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SERVICE STANDARD PERFORMANCE REPORT
JULY 2016

OWNERS & BREEDERS SERVICES - JULY 2016

	Received	Processed	Actual June Processed
Horse Registrations	739	761	782
Change of Name	11	11	11

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total July	Actual June 2016
Registration Applications received and completed in the month					696	690
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					43	90
Registration Applications completed within 5 business days of receipt *(501 of 689 – 72.71% completed in 2 business days)*	90%	90.94%	+0.94%		633	641
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,106	1,097
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		820	1,282
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		77	63

TRAINERS & RACING SERVICES - JULY 2016

Calls Answered
13,612

Transactions	
Online	Phone
73.27%	26.73%

Calls Answered Service

Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual June 2016
Call Answer	60% of calls to be answered in less than 60 seconds	60%	75.52%	+15.52%	10,283		76%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	11.68%	+18.32%	1,588		14%
Call Answer	10% of calls answered over two minutes	10%	12.80%	+2.80%	1,741		9%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.34 Mins	1.06 Mins	13,612		1.30 Mins

Racing Materials Compilation Service

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual June 2016
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	98.47%	+0.47%		98%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	98.48%	+0.48%		99%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	98.47%	+0.47%		98%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	98.98%	+0.98%		98%
		20 min official close where Emergencies	98%	99.49%	+1.49%		99%

SMS & Email Communications

	Total SMS's	Total Email's
SMS – Sent by RA	79,653	
Email – Sent by RA		207,772

RACING AUSTRALIA SYSTEMS - JULY 2016

Average Uptime Availability (or Mean Availability) JULY 2016						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual June 2016
Single National System	78 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.82%	-0.08%		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 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%		99.94%
Office Local Area Network	0 minute unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		99.94%
Telco and Data Network	0 minute unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
PABX	42 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.89%	-0.01%		99.94%
Avaya phone system problem recognising extension logins. SNS technical issues.						

Service Standard Legend

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