SERVICE STANDARD PERFORMANCE REPORT
OCTOBER 2015

OWNERS & BREEDERS SERVICES- OCTOBER 2015		

	Received	Processed	Actual September Processed
Horse Registrations	1,010	1,335	1,186
Change of Name	2	2	4

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total October	Actual Sept 2015
Registration Applications received and completed in the month					911	869
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					99	251
Registration Applications completed within 5 business days of receipt *(176 of 911 – 19.31% completed in 2 business days)*	90%	41.71%	-48.29%	🟥	569	673
DNA kits dispatched within 3 business days, including imports	100%	100%	0%	🟩	157	1,206
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%	🟩	604	1,424
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%	🟩	105	94

- *September and October are the busiest months historically for processing applications*
- *41.71% applications were processed in 5 days, 79.6% of applications were processed within 10 days*
- *11.7% of applications were processed the same day that were received in the office as 'urgent' to be able to either nominate or trial the same or next day*

TRAINERS & RACING SERVICES - OCTOBER 2015

Calls Answered
12,929

Transactions	
Online	**Phone**
69%	31%

Calls Answered Service

Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual Sept 2015
Call Answer	60% of calls to be answered in less than 60 seconds	60%	74%	+14%	9,583		64%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	15%	+15%	2,003		26%
Call Answer	10% of calls answered over two minutes	10%	10%	Nil	1,343		9%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.37Mins	+1.03Mins	12,929		1.39 Mins

Racing Materials Compilation Service

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual Sept
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	99%	+1%		99%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100%	+2%		98%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	100%	+2%		100%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	100%	+2%		99%
		20 min official close where Emergencies	98%	100%	+2%		100%

SMS & Email Communications

	Total SMS's	Total Email's
SMS – Sent by RA	91,819	
Email – Sent by RA		160,888

RACING AUSTRALIA SYSTEMS - OCTOBER 2015

Average Uptime Availability (or Mean Availability) OCTOBER 2015						
System	**Monthly Calculation**	**Target Uptime**	**Actual Uptime**	**Variation**	**Traffic Light**	**Actual Sept 2015**
Single National System	5 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.99%	+0.09%		99.99%
Stable Assist	5 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.99%	+0.09%		99.99%
Registrar of Racehorses *(To be merged with SNS)*	5 minute unplanned downtime in month 44,640 minutes in month	99.90%	99.99%	+0.09%		99.99%
REINS ASB System *(Merge with SNS being reviewed)*	0 minute unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
Racing Australia Website	5 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.99%	+0.09%		99.99%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%		100%
SMS & Email	5 Minutes unplanned downtime in month 44,640 Minutes in month	99.93%	99.99%	+0.06%		99.99%
Office Local Area Network	0 minute unplanned downtime in month 44,640 minutes in month	99.90%	99.93%	+0.03%		99.93%
Telco and Data Network	60 minute unplanned downtime in month 44,640 minutes in month	99.90%	99.87%	-0.03%		99.93%
PABX	60 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.87%	-0.03%		99.58%
• *Email, Telco and Data Network outage due to service provider.*						

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard