RACING AUSTRALIA

WWW.RACINGAUSTRALIA.HORSE

SERVICE STANDARD PERFORMANCE REPORT
MAY 2019

OWNERS & BREEDERS SERVICES – MAY 2019

	Received	Processed	Actual April 2019 Processed
Horse Registrations	970	1,041	654
Change of Name	13	13	22

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual April 2019
Registration Applications received and completed in the month					859	567
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					111	177
Registration Applications completed within 5 business days of receipt *(504 of 888 – 56.75% completed in 2 business days)*	90%	91.54%	1.54%		888	532
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,337	1,460
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		2,640	2,705
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		59	63

TRAINERS & RACING SERVICES - MAY 2019

Calls Answered
16,085

Transactions	
Online	**Phone**
74.19%	25.81%

WWW.RACINGAUSTRALIA.HORSE

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual April 2019
Call Answer	60% of calls to be answered in less than 60 seconds	60%	77.04%	+17.04%	12,392		69.67%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	13.18%	+11.82%	2,120		15.71%
Call Answer	10% of calls answered over two minutes	10%	6%	+4.00%	965		11.21%
Call Answer	5 % of Calls Abandoned before being answered	5%	3.78%	+1.22%	608		3.42%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.19 Mins	1.21 Mins	16,085		1.20 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual April 2019
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	100%	+2.00%		94.85%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	98.22%	+0.22%		100%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	100%	+2.00%		99.57%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	100%	+2.00%		100%
		20 min official close where Emergencies	98%	100%	+2.00%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	122,974	
Email – Sent by RA		169,464

RACING AUSTRALIA SYSTEMS – MAY 2019

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual April 2019
Single National System	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	99.98%
Stable Assist	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System *(Merge with SNS being reviewed)*	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	17 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.97%	+0.07%	99.98%
Racing Australia Private Label Websites	3 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.99%	+0.09%	100%
Stud Book 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%	100%
Office Local Area Network	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	99.96%
Telco and Data Network	0 minutes unplanned downtime 44,640 minutes in month	99.90%	100%	+0.10%	99.93%
PABX	0 minutes unplanned downtime in month 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