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SERVICE STANDARD PERFORMANCE REPORT NOVEMBER 2019

OWNERS & BREEDERS SERVICES – NOVEMBER 2019

	Received	Processed	Actual October 2019 Processed
Horse Registrations	930	958	974
Change of Name	5	5	14

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual October 2019
Registration Applications received and completed in the month					693	984
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					237	180
Registration Applications completed within 5 business days of receipt <i>(326 of 693 – 47.04% completed in 2 business days)</i>	90%	92.64%	2.64%		642	900
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		265	183
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		477	496
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		120	128

TRAINERS & RACING SERVICES - NOVEMBER 2019

Calls Answered
14,557

Transactions	
Online	Phone
74.88%	25.12%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual October 2019
Call Answer	60% of calls to be answered in less than 60 seconds	60%	65.23%	+5.23%	9,495		73.46%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	14.99%	+10.01%	2,182		14.78%
Call Answer	10% of calls answered over two minutes	10%	14.63%	-4.63%	2,130		7.12%
Call Answer	5 % of Calls Abandoned before being answered	5%	5.15%	+0.15%	750		4.64%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.42 Mins	0.98 Min	14,557		1.41 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual October 2019
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	99.24%	+1.24%		99.57%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100%	+2.00%		100%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	99.62%	+1.62%		99.13%
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	125,563	
Email – Sent by RA		209,188

RACING AUSTRALIA SYSTEMS – NOVEMBER 2019

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual October 2019
Single National System	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System (Merge with SNS being reviewed)	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	<u>30 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.93%	+0.03%	99.99%
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Stud Book Websites	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
SMS & Email	<u>0 Minutes unplanned downtime in month</u> 43,200 Minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	<u>0 minutes unplanned downtime</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
PABX	<u>15 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.96%	+0.06%	100%

EQUINE GENETICS RESEARCH CENTRE – NOVEMBER 2019

	Processed	Actual October 2019
Thoroughbred Parentage Testing Samples	282	542
Thoroughbred DNA Self Comparison Samples	60	102
Other Breeds DNA Profiling Samples	423	465
Other Breeds Diagnostic Samples	347	392

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time October 2019	Traffic Light
Parentage verification	14 days	6.00 days	Green	5.60 days	Green
DNA self-comparison	14 days	5.60 days	Green	5.60 days	Green
DNA profiled only	14 days	4.50 days	Green	10.20 days	Green
Paternity testing	14 days	5.40 days	Green	7.00 days	Green
Maternity testing	14 days	6.20 days	Green	6.10 days	Green
Tokyo (Backup) panel testing	28 days	22.90 days	Green	34.00 days	Red
Genetic disease tests	21 days	6.20 days	Green	6.20 days	Green
Colour genetic tests	21 days	6.20 days	Green	7.90 days	Green

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard
Green	Yellow	Red