



WWW.RACINGAUSTRALIA.HORSE

## SERVICE STANDARD PERFORMANCE REPORT AUGUST 2022

### OWNERS & BREEDERS SERVICES – AUGUST 2022

	Received	Processed	Actual July 2022 Processed
Horse Registrations	1,224	1,136	841
Change of Name	13	13	9

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual July 2022
Registration Applications received and completed in the month					1,070	858
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					154	36
Registration Applications completed within 5 business days of receipt <i>101 of 1,070 – 9.4% completed in 2 business days)</i>	90%	90.93%	0.93%		973	745
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		878	901
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,064	1,026
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		119	61

### TRAINERS & RACING SERVICES - AUGUST 2022

Calls Answered
13,283

Transactions	
Online	Phone
84.02%	15.98%



WWW.RACINGAUSTRALIA.HORSE

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual July 2022
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	94.39%	-3.61%		93.16%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	95.77%	-2.23%		100%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	99.53%	+1.53%		99.14%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	100.00%	+2.00%		100.00%
		20 min official close where Emergencies	98%	100.00%	+2.00%		100.00%
SMS & Email Communications							
		Total SMS's	Total Email's				
SMS – Sent by RA		151,401					
Email – Sent by RA			238,771				

## RACING AUSTRALIA SYSTEMS – AUGUST 2022

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual July 2022
Single National System	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Stud Book Websites	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
SMS & Email	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
PABX	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%

## EQUINE GENETICS RESEARCH CENTRE - AUGUST 2022

	Processed	Actual July 2022
Thoroughbred Parentage Testing Samples	954	1,168
Thoroughbred DNA Self Comparison Samples	83	134
Other Breeds DNA Profiling Samples	554	453
Other Breeds Diagnostic Samples	570	376

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time July 2022	Traffic Light
Parentage verification	14 days	5.90 days		3.60 days	
DNA self-comparison	14 days	5.00 days		3.10 days	
DNA profiled only	14 days	2.10 days		2.40 days	
Paternity testing	14 days	6.20 days		3.10 days	
Maternity testing	14 days	5.90 days		3.40 days	
Tokyo (Backup) panel testing	28 days	25.00 days		2.00 days	
Genetic disease tests	21 days	1.40 days		2.10 days	
Colour genetic tests	21 days	3.60 days		1.60 days	

### Service Standard Legend

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