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SERVICE STANDARD PERFORMANCE REPORT  
MARCH 2016

**OWNERS & BREEDERS SERVICES - MARCH 2016**

	Received	Processed	Actual February Processed
Horse Registrations	740	1,075	1,075
Change of Name	0	0	2

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total March	Actual Feb 2016
Registration Applications received and completed in the month					846	840
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					68	158
Registration Applications completed within 5 business days of receipt <i>(570 of 672 – 84.80% completed in 2 business days)</i>	90%	94.8%	+4.8%		637	745
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		3,144	2,400
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		1,887	769
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		65	107

**TRAINERS & RACING SERVICES - MARCH 2016**
**Calls Answered**

14,412

**Transactions**
**Online**

71%

**Phone**

29%

**Calls Answered Service**

Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual Feb 2016
Call Answer	60% of calls to be answered in less than 60 seconds	60%	85%	+25%	12,254		86%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	11%	+19%	1,604		9%
Call Answer	10% of calls answered over two minutes	10%	4%	+6%	554		5%
Total Call Time	2 minutes 40 seconds	2.40 Mins	+1.35Mins	+1.05Mins	14,412		1.35 Mins

**Racing Materials Compilation Service**

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual Feb 2016
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98%	Nil		98%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	98%	Nil		100%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	99%	+1%		98%
Scratchings	RA	Final Scratchings to be released within no more than 15 min official close where no Emergencies	98%	99%	+1%		100%
		20 min official close where Emergencies	98%	99%	+1%		100%

**SMS & Email Communications**

	Total SMS's	Total Email's
SMS – Sent by RA	83,222	
Email – Sent by RA		185,143

## RACING AUSTRALIA SYSTEMS - MARCH 2016

Average Uptime Availability (or Mean Availability) MARCH 2016						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual Feb 2016
Single National System	<u>5 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.98%	+0.08%		100%
Stable Assist	<u>5 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.98%	+0.08%		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>15 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.97%	+0.07%		99.97%
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>1,440 Minutes unplanned downtime in month</u> 44,640 Minutes in month	99.93%	100%	+0.10%		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