

BRANCH: INFORMATION 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
	Birth, marriage and death (BMD) processes developed onto live capture.
Indicator / Measure title	Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator
	Automated processes for: - Births, marriages and deaths (BMD).
Short definition	Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator
	Automation of BMD process - automated verification and risk assessment during issuance of BMD documents. The process to apply for BMD will be paperless, applications will be completed online with the client and supporting documents will be scanned into the system.
Purpose/importance	Explain what the indicator is intended to show and why it is important
	To enhance the integrity and security of BMD documents.
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 (AG requirement)
	Existing and revised BMD standard operating procedures, user requirements and technical specifications.
Description of the source	A description of where the information originates from - by indicating name of responsible unit, person etc.
	Office of the DDG: Civics / IS.
Standard operating procedure	For each indicator or target indicate the standard operating procedure (where applicable)
	System development life cycle as approved by DDG:IS.
System used	Name of system used to process performance information
	N/A
Type of system	Electronic or live
	N/A
Method of calculation	Describe clearly and specifically how the indicator is calculated
	Automation of the current manual BMD processes - full automation completed.
Baseline calculated against	Indicate the performance as at the end of previous financial year
	Live capture system in operation for smart ID cards and passports.
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)
	N/A
Unit of measure	In what unit will the indicator be captured? (percentage/number/currency)
	Automated processes for Births, marriages and deaths (BMD).
Data limitations	Identify any limitation with the indicator data, including factors that might be beyond the DHA's control
	N/A
Output reporting	1. Who is responsible for reporting at business level? DDG: IS
	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?: AG requirement Director: Strategic IS Alignment
	3. What are activities/steps that goes into reporting at business level? Quarterly reporting to the Departmental Performance Review committee (Reports submitted to Directorate M&E as part of quality assurance for quarterly reviews). Annual reporting as part of the annual report.
Frequency of reporting on this indicator	Indicate: eg monthly, quarterly and annually
	Quarterly and annually
Desired performance	Identify whether actual performance that is higher or lower than the targeted performance is desirable

	Automation of manual BMD processes - full automation completed.
New indicator:	Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year.
	Yes (for BMD live capture)
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.
	Input

Description of processing activities (where applicable)			
Number	Activity	Responsibility for Each Activity	Evidence for Each Activity
1	Signed User Requirement Specifications (URS)	DDG: CS	Signed URS
2	Business process re-engineering completed by CS	DDG: CS	Approved re-engineered business processes
3	Technical specifications developed and approved by DDG:IS	Director: Solutions Delivery / DDG:IS	Signed technical specifications
4	System development completed - writing the system on the computer based on user requirements	Director: Solutions Delivery	Prototype
5	Testing of system by IS	Director: Solutions Delivery	Test results