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SERVICE STANDARD PERFORMANCE REPORT OCTOBER 2020

OWNERS & BREEDERS SERVICES – OCTOBER 2020

	Received	Processed	Actual September 2020 Processed
Horse Registrations	1,279	1,419	1,387
Change of Name	4	4	9

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual September 2020
Registration Applications received and completed in the month					1,138	1,340
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					141	148
Registration Applications completed within 5 business days of receipt <i>(272 of 1,029 – 26.43% completed in 2 business days)</i>	90%	90.42%	0.42%		1,029	1,211
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		530	404
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		629	720
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		146	160

TRAINERS & RACING SERVICES - OCTOBER 2020

Calls Answered
14,276

Transactions	
Online	Phone
77.01%	22.99%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual September 2020
Call Answer	60% of calls to be answered in less than 60 seconds	60%	62.15%	+2.15%	8,850		60.41%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	26.25%	+1.25%	3,738		26.75%
Call Answer	10% of calls answered over two minutes	10%	8.90%	+1.10%	1,267		10.21%
Call Answer	5 % of Calls Abandoned before being answered	5%	2.96%	+2.04%	421		2.63%
Total Call Time	2 minutes 40 seconds	2.40 Mins	2.07 Mins	0.33 Min	14,276		2.11 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual September 2020
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98.71%	+0.71%		98.01%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	98.47%	+0.47%		100%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	100%	+2.00%		99.98%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	100%	+2.00%		98.50%
		20 min official close where Emergencies	98%	100%	+2.00%		98.50%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	153,325	
Email – Sent by RA		230,664

RACING AUSTRALIA SYSTEMS – OCTOBER 2020

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual September 2020
Single National System	<u>30 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.93%	+0.03%	99.99%
Stable Assist	<u>30 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.93%	+0.03%	99.99%
REINS ASB System	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	<u>10 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.97%	+0.07%	99.99%
Racing Australia Private Label Websites	<u>15 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.96%	+0.06%	99.99%
Stud Book Websites	<u>5 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.99%	+0.09%	100%
SMS & Email	<u>0 Minutes unplanned downtime in month</u> 44,640 Minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	99.99%
Telco and Data Network	<u>0 minutes unplanned downtime</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
PABX	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%

EQUINE GENETICS RESEARCH CENTRE – OCTOBER 2020

	Processed	Actual September 2020
Thoroughbred Parentage Testing Samples	550	596
Thoroughbred DNA Self Comparison Samples	128	110
Other Breeds DNA Profiling Samples	347	415
Other Breeds Diagnostic Samples	488	502

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time September 2020	Traffic Light
Parentage verification	14 days	4.40 days	Green	4.20 days	Green
DNA self-comparison	14 days	3.60 days	Green	2.20 days	Green
DNA profiled only	14 days	1.20 days	Green	3.50 days	Green
Paternity testing	14 days	3.10 days	Green	3.50 days	Green
Maternity testing	14 days	5.10 days	Green	2.80 days	Green
Tokyo (Backup) panel testing	28 days	23 days	Green	N/A days	Green
Genetic disease tests	21 days	2.70 days	Green	4.80 days	Green
Colour genetic tests	21 days	6.20 days	Green	19 days	Green

Service Standard Legend

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