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SERVICE STANDARD PERFORMANCE REPORT JANUARY 2017

OWNERS & BREEDERS SERVICES - JANUARY 2017

	Received	Processed	Actual December Processed
Horse Registrations	641	738	636
Change of Name	11	11	20

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total Nov	Actual December 2016
Registration Applications received and completed in the month					585	636
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					56	115
Registration Applications completed within 5 business days of receipt <i>(146 of 636 – 23% completed in 2 business days)</i>	90%	90.94%	+0.94%		532	604
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,535	122
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		193	486
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		89	55



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TRAINERS & RACING SERVICES - JANUARY 2017

Calls Answered

13,061

Transactions

Online
74.65%

Phone
25.35%

Calls Answered Service

Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual December 2016
Call Answer	60% of calls to be answered in less than 60 seconds	60%	84.30%	+24.30%	11,010		82.59%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	11.53%	+18.47%	1,506		12.76%
Call Answer	10% of calls answered over two minutes	10%	4.17%	+5.83%	545		4.65%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.30 Mins	1.10 Mins	13,061		1.36 Mins

Racing Materials Compilation Service

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual December 2016
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98.98%	+0.98%		100%
Riders	RA	<i>Riders to be Released within no more than 18 min official close</i>	98%	98.98%	+0.98%		98.65%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	98.98%	+0.98%		99.10%
Scratchings	RA	Final Scratchings to be released within no more than 15 min official close where no Emergencies	98%	100%	+2.00%		99.55%
		20 min official close where Emergencies	98%	100%	+2.00%		100%

SMS & Email Communications

	Total SMS's	Total Email's
SMS – Sent by RA	92,214	
Email – Sent by RA		145,826

RACING AUSTRALIA SYSTEMS - JANUARY 2017

Average Uptime Availability (or Mean Availability) JANUARY 2017						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual December 2016
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%
Registrar of Racehorses <i>(To be merged with SNS)</i>	<u>0 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%
REINS ASB System <i>(Merge with SNS being reviewed)</i>	<u>0 minute 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%
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 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%
Telco and Data Network	<u>0 minute 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%

Service Standard Legend

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