RACING AUSTRALIA
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ANNUAL SERVICE STANDARD PERFORMANCE REPORT
FOR THE 12 MONTHS ENDING JUNE 2016

OWNERS & BREEDERS SERVICES – FOR THE 12 MONTHS ENDING JUNE 2016

	Received	Monthly Average Received	Processed	Monthly Average Processed
Horse Registrations	10,072	839.33	11,545	962.08
Change of Name	45	3.75	46	3.83

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total Annual	Monthly Average
Registration Applications received and completed in the month					9,206	767.17
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					1,225	102.08
Registration Applications completed within 5 business days of receipt	90%	84.59%	-5.41%	🟥	7,784	648.67
DNA kits dispatched within 3 business days, including imports	100%	100%	Nil	🟩	15,126	1,260.50
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	Nil	🟩	14,712	1,226
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	Nil	🟩	994	82.83

TRAINERS & RACING SERVICES - FOR THE 12 MONTHS ENDING JUNE 2016

Calls Answered
167,531

Transactions	
Online	**Phone**
69%	31%

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%	78.85%	+18.85%	132,909	11,075	
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	12.94%	+17.06%	21,332	1,778	
Call Answer	10% of calls answered over two minutes	10%	8.21%	+1.79%	13,290	1,108	
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.34 Mins	1.06 Mins	167,531	13,961	

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual Annual	Variance	Traffic Light
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	98%	0%	
Riders	RA	Riders to be Released within no more than 18 min official close	98%	98.92%	+0.92%	
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	99%	+1.00%	
Scratchings	RA	Final Scratchings to be released within no more than				
		15 min official close where no Emergencies	98%	98.92%	+0.92%	
		20 min official close where Emergencies	98%	99.25%	+1.25%	

Total SMS & Email Communications				
	Total SMS'S	**Monthly Average**	**Total Emails**	**Monthly Average**
SMS – Sent by RA	989,501	82,458		
Email – Sent by RA			1,818,576	151,548

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RACING AUSTRALIA SYSTEMS – FOR THE 12 MONTHS ENDING JUNE 2016

	Average Uptime Availability (or Mean Availability)				
System	**Monthly Calculation**	**Target Uptime**	**Actual Uptime**	**Variation**	**Traffic Light**
Single National System	25 minutes unplanned downtime in month 525,600 minutes in month	99.90%	99.99%	+0.09%	🟩
Stable Assist	25 minutes unplanned downtime in month 525,600 minutes in month	99.90%	99.99%	+0.09%	🟩
Registrar of Racehorses *(To be merged with SNS)*	0 minute unplanned downtime in month 525,600 minutes in month	99.90%	100%	+0.10%	🟩
REINS ASB System *(Merge with SNS being reviewed)*	1,380 minute unplanned downtime in month 525,600 minutes in month	99.90%	99.74%	-0.16%	🟧
Racing Australia Website	80 minutes unplanned downtime in month 525,600 minutes in month	100%	99.99%	-0.01%	🟧
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 525,600 minutes in month	100%	100%	+0.00%	🟩
SMS & Email	1,480 Minutes unplanned downtime in month 525,600 Minutes in month	99.93%	99.72%	-0.21%	🟧
Office Local Area Network	60 minute unplanned downtime in month 525,600 minutes in month	99.90%	99.99%	+0.09%	🟩
Telco and Data Network	105 minute unplanned downtime in month 525,600 minutes in month	99.90%	99.98%	+0.08%	🟩
PABX	260 minutes unplanned downtime in month 525,600 minutes in month	99.90%	99.94%	+0.04%	🟩

Service Standard Legend

Meeting Service Standard	**Within negative 1% of Service Standard**	**Below Service Standard**
🟩	🟧	🟥