Branch: Civic Services	Note: Published KPIs are for public information purposes only, certain information may be excluded from the published version due to security reasons
Target title for 2016/17	Identify the title of the target
	2.2 million Smart ID cards issued to citizens 16 years of age and above (In this case, issued means all Smart ID Cards that has been systematically reconciled as received in the office of application).
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 card 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 of the smart ID card 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 unique reference numbers for 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)
Standard operating procedure	For each indicator or target indicate the standard operating procedure (where applicable):
	Standard Operating Procedure is in place but will be updated to cater for the process and systematic changes addressed through releases.
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
	2 320 972
Availablility of total population	The total polpulation 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. The tool used to currently analyse the smart card data is excel and there are limitations on the number of transactions per sheet. Hence, data is fragmented on multiple sheets. Other limitations: The development of live capture work stations and related software is outsourced, through SARS.
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?
	Chief Director: Back Office ID Processing
	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 the Business Intelligence Unit.
	Monthly report signed-off by the Director: Application Processing.
	Collection and consolidation of monthly evidence by the CS Support.
	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 the annual report.
	4. Who extracts data and frequency? (Designation of official)
	Live Capture System Administrators at BBD (contracted by SARS). Monthly
	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: eg 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

Key activity list (Description of processing activities (where applicable)			
Number	**Activity**	**Responsibility for Each Activity**	**Evidence for Each Activity**
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
2	Finalisation of all Smart ID Card applications referred to back office.	Chief Director: Back Office ID Processing	Statistics of referrals from Service Manager
3	ID smart cards received at relevant local offices for collection by clients.	Provincial Managers	Live capture data on Smart ID Cards issued