

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:		Smart Card	
Target title for 2015/16	APP 1.1.2	Identify the title of the target	
		2,2 million Smart ID cards issued to citizens 16 years of age and above	
Indicator / Measure title		Identify the title of the indicator	
		Number of smart ID cards issued to citizens 16 years of age and above	
Short definition		Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator	
		Following on the successful launch of the ID smart cards during the 2013/14 financial year, the department is committed to expand the number of citizens in possession thereof. The focus to replace old ID documents with Smart Cards will continue throughout the medium to long term (2015 to 2020). Issued refers to the smart card being ready for collection at office of application. First and re-issues are included under this target.	
Purpose/importance		Explain what the indicator is intended to show and why it is important	
		The indicator aims at measuring the number of ID smart cards issued to citizens 16 years and older, noting that implementation will progressively phase out the current identity documents. The smart card has very important historical connotations as it seeks to restore the dignity of especially previously disadvantaged citizens and to enhance nation building and social cohesion.	
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	
		A list of persons who were issued with smart ID cards extracted from live capture system.	
Description of the source		A description of where the information originates from - by indicating name of responsible unit, person/designation etc.	
		Chief Director (Back Office ID Processing)	

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):
	A draft Standard Operating Procedure is in place and must still be approved (as at 4 March 2015). Furthermore, change requests are in the process of being implemented as part of a "diamond release" to address process and systemic challenges. Hence, the SOP is draft.
System used	Name of system used to process performance information:
	Live capture sub-system.
Type of system	Electronic or manual:
	The ID smart card production facility is mainly electronic due to the implementation of live capture facilities.
Method of calculation	Describe clearly and specifically how the indicator is calculated
	The number of smart ID cards issued to clients per month, quarter and during the year is used for calculation and compared against the target.
Baseline calculated against	Indicate the performance as at the end of previous financial year
	Target was 1,6 million.
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 the number of persons issued with smart ID cards during the review period, as per data extracted from the live capture sub-systems
Unit of measure	In what unit will the indicator be captured? (percentage/number/currency)
	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 before quality (or quantity) can be guaranteed
	Other limitations: The development of live capture work stations and related software is outsourced, through SARS, who in turn have outsourced developmental aspects to a third party. Differences in the interpretation of user requirements have historically lead to incorrect data extractions.
Output reporting	Indicate responsibilities regarding output reporting, archiving, key steps iro reporting, data extraction, calculation and the checking thereof
	1. Who is responsible for reporting at business level?
	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 evidence extraction (or collection) and analysis by relevant business unit (CS Support) Monthly reporting signed-off by the relevant business unit Senior Manager (Directorate: Application Processing) 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)
	Live Capture System Administrators at BBD (contracted by SARS)
	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
	To issue 2,2 million smart ID cards
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
	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)

	Key activity list (sheet):			
Annual Target	Smart ID card issued to 2,2 million citizens			
Number	Activity	Responsibility for Each Activity	Evidence for Each Activity	% weight for each activity (importance of activity in relation to achieving the target)
1	Capture applications electronically at local offices (limited to those offices where live capture for IDs was implemented during the review period)	Provincial Managers	Application forms on request	50%
2	ID smart cards received at relevant local offices for collection by clients	Provincial Managers	List of Smart Cards received	50%
3	Certificate printed and handed with copy of DHA-24 to informant (NOT AN INTEGRAL PART OF THE REGISTRATION PROCESS)	Front office clerk	N/A	N/A
4	Applications (Original DHA-24) are dispatched to Head Office (NOT AN INTEGRAL PART OF THE REGISTRATION PROCESS)	Office supervisor	N/A	N/A
5	Copies of DHA 24's filed (per date) at front offices to complete the process (NOT AN INTEGRAL PART OF THE REGISTRATION PROCESS)	Back office clerks	N/A	N/A