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## SERVICE STANDARD PERFORMANCE REPORT NOVEMBER 2020

### OWNERS & BREEDERS SERVICES – NOVEMBER 2020

	Received	Processed	Actual October 2020 Processed
Horse Registrations	1,225	1,136	1,419
Change of Name	11	11	4

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual October 2020
Registration Applications received and completed in the month					1,095	1,138
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					130	141
Registration Applications completed within 5 business days of receipt <i>(401 of 1,095 – 36.62% completed in 2 business days)</i>	90%	90.42%	0.42%		998	1,029
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		131	530
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		520	629
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		86	146

### TRAINERS & RACING SERVICES - NOVEMBER 2020

Calls Answered
12,811

Transactions	
Online	Phone
75.80%	24.20%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual October 2020
Call Answer	60% of calls to be answered in less than 60 seconds	60%	64.36%	+4.36%	8,225		62.15%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	25.60%	+0.60%	3,271		26.25%
Call Answer	10% of calls answered over two minutes	10%	6.90%	+3.10%	881		8.90%
Call Answer	5 % of Calls Abandoned before being answered	5%	3.40%	+1.60%	434		2.96%
Total Call Time	2 minutes 40 seconds	2.40 Mins	2.20 Mins	0.20 Min	12,811		2.07 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual October 2020
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98.25%	+0.25%		98.71%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100%	+2.00%		98.47%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	98.69%	+0.69%		100%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	98.57%	+1.57%		100%
		20 min official close where Emergencies	98%	98.57%	+1.57%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	154,045	
Email – Sent by RA		263,196

**RACING AUSTRALIA SYSTEMS – NOVEMBER 2020**

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual October 2020
Single National System	<u>30 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.93%	+0.03%	99.93%
Stable Assist	<u>30 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.93%	+0.03%	99.93%
REINS ASB System	<u>10 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.97%	+0.10%	100%
Racing Australia Website	<u>44 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.90%	+0.07%	99.97%
Racing Australia Private Label Websites	<u>15 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.96%	+0.06%	99.96%
Stud Book Websites	<u>44 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.90%	+0.09%	99.99%
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>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%

**EQUINE GENETICS RESEARCH CENTRE – NOVEMBER 2020**

	Processed	Actual October 2020
Thoroughbred Parentage Testing Samples	341	550
Thoroughbred DNA Self Comparison Samples	119	128
Other Breeds DNA Profiling Samples	443	347
Other Breeds Diagnostic Samples	408	488

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time October 2020	Traffic Light
Parentage verification	14 days	4.80 days	Green	4.40 days	Green
DNA self-comparison	14 days	3.20 days	Green	3.60 days	Green
DNA profiled only	14 days	3.90 days	Green	1.20 days	Green
Paternity testing	14 days	4.60 days	Green	3.10 days	Green
Maternity testing	14 days	4.30 days	Green	5.10 days	Green
Tokyo (Backup) panel testing	28 days	N/A	Green	23 days	Green
Genetic disease tests	21 days	2.70 days	Green	2.70 days	Green
Colour genetic tests	21 days	3.90 days	Green	6.20 days	Green

**Service Standard Legend**

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