RACING AUSTRALIA

WWW.RACINGAUSTRALIA.HORSE

SERVICE STANDARD PERFORMANCE REPORT
JUNE 2019

OWNERS & BREEDERS SERVICES – JUNE 2019

	Received	Processed	Actual May 2019 Processed
Horse Registrations	827	708	1,041
Change of Name	7	7	13

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual May 2019
Registration Applications received and completed in the month					673	859
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					154	111
Registration Applications completed within 5 business days of receipt *(438 of 673 – 65.08% completed in 2 business days)*	90%	90.78%	0.78%	🟩	611	888
DNA kits dispatched within 3 business days, including imports	100%	100%	0%	🟩	896	1,337
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%	🟩	1,200	2,640
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%	🟩	35	59

TRAINERS & RACING SERVICES - JUNE 2019

Calls Answered
14,401

Transactions	
Online	Phone
72.78%	27.22%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual May 2019
Call Answer	60% of calls to be answered in less than 60 seconds	60%	68.71%	+8.71%	9,895		77.04%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	17.23%	+7.77%	2,482		13.18%
Call Answer	10% of calls answered over two minutes	10%	9.94%	+0.06%	1,432		6%
Call Answer	5 % of Calls Abandoned before being answered	5%	4.11%	+0.89%	592		3.78%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.19 Mins	1.21 Mins	14,401		1.19 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual May 2019
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	99.56%	+1.56%		100%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100%	+2.00%		98.22%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	100%	+2.00%		100%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	99.12%	+1.12%		100%
		20 min official close where Emergencies	98%	99.56%	+1.56%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	95,590	
Email – Sent by RA		155,196

RACING AUSTRALIA SYSTEMS – JUNE 2019

Average Uptime Availability (or Mean Availability)					
System	**Monthly Calculation**	**Target Uptime**	**Actual Uptime**	**Variation**	**Actual May 2019**
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%
REINS ASB System *(Merge with SNS being reviewed)*	0 minutes 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%	99.97%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	99.99%
Stud Book Websites	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%
SMS & Email	0 Minutes unplanned downtime in month 43,200 Minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	0 minutes unplanned downtime 43,200 minutes in month	99.90%	100%	+0.10%	100%
PABX	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%

Service Standard Legend

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