SERVICE STANDARD PERFORMANCE REPORT
JUNE 2018

OWNERS & BREEDERS SERVICES – JUNE 2018

	Received	Processed	Actual May 2018 Processed
Horse Registrations	767	1,023	622
Change of Name	11	11	8

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual May 2018
Registration Applications received and completed in the month					737	895
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					30	54
Registration Applications completed within 5 business days of receipt *(220 of 377 – 29.00% completed in 2 business days)*	90%	94.70%	+4.70%		698	205
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,308	1,198
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,237	3,053
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		82	56

TRAINERS & RACING SERVICES - JUNE 2018

Calls Answered
12,682

Transactions	
Online	**Phone**
77.84%	22.16%

RACING AUSTRALIA
WWW.RACINGAUSTRALIA.HORSE

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual May 2018
Call Answer	60% of calls to be answered in less than 60 seconds	60%	75.60%	+15.6%	9,587		78%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	13.44%	+11.56%	1,705		11.47%
Call Answer	10% of calls answered over two minutes	10%	6.77%	+3.23%	859		6.82%
Call Answer	5 % of Calls Abandoned before being answered	5%	4.19%	+0.81%	531		3.73%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.19 Mins	1.21 Mins	12,682		1.19 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual May 2018
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	100%	+2%		99.49%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	97.92%	-0.08%		99.49%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	99.48%	+1.48%		99.48%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	100%	+2%		99.48%
		20 min official close where Emergencies	98%	100%	+2%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	78,798	
Email – Sent by RA		143,911

RACING AUSTRALIA SYSTEMS - JUNE 2018

Average Uptime Availability (or Mean Availability) June 2018					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual May 2018
Single National System	26 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.94%	+0.04%	100%
Stable Assist	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%
Registrar of Racehorses *(To be merged with SNS)*	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System *(Merge with SNS being reviewed)*	26 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.94%	+0.04%	100%
Racing Australia Website	26 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.94%	+0.04%	100%
Racing Australia Private Label Websites	26 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.94%	+0.04%	100%
Stud Book Websites	26 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.94%	+0.04%	99.87%
SMS & Email	26 Minutes unplanned downtime in month 43,200 Minutes in month	99.93%	99.94%	+0.01%	100%
Office Local Area Network	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	26 minutes unplanned downtime 43,200 minutes in month	99.90%	99.94%	+0.04%	100%
PABX	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%

Service Standard Legend

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