES - MAY 2018

Calls Answered
13,861

Transactions	
Online	Phone
77.77%	22.23%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual April 2018
Call Answer	60% of calls to be answered in less than 60 seconds	60%	78%	+18%	10,811		78.58%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	11.47%	+13.53%	1,590		11.95%
Call Answer	10% of calls answered over two minutes	10%	6.82%	+3.18%	945		6.09%
Call Answer	5 % of Calls Abandoned before being answered	5%	3.73%	+1.27%	515		3.39%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.19 Mins	1.21 Mins	13,861		1.27 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual April 2018
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	99.49%	+1.49%		98.04%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.49%	+1.49%		99.50%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	99.48%	+1.48%		99.50%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	99.48%	+1.48%		100%
		20 min official close where Emergencies	98%	100%	+2%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	108,360	
Email – Sent by RA		183,852

RACING AUSTRALIA SYSTEMS - MAY 2018

Average Uptime Availability (or Mean Availability) May 2018					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual April 2018
Single National System	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Registrar of Racehorses <i>(To be merged with SNS)</i>	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System <i>(Merge with SNS being reviewed)</i>	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Stud Book Websites	60 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.87%	-0.03%	100%
SMS & Email	0 Minutes unplanned downtime in month 44,640 Minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	99.98%
Server Internal Network	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	99.98%
Telco and Data Network	0 minutes unplanned downtime 44,640 minutes in month	99.90%	100%	+0.10%	99.98%
PABX	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	99.98%



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Service Standard Legend

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