



WWW.RACINGAUSTRALIA.HORSE

SERVICE STANDARD PERFORMANCE REPORT JANUARY 2016

OWNERS & BREEDERS SERVICES- JANUARY 2016

	Received	Processed	Actual December Processed
Horse Registrations	720	822	884
Change of Name	0	0	1

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total January	Actual Dec 2015
Registration Applications received and completed in the month					671	709
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					49	34
Registration Applications completed within 5 business days of receipt <i>(327 of 709 – 46.12% completed in 2 business days)</i>	90%	82%	-8%		551	602
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,563	180
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		339	356
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		52	79
<i>Combination of annual leave over the Christmas and New Year period combined with the start of identifying the foal crop.</i>						



WWW.RACINGAUSTRALIA.HORSE

TRAINERS & RACING SERVICES - JANUARY 2016

Calls Answered

12,624

Transactions

Online

67%

Phone

33%

Calls Answered Service

Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual Dec 2015
Call Answer	60% of calls to be answered in less than 60 seconds	60%	85%	+25%	10,815		75%
Call Answer	30% of calls to be answered between 60 and 120 seconds	30%	10%	+20%	1,238		14%
Call Answer	10% of calls answered over two minutes	10%	5%	+5%	571		11%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.35 Mins	1.05 Mins	12,624		1.38 Mins

Racing Materials Compilation Service

Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual Dec
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98%	Nil		93%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	98%	Nil		99%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	99%	+1%		98%
Scratchings	RA	Final Scratchings to be released within no more than 15 min official close where no Emergencies	98%	99%	+1%		98%
		20 min official close where Emergencies	98%	100%	+2%		98%

SMS & Email Communications

	Total SMS's	Total Email's
SMS – Sent by RA	108,167	
Email – Sent by RA		172,077

RACING AUSTRALIA SYSTEMS - JANUARY 2016

Average Uptime Availability (or Mean Availability) JANUARY 2016						
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light	Actual Dec 2015
Single National System	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%
Registrar of Racehorses <i>(To be merged with SNS)</i>	<u>0 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%
REINS ASB System <i>(Merge with SNS being reviewed)</i>	<u>0 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		96.91%
Racing Australia Website	<u>10 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.98%	+0.08%		99.98%
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		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 minute unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%		100%
Telco and Data Network	<u>0 minute unplanned downtime in month</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%		99.88%

Service Standard Legend

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