# SERVICE STANDARD PERFORMANCE REPORT
## AUGUST 2018

| OWNERS & BREEDERS SERVICES – AUGUST 2018 | | | |
|---|---|---|---|

| | Received | Processed | Actual July 2018 Processed |
|---|---|---|---|
| Horse Registrations | 1,448 | 1,086 | 894 |
| Change of Name | 10 | 10 | 11 |

| Monthly Calculation | Target Standard | Actual Standard | Variation | Traffic Light | Total | Actual July 2018 |
|---|---|---|---|---|---|---|
| Registration Applications received and completed in the month | | | | | 1,031 | 968 |
| Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required) | | | | | 417 | 274 |
| Registration Applications completed within 5 business days of receipt *(562 of 1,031 – 54.51% completed in 2 business days)* | 90% | 91.36% | 1.36% | | 942 | 791 |
| DNA kits dispatched within 3 business days, including imports | 100% | 100% | 0% | | 840 | 1,033 |
| DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports | 100% | 100% | 0% | | 1,251 | 959 |
| New Breeder, Brand and Veterinarian applications processed within 2 business days | 100% | 100% | 0% | | 82 | 80 |
| | | | | | | |

| TRAINERS & RACING SERVICES - AUGUST 2018 | |
|---|---|

| Calls Answered |
|---|
| 12,915 |

| Transactions | |
|---|---|
| Online | Phone |
| 78.74% | 21.26% |

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| Calls Answered Service | | | | | | | |
|---|---|---|---|---|---|---|---|
| Phase of Service | Service Standard | Service Standard | Actual | Variation | Number of Calls | Traffic Light | Actual July 2018 |
| Call Answer | 60% of calls to be answered in less than 60 seconds | 60% | 77.62% | +17.62% | 10,025 | | 70.91% |
| Call Answer | 25% of calls to be answered between 60 and 120 seconds | 25% | 12.32% | +15.54% | 1,591 | | 15.54% |
| Call Answer | 10% of calls answered over two minutes | 10% | 6.60% | +3.4% | 853 | | 9.33% |
| Call Answer | 5 % of Calls Abandoned before being answered | 5% | 3.45% | +1.55% | 446 | | 4.22% |
| Total Call Time | 2 minutes 40 seconds | 2.40 Mins | 1.20 Mins | 1.20 Mins | 12,915 | | 1.18 Mins |

| Racing Materials Compilation Service | | | | | | | |
|---|---|---|---|---|---|---|---|
| Phase of Service | | Service Standard Average Monthly Calculation | Target Standard | Actual | Var | Traffic Light | Actual July 2018 |
| Nominations | RA | *Nominations to be Released within no more than 10 min official close* | 98% | 99.46% | +1.46% | | 100% |
| Riders | RA | Riders to be Released within no more than 18 min official close | 98% | 99.46% | +1.46% | | 100% |
| Acceptances | PRA | *Acceptances to be Released within no more than 15 min official close* | 98% | 97.85% | -0.15% | | 99.46% |
| Scratchings | RA | Final Scratchings to be released within no more than | | | | | |
| | | 15 min official close where no Emergencies | 98% | 100% | +2% | | 98.92% |
| | | 20 min official close where Emergencies | 98% | 100% | +2% | | 100% |

| SMS & Email Communications | | |
|---|---|---|
| | Total SMS's | Total Email's |
| SMS – Sent by RA | 107,921 | |
| Email – Sent by RA | | 138,021 |

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## RACING AUSTRALIA SYSTEMS - AUGUST 2018

| Average Uptime Availability (or Mean Availability) August 2018 | | | | | |
|---|---|---|---|---|---|
| System | Monthly Calculation | Target Uptime | Actual Uptime | Variation | Actual July 2018 |
| Single National System | 55 minutes unplanned downtime in month 44,640 minutes in month | 99.90% | 99.88% | -0.02% | 100% |
| 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 minutes unplanned downtime in month 44,640 minutes in month | 99.90% | 100% | +0.10% | 100% |
| REINS ASB System (Merge with SNS being reviewed) | 0 minutes unplanned downtime in month 44,640 minutes in month | 99.90% | 100% | +0.10% | 99.94% |
| Racing Australia Website | 45 minutes unplanned downtime in month 44,640 minutes in month | 99.90% | 99.90% | +0.00% | 99.93% |
| Racing Australia Private Label Websites | 45 minutes unplanned downtime in month 44,640 minutes in month | 99.90% | 99.90% | +0.00% | 99.93% |
| Stud Book Websites | 20 minutes unplanned downtime in month 44,640 minutes in month | 99.90% | 99.96% | +0.06% | 100% |
| SMS & Email | 0 Minutes unplanned downtime in month 44,640 Minutes in month | 99.93% | 100% | +0.07% | 100% |
| Office Local Area Network | 25 minutes unplanned downtime in month 44,640 minutes in month | 99.90% | 99.95% | +0.05% | 99.95% |
| Server Internal Network | 0 minutes unplanned downtime in month 44,640 minutes in month | 99.90% | 100% | +0.10% | 100% |
| Telco and Data Network | 0 minutes unplanned downtime 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% | 100% |
| | | | | | |

**Service Standard Legend**

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