RACING AUSTRALIA
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SERVICE STANDARD PERFORMANCE REPORT
SEPTEMBER 2017

OWNERS & BREEDERS SERVICES - SEPTEMBER 2017

	Received	Processed	Actual August Processed
Horse Registrations	897	1,038	1,248
Change of Name	16	16	22

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total August	Actual August 2017
Registration Applications received and completed in the month					844	927
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					53	126
Registration Applications completed within 5 business days of receipt *(147 of 793 – 18.53% completed in 2 business days)*	90%	93.95%	+3.95%	🟩	793	849
DNA kits dispatched within 3 business days, including imports	100%	100%	0%	🟩	542	773
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%	🟩	768	1,012
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%	🟩	198	116

TRAINERS & RACING SERVICES - SEPTEMBER 2017

Calls Answered
13,813

Transactions	
Online	**Phone**
82.89%	17.11%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual August 2017
Call Answer	60% of calls to be answered in less than 60 seconds	60%	77.23%	+17.23%	10,668		81.75%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	13.51%	+11.49%	1,866		10.64%
Call Answer	10% of calls answered over two minutes	10%	5.86%	+4.14%	810		4.23%
Call Answer	5 % of Calls Abandoned before being answered	5%	3.40%	+1.60%	469		3.38%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.29 Mins	1.11 Mins	13,813		1.26 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual August 2017
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	98.45%	+0.45%		100%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	98%	0%		98.36%
Acceptances	PRA	*Acceptances to be Released within no more than 15 min official close*	98%	98%	0%		99.45%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	98%	0%		100%
		20 min official close where Emergencies	98%	98%	0%		100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	90,384	
Email – Sent by RA		144,678

RACING AUSTRALIA SYSTEMS - SEPTEMBER 2017

Average Uptime Availability (or Mean Availability) SEPTEMBER 2017					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual August 2017
Single National System	<u>90 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%
Registrar of Racehorses *(To be merged with SNS)*	<u>720 minute unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	98.38%
REINS ASB System *(Merge with SNS being reviewed)*	<u>0 minute unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	<u>10 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.98%	+0.08%	100%
Racing Australia Private Label Websites	<u>35 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	99.92%
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 minute 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>520 minute unplanned downtime in month</u> 43,200 minutes in month	99.90%	98.80%	-0.10%	100%
PABX	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%

Service Standard Legend

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