



WWW.RACINGAUSTRALIA.HORSE

SERVICE STANDARD PERFORMANCE REPORT
NOVEMBER 2017

OWNERS & BREEDERS SERVICES - NOVEMBER 2017

| | Received | Processed | Actual October Processed |
|---------------------|----------|-----------|--------------------------|
| Horse Registrations | 973 | 1,108 | 1,141 |
| Change of Name | 18 | 18 | 45 |

| Monthly Calculation | Target Standard | Actual Standard | Variation | Traffic Light | Total | Actual October 2017 |
|--|-----------------|-----------------|-----------|---------------|-------|---------------------|
| Registration Applications received and completed in the month | | | | | 785 | 845 |
| Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required) | | | | | 188 | 257 |
| Registration Applications completed within 5 business days of receipt <i>(168 of 729 – 23.04% completed in 2 business days)</i> | 90% | 92.86% | +2.86% | | 729 | 739 |
| DNA kits dispatched within 3 business days, including imports | 100% | 100% | 0% | | 295 | 267 |
| DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports | 100% | 100% | 0% | | 518 | 617 |
| New Breeder, Brand and Veterinarian applications processed within 2 business days | 100% | 100% | 0% | | 154 | 135 |

TRAINERS & RACING SERVICES - NOVEMBER 2017

Calls Answered

14,724

Transactions

Online
80.00%

Phone
20.00%

| Calls Answered Service | | | | | | | |
|------------------------|--|------------------|-----------|-----------|-----------------|---------------|---------------------|
| Phase of Service | Service Standard | Service Standard | Actual | Variation | Number of Calls | Traffic Light | Actual October 2017 |
| Call Answer | 60% of calls to be answered in less than 60 seconds | 60% | 82.26% | +22.26% | 10,398 | | 82.26% |
| Call Answer | 25% of calls to be answered between 60 and 120 seconds | 25% | 10.39% | +14.61% | 2,209 | | 10.39% |
| Call Answer | 10% of calls answered over two minutes | 10% | 4.15% | +5.85% | 1,575 | | 4.15% |
| Call Answer | 5 % of Calls Abandoned before being answered | 5% | 3.20% | +1.80% | 542 | | 3.20% |
| Total Call Time | 2 minutes 40 seconds | 2.40 Mins | 1.29 Mins | 1.11 Mins | 14,724 | | 1.29 Mins |

| Racing Materials Compilation Service | | | | | | | |
|--------------------------------------|-----|---|-----------------|--------|--------|---------------|---------------------|
| Phase of Service | | Service Standard Average Monthly Calculation | Target Standard | Actual | Var | Traffic Light | Actual October 2017 |
| Nominations | RA | <i>Nominations to be Released within no more than 10 min official close</i> | 98% | 95.59% | -2.41% | | 99.50% |
| Riders | RA | Riders to be Released within no more than 18 min official close | 98% | 99.12% | +1.12% | | 92.54% |
| Acceptances | PRA | <i>Acceptances to be Released within no more than 15 min official close</i> | 98% | 99.12% | +1.12% | | 96.02% |
| Scratchings | RA | Final Scratchings to be released within no more than 15 min official close where no Emergencies | 98% | 97.36% | -0.64% | | 98.51% |
| | | 20 min official close where Emergencies | 98% | 98% | 100% | | 98% |

| SMS & Email Communications | | |
|----------------------------|-------------|---------------|
| | Total SMS's | Total Email's |
| SMS – Sent by RA | 86,636 | |
| Email – Sent by RA | | 162,385 |

RACING AUSTRALIA SYSTEMS - NOVEMBER 2017

| Average Uptime Availability (or Mean Availability) NOVEMBER 2017 | | | | | |
|--|---|---------------|---------------|-----------|---------------------|
| System | Monthly Calculation | Target Uptime | Actual Uptime | Variation | Actual October 2017 |
| Single National System | <u>1,110 minutes unplanned downtime in month</u> 43,200 minutes in month | 99.90% | 97.43% | -2.47% | 100% |
| Stable Assist | <u>1,110 minutes unplanned downtime in month</u> 43,200 minutes in month | 99.90% | 97.43% | -2.47% | 100% |
| Registrar of Racehorses <i>(To be merged with SNS)</i> | <u>720 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>300 minutes unplanned downtime in month</u> 43,200 minutes in month | 99.90% | 99.30% | -0.60% | 100% |
| Racing Australia Private Label Websites | <u>300 minutes unplanned downtime in month</u> 43,200 minutes in month | 99.90% | 99.30% | -0.60% | 100% |
| SMS & Email | <u>210 Minutes unplanned downtime in month</u> 43,200 Minutes in month | 99.93% | 99.51% | -0.42% | 100% |
| Office Local Area Network | <u>0 minute unplanned downtime in month</u> 43,200 minutes in month | 99.90% | 100% | +0.10% | 100% |
| Server Internal Network | <u>0 minutes unplanned downtime in month</u> 43,200 minutes in month | 99.90% | 100% | +0.10% | 100% |
| Telco and Data Network | <u>210 minute unplanned downtime in month</u> 43,200 minutes in month | 99.90% | 99.51% | -0.39% | 98.98% |
| 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 Service Standard | Within negative 1% of Service Standard | Below Service Standard |
|--------------------------|--|------------------------|
| Green | Yellow | Red |