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SERVICE STANDARD PERFORMANCE REPORT
JUNE 2016

OWNERS & BREEDERS SERVICES - JUNE 2016

	Received	Processed	Actual May Processed
Horse Registrations	780	782	838
Change of Name	11	11	4

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total June	Actual May 2016
Registration Applications received and completed in the month					690	744
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					90	64
Registration Applications completed within 5 business days of receipt *(501 of 689 – 72.71% completed in 2 business days)*	90%	92.89%	+2.89%		641	687
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,097	1,243
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,282	2,587
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		63	65

TRAINERS & RACING SERVICES - JUNE 2016

Calls Answered
15,147

Transactions	
Online	**Phone**
70%	30%

Calls Answered Service							
Phase of Service	**Service Standard**	**Service Standard**	**Actual**	**Variation**	**Number of Calls**	**Traffic Light**	**Actual May 2016**
Call Answer	60% of calls to be answered in less than 60 seconds	60%	76%	+16%	11,620		85%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	14%	+16%	2,121		10%
Call Answer	10% of calls answered over two minutes	10%	9%	+1%	1,406		5%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.30 Mins	1.10 Mins	15,147		1:31Mins

Racing Materials Compilation Service							
Phase of Service		**Service Standard Average Monthly Calculation**	**Target Standard**	**Actual**	**Var**	**Traffic Light**	**Actual May 2016**
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	98%	NIL		98%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99%	+1%		98%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	98%	NIL		98%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	98%	NIL		98%
		20 min official close where Emergencies	98%	99%	+1%		99%

SMS & Email Communications		
	Total SMS's	**Total Email's**
SMS – Sent by RA	82,643	
Email – Sent by RA		122,029

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RACING AUSTRALIA SYSTEMS - JUNE 2016

Average Uptime Availability (or Mean Availability) JUNE 2016						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual May 2016
Single National System	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%
Stable Assist	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%
Registrar of Racehorses *(To be merged with SNS)*	0 minute unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%
REINS ASB System *(Merge with SNS being reviewed)*	0 minute unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Website	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		100%
SMS & Email	30 Minutes unplanned downtime in month 43,200 Minutes in month	99.93%	99.94%	+0.01%		100%
Office Local Area Network	30 minute unplanned downtime in month 43,200 minutes in month	99.90%	99.94%	+0.04%		100%
Telco and Data Network	15 minute unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%		99.96%
PABX	30 minutes unplanned downtime in month 43,200 minutes in month	99.90%	99.94%	+0.04%		100%
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Service Standard Legend

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