Branch: CS	Note: Published KPIs are for public information purposes only, certain information may be excluded from the published version due to security reasons
Technical indicator descriptions:	**Passports Live capture**
Target title for 2014/15	Identify the title of the target
APP 1.1.5	90% of machine readable passports issued within 13 working days (new live capture process) for applications collected and processed within the RSA
Indicator / Measure title	Identify the title of the indicator
	Percentage (%) of machine readable passports (new live capture process) issued within 13 working days for applications collected and processed within the RSA (from date of receipt of application until passport is scanned at office of application).
Short definition	Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator
	To issue 90% of passports (new live capture process) within 13 working days. This applies to the new live capture process.
Purpose/importance	Explain what the indicator is intended to show and why it is important
	The departments service standards in terms of the issuance of passports (live) is critical to ensure that our clients receive transparent services with a level of predictability in terms of the duration required to finalize / issue live capture passports. This is also critical to show efficiency in operations. Delays in issuance of passports may have a detrimental impact on economic development for the country.
Source documentation/information used	Describe where the information comes from i.e. source of information that is used as a basis for actual performance achievements
	Live capture sub-system
Description of the source	A description of where the information originates from - by indicating name of responsible unit, person/designation etc.
	Director (Travel Documents & Citizenship)
Description of processing activities (where applicable).	Document the understanding for the performance processing for each target
	Refer to activity sheet
Standard operating procedure	For each indicator or target indicate the standard operating procedure (where applicable):
	No. A new Standard Operating procedure will need to be developed and approved. However, this SOP will be developed as per "system design".
System used	Name of system used to process performance information:

	Live Capture sub-system
Type of system	**Electronic or manual:**
	Machine Readable Passport System
Method of calculation	**Describe clearly and specifically how the indicator is calculated**
	Data is extracted from the Machine Readable Passport System. The data provides two critical dates used for the calculation. These dates are (1) date of application and (2) date product was received at the local office. All data is imported into an excel spreadsheet for purposes of calculation. The following formula is used for measurement of each set of dates: =networking days (start date, end date, public holidays). Once calculated, a summary is created depicting the total number of applications finalized within the 13 working day threshold versus those processed above the threshold. The total number of applications processed within the threshold is then compared against the total population of passports issued in order to deduce a percentage.
Baseline calculated against	**Indicate the performance as at the end of previous financial year**
	This is a new target.
Availability of total population	**The total population refers to the number and / or list of all members in a defined group. (If the indicator is a rate or percentage, indicate the numerator)**
	The population refers to all passports issued and received by the application office.
Unit of measure	**In what unit will the indicator be captured? (percentage/number/currency)**
	The primary unit of measure is percentage and secondary unit of measurement is number
Data limitations	**Identify any limitation with the indicator data/other, including factors that might be beyond the DHA's control**
	It should be noted that although the system is operational, there are still technical challenges experienced which will be progressively fixed. All data extracted and tested will have to be carefully scrutinized. Furthermore, an electronic application archive is also being planned for implementation with the live capture solution. This electronic archive will eliminate the collection of manual application forms from clients. The electronic archive will have to be thoroughly tested over the first year before quality (or quantity) can be guaranteed. As the live capture sub-system is still new, additional data limitations will be identified as the financial year progresses (where applicable).
Output reporting	**Indicate responsibilities regarding output reporting, archiving, key steps iro reporting, data extraction,calculation and the checking thereof (where applicable)**
	1. Who is responsible for reporting at business level?

	Director (Travel Documents & Citizenship)
	2. Who archives the reports i.e. the person the AG will be in touch with for any form of business related reporting / Where can the collated information be found? / operational reporting level
	Chief Director: Civic Services Support
	3. Activities/steps that goes into reporting at business level?:
	Monthly data extraction (or collection) and analysis by relevant business unit Monthly reporting signed-off by the relevant business unit Senior Manager Consolidation of monthly evidence by the CS Support Consolidation of monthly reports by the CS Support Monthly progress reporting at the CS Branch Meeting Quarterly reporting to the Departmental Performance Review committee (Reports submitted to Directorate M&E as part of quality assurance for quarterly reviews Annual reporting in annual report.
	4. Who extracts data and frequency? (Designation of official)
	Senior Specialist at the Chief Directorate: Application Management at Information Services.
	5. Who checks data extraction? (Designation of official)
	Deputy Director: Planning, Monitoring & Evaluation, Civic Services Support
	6. Who does the calculation? (Designation of official)
	Chief Administration Clerk, Civic Services Support
	7. Who checks the calculation? (Designation of official)
	Deputy Director: Planning, Monitoring & Evaluation, Civic Services Support
Frequency of reporting on this indicator	Indicate: e.g. monthly, quarterly and annually
	Monthly, quarterly and annually
Desired performance	Identify whether actual performance that is higher or lower than the targeted performance is desirable
	Issue 90% of passports within 13 working days.
New indicator:	Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year.

	No	
Calculation type:	Identifies whether the reported performance is cumulative, or non-cumulative	
	Non-cumulative	
Type of indicator:	Identifies whether the indicator is measuring inputs, activities, outputs, outcomes or impact, or some other dimension of performance such as efficiency, economy or equity.	
	Output(target) and efficiency	

	Key activity list (sheet):			
Annual target: (1.1.5)	90% of machine readable passports issued within 13 working days (new live capture process) for applications collected and processed within the RSA			
Number	**Activity**	**Responsibility for Each Activity**	**Evidence for Each Activity**	**% weight for each activity** (importance of activity in relation to achieving the target)
1	Applicant completes application on live capture system and actual application form	DMO	Application forms on request	15%
2	Processing at head office	D:TD	Track & trace report	50%
3	Passport section quality assures passport and dispatch to office of application	D:TD	Track & trace report	20%
4	Office of application receives and scans all passports as received	DMO	Track & trace report	15%