

**ANNUAL SERVICE STANDARD PERFORMANCE REPORT
FOR THE 12 MONTHS ENDING JUNE 2018**

OWNERS & BREEDERS SERVICES – FOR THE 12 MONTHS ENDING JUNE 2018

	Received	Monthly Average Received	Processed	Monthly Average Processed
Horse Registrations	10,232	852.67	10,816	901.33
Change of Name	199	16.58	205	17.08

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total Annual	Monthly Average
Registration Applications received and completed in the month					9,140	761.67
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					1,200	100.00
Registration Applications completed within 5 business days of receipt	90%	79.53%	-10.47%	Red	7,542	628.50
DNA kits dispatched within 3 business days, including imports	100%	100%	Nil	Green	14,418	1,201.50
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	Nil	Green	13,611	1,134.25
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	Nil	Green	1,164	97.00



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SERVICE CENTRE - FOR THE 12 MONTHS ENDING JUNE 2018

Calls Answered	
157,767	

Transactions	
Online	Phone
78.72%	21.28%

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%	77.76%	+17.76%	120,966	10,080	
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	12.32%	+17.68%	20,115	1,676	
Call Answer	10% of calls answered over two minutes	10%	6.42%	+3.58%	11,096	925	
Call Answer	5 % of Calls Abandoned before being answered	5%	3.50%	+1.50%	5,590	466	
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.27 Mins	1.13 Mins	157,767	13,147	

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual Annual	Variance	Traffic Light
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	99.89%	+1.89%	
Riders	RA	Riders to be Released within no more than 18 min official close	98%	98.62%	+0.62%	
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	99.13%	+1.13%	
Scratchings	RA	Final Scratchings to be released within no more than				
		15 min official close where no Emergencies	98%	99.19%	+1.19%	
		20 min official close where Emergencies	98%	99.32%	+1.32%	

Total SMS & Email Communications				
	Total SMS'S	Monthly Average	Total Emails	Monthly Average
SMS – Sent by RA	1,139,621	94,968		
Email – Sent by RA			2,322,769	193,564

RACING AUSTRALIA SYSTEMS – FOR THE 12 MONTHS ENDING JUNE 2018

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light
Single National System	<u>1,226 minutes unplanned downtime in month</u> 525,600 minutes in month	99.90%	99.76%	-0.14%	Yellow
Stable Assist	<u>1,110 minutes unplanned downtime in month</u> 525,600 minutes in month	99.90%	99.79%	-0.11%	Yellow
Registrar of Racehorses (To be merged with SNS)	<u>720 minutes unplanned downtime in month</u> 525,600 minutes in month	99.90%	99.87%	-0.03%	Yellow
REINS ASB System (Merge with SNS being reviewed)	<u>0 minutes unplanned downtime in month</u> 525,600 minutes in month	99.90%	100%	+0.10%	Green
Racing Australia Website	<u>441 minutes unplanned downtime in month</u> 525,600 minutes in month	100%	99.92%	-0.08%	Yellow
Racing Australia Private Label Websites	<u>421 minutes unplanned downtime in month</u> 525,600 minutes in month	100%	99.92%	-0.08%	Yellow
SMS & Email	<u>236 minutes unplanned downtime in month</u> 525,600 minutes in month	99.93%	99.95%	+0.02%	Green
Office Local Area Network	<u>0 minute unplanned downtime in month</u> 525,600 minutes in month	99.90%	100%	+0.10%	Green
Server Internal Network	<u>100 minutes unplanned downtime in month</u> 525,600 minutes in month	99.90%	99.98%	+0.08%	Green
Telco and Data Network	<u>886 minutes unplanned downtime in month</u> 525,600 minutes in month	99.90%	99.83%	-0.07%	Yellow
PABX	<u>0 minutes unplanned downtime in month</u> 525,600 minutes in month	99.90%	100%	+0.10%	Green



Service Standard Legend

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