SERVICE STANDARD PERFORMANCE REPORT
NOVEMBER 2018

OWNERS & BREEDERS SERVICES – NOVEMBER 2018

	Received	Processed	Actual October 2018 Processed
Horse Registrations	1,068	1,052	1,065
Change of Name	11	11	15

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual October 2018
Registration Applications received and completed in the month					946	1,049
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					122	201
Registration Applications completed within 5 business days of receipt *(372 of 946 – 39.32% completed in 2 business days)*	90%	93.70%	+3.70%		889	983
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		235	234
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		550	535
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		132	173

TRAINERS & RACING SERVICES - NOVEMBER 2018

Calls Answered
13,585

Transactions	
Online	Phone
81.64%	18.36%

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Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual October 2018
Call Answer	60% of calls to be answered in less than 60 seconds	60%	82.38%	+22.38%	11,191		75.22%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	12.46%	+12.54%	1,295		12.46%
Call Answer	10% of calls answered over two minutes	10%	4.65%	+5.35%	632		9.02%
Call Answer	5 % of Calls Abandoned before being answered	5%	3.44%	+1.56%	467		3.33%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.18 Mins	1.22 Mins	13,585		1.22Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual October 2018
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	100%	+2.00%		99.52%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.56%	+1.56%		98.07%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	99.56%	+1.56%		99.51%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	99.56%	+1.56%		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	113,185	
Email – Sent by RA		177,127

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RACING AUSTRALIA SYSTEMS - NOVEMBER 2018

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual October 2018
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 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%	-0.03%	99.87%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 43,200 minutes in month	99.90%	100%	+0.10%	100%
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