



WWW.RACINGAUSTRALIA.HORSE

## SERVICE STANDARD PERFORMANCE REPORT NOVEMBER 2022

### OWNERS & BREEDERS SERVICES – NOVEMBER 2022

	Received	Processed	Actual October 2022 Processed
Horse Registrations	1,029	1,086	981
Change of Name	11	11	3

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual September 2022
Registration Applications received and completed in the month					997	949
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					32	91
Registration Applications completed within 5 business days of receipt <i>147 of 997 – 14.74% completed in 2 business days)</i>	90%	92.07%	2.07%		918	858
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		277	170
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		523	557
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		121	154

### TRAINERS & RACING SERVICES - NOVEMBER 2022

Calls Answered
12,125

Transactions	
Online	Phone
86.42%	13.58%



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Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual October 2022
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	92.98%	-5.02%		91.12%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100%	+2.00%		98.43%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	100%	+2.00%		97.29%
Scratching's	RA	Final Scratching's 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		194,079					
Email – Sent by RA			223,258				

**RACING AUSTRALIA SYSTEMS – NOVEMBER 2022**

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual October 2022
Single National System	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	99.99%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Private Label Websites	<u>24 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.94%	+0.04%	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 in month</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 2022

	Processed	Actual October 2022
Thoroughbred Parentage Testing Samples	376	465
Thoroughbred DNA Self Comparison Samples	10	82
Other Breeds DNA Profiling Samples	437	482
Other Breeds Diagnostic Samples	478	612

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time October 2022	Traffic Light
Parentage verification	14 days	4.50 days	Green	4.20 days	Green
DNA self-comparison	14 days	3.60 days	Green	3.40 days	Green
DNA profiled only	14 days	4.10 days	Green	4.70 days	Green
Paternity testing	14 days	3.80 days	Green	4.10 days	Green
Maternity testing	14 days	3.90 days	Green	2.10 days	Green
Tokyo (Backup) panel testing	28 days	27.10 days	Green	N/A days	Green
Genetic disease tests	21 days	2.10 days	Green	3.40 days	Green
Colour genetic tests	21 days	3.40 days	Green	2.20 days	Green

### Service Standard Legend

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