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## SERVICE STANDARD PERFORMANCE REPORT DECEMBER 2018

### OWNERS & BREEDERS SERVICES – DECEMBER 2018

	Received	Processed	Actual November 2018 Processed
Horse Registrations	924	746	1,052
Change of Name	4	4	11

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual November 2018
Registration Applications received and completed in the month					746	946
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					178	122
Registration Applications completed within 5 business days of receipt <i>(241 of 746 – 32.30% completed in 2 business days)</i>	90%	92.89%	2.89%		693	889
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		239	235
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		298	550
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		50	132

### TRAINERS & RACING SERVICES - DECEMBER 2018

Calls Answered
11,997

Transactions	
Online	Phone
76.48%	23.52%



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Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual November 2018
Call Answer	60% of calls to be answered in less than 60 seconds	60%	79.30%	+19.30%	9,514		82.38%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	11.77%	+13.23%	1,412		12.46%
Call Answer	10% of calls answered over two minutes	10%	6.26%	+3.74%	751		4.65%
Call Answer	5 % of Calls Abandoned before being answered	5%	2.67%	+2.33%	320		3.44%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.18 Mins	1.22 Mins	11,997		1.18 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual November 2018
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	99.56%	+1.56%		100%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.56%	+1.56%		99.56%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	99.12%	+1.12%		99.56%
Scratchings	RA	Final Scratchings to be released within no more than 15 min official close where no Emergencies	98%	99.56%	+1.56%		99.56%
		20 min official close where Emergencies	98%	99.56%	+1.56%		99.56%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	108,641	
Email – Sent by RA		310,981

**RACING AUSTRALIA SYSTEMS - DECEMBER 2018**

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual November 2018
Single National System	<u>120 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.62%	-0.28%	100%
Stable Assist	<u>120 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.62%	-0.28%	100%
REINS ASB System <i>(Merge with SNS being reviewed)</i>	<u>10 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.98%	+0.08%	100%
Racing Australia Website	<u>10 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.98%	+0.08%	100%
Racing Australia Private Label Websites	<u>10 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.97%	+0.07%	100%
Stud Book Websites	<u>10 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.98%	+0.08%	100%
SMS & Email	<u>0 Minutes unplanned downtime in month</u> 43,200 Minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	<u>0 minutes unplanned downtime</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
PABX	<u>60 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.87%	-0.03%	100%



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### Service Standard Legend

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