



RACING
AUSTRALIA

**ANNUAL SERVICE STANDARD PERFORMANCE REPORT
FOR THE 12 MONTHS ENDING JUNE 2022**

	Received	Monthly Average Received	Processed	Monthly Average Processed
Horse Registrations	11,571	964.25	11,197	933.08
Change of Name	116	9.67	116	9.67

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total Annual	Monthly Average
Registration Applications received and completed					10,362	863.50
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					1,172	97.67
Registration Applications completed within 5 business days of receipt	90%	91.71%	+1.71%		9,495	791.25
DNA kits dispatched within 3 business days, including imports	100%	100%	Nil		13,653	1,137.75
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	Nil		13,623	1,135.25
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	Nil		1,548	129.00

Total SMS & Email Communications				
	Total SMS'S	Monthly Average	Total Emails	Monthly Average
SMS – Sent by RA	1,792,662	149,388.50		
Email – Sent by RA			2,737,494	228,124.50



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Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light
Single National System	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	
Stable Assist	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	
REINS ASB System (Merge with SNS being reviewed)	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	
Racing Australia Website	<u>30 minutes unplanned downtime for year</u> 525,600 minutes year to date	100%	99.99%	-0.01%	
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	100%	100.00%	0.00%	
Stud Book Website	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	100%	100.00%	0.00%	
SMS & Email	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.93%	100.00%	+0.07%	
Office Local Area Network	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	
Server Internal Network	<u>360 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	99.93%	+0.03%	
Telco and Data Network	<u>180 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	99.97%	+0.07%	
PABX	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	



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	Total Annual	Monthly Average
Thoroughbred Parentage Testing Samples	11,981	998.42
Thoroughbred DNA Self Comparison Samples	1,392	116.00
Other Breeds DNA Profiling Samples	4,923	410.25
Other Breeds Diagnostic Samples	4,685	390.42

	Category	Average Target Turnaround time	Average Actual turnaround time	Traffic Light
Thoroughbreds	Parentage verification	14 days	3.94 days	Green
	DNA self-comparison	14 days	3.69 days	Green
	DNA profiled only	14 days	4.21 days	Green

Service Standard Legend

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