SERVICE STANDARD PERFORMANCE REPORT
AUGUST 2016

OWNERS & BREEDERS SERVICES - AUGUST 2016

	Received	Processed	Actual July Processed
Horse Registrations	819	1,130	761
Change of Name	28	28	11

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total August	Actual July 2016
Registration Applications received and completed in the month					755	696
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					64	43
Registration Applications completed within 5 business days of receipt *(306 of 755 – 40.52% completed in 2 business days)*	90%	86.49%	-3.51%	🟥	653	633
DNA kits dispatched within 3 business days, including imports	100%	100%	0%	🟩	637	1,106
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%	🟩	1,094	820
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%	🟩	149	77

TRAINERS & RACING SERVICES - AUGUST 2016

Calls Answered
14,526

Transactions	
Online	**Phone**
75.55%	24.45%

Calls Answered Service

Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual July 2016
Call Answer	60% of calls to be answered in less than 60 seconds	60%	81.49%	+21.49%	11,837		75.52%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	12.09%	+17.91%	1,756		11.68%
Call Answer	10% of calls answered over two minutes	10%	6.42%	+3.58%	933		12.80%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.31 Mins	1.09 Mins	14,526		1.34 Mins

Racing Materials Compilation Service

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual July 2016
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	99.47%	+1.47%		98.47%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.47%	+1.47%		98.48%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	100%	+2.00%		98.47%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	100%	+2.00%		98.98%
		20 min official close where Emergencies	98%	100%	+2.00%		99.49%

SMS & Email Communications

	Total SMS's	Total Email's
SMS – Sent by RA	93,244	
Email – Sent by RA		126,520

RACING AUSTRALIA SYSTEMS - AUGUST 2016

System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual July 2016
Single National System	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		99.82%
Stable Assist	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
Registrar of Racehorses *(To be merged with SNS)*	0 minute unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
REINS ASB System *(Merge with SNS being reviewed)*	0 minute unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Website	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
SMS & Email	0 Minutes unplanned downtime in month 44,640 Minutes in month	99.93%	100%	+0.07%		100%
Office Local Area Network	0 minute unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
Telco and Data Network	0 minute unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
PABX	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		99.89%

The table above has the header "Average Uptime Availability (or Mean Availability) AUGUST 2016".

Service Standard Legend

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