

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
	End-to-end e-Permit system developed (prototype).
Indicator / Measure title	Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator
	e-Permit prototype developed.
Short definition	Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator
	End-to-end automation of permitting business processes to enhance issuance of various permits. The target will deal with the development of a prototype which will be rolled out to all processing offices in the outer years. Currently VFS is responsible for the collection of applications and a visa adjudication system is used by the DHA back office.
Purpose/importance	Explain what the indicator is intended to show and why it is important
	Improve service delivery, security and turnaround times for issuance of permits to deserving clients.
Source documentation/information used	Describe where the information comes from i.e. source of information that is used as a basis for actual performamnce achievements (AG requirement)
	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.
	DDG: IMS
Standard operating procedure	For each indicator or target indicate the standard operating procedure (where applicable)
	N/A
System used	Name of system used to process performance information
	Permit system
Type of system	Electronic or live
	Electronic system
Method of calculation	Describe clearly and specifically how the indicator is calculated
	Development of system to be measured against approved user requirements.
Baseline calculated against	Indicate the performance as at the end of previous financial year
	VFS front end and DHA Visa Adjudication System.
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)
	e-Permit prototype developed.
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? Monthly reporting meetings 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
	Monthly, quarterly and annually
Desired performance	Identify whether actual performance that is higher or lower than the targeted performance is desirable
	Prototype developed conforming to user requirements.
New indicator:	Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year.

	Yes
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	User requirement specifications (URS) signed off by DDG: IMS	Immigration Services	Signed URS
2	Appointment of the service provider	D: Project office	Purchase order or Work order
3	Technical specifications approved by IS	DDG: IS	Signed Functional specifications
4	Develop ePermit system	Director Solution Delivery	System prototype
5	Test the ePermit system	Immigration Services	Test results