

Births 0-30 days KPI

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 2017/18	Identify the title of the target
	Mobile solution for live capture piloted in 9 offices.
Indicator / Measure title	Identify the title of the indicator
	Pilot for mobile solution conducted in 9 offices.
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). The current roll out of offices with Smart ID Card capability does not cover the entire population and therefore the need to adopt additional channels arose and hence the adoption of mobile solutions as the additional
Purpose/importance	Explain what the indicator is intended to show and why it is important
	The indicator aims at measuring the number of mobile units piloted in 9 offices with the ultimate objective being to roll out additional mobile units to offices in order to access the rural populations and areas where network connectivity (weak bandwidth etc) is a problem. The roll out of the mobile solutions will assist with the strategic objective of intensifying the replacement of the Green barcoded identity documents. The mobile unit will enable the DHA to take its services to the people (e.g. schools, shopping
Source documentation/information	Describe where the information comes from i.e. source of information that is used as a basis for actual performance achievements
	Live capture reports indicating those applications that were captured via mobile solutions from the 9 offices (test results).
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):
	New target, Standard Operating Procedure for mobile solutions is in the process of being developed, however, some parts of the Standard Operating Procedure for Smart ID Card and other products (birth, marriage, death certificates etc) to be issued via mobile solutions will be altered to suit the processing of applications via mobile solutions.
System used	Name of system used to process performance information:
	Live capture sub-system.
Type of system	Electronic or manual
	Electronic
Method of calculation	Describe clearly and specifically how the indicator is calculated
	The piloting of the mobile solution functionality at 9 offices.
Baseline calculated against	Indicate the performance as at the end of previous financial year
	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,
	The population refers to the pilot of the mobile unit functionality in 9 offices

Births 0-30 days KPI

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
	NA
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).
	4. Who extracts data and frequency? (Designation of official) Live Capture System Administrators at BBD (contracted by SARS). This can only be done on the fourth quarter as the target is to pilot on the fourth quarter of 2017/18. In the outer years starting with 2018/19, the extraction will be done on a monthly basis.
	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
	Mobile solution for live capture piloted in 9 offices.
New indicator:	Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year.
	New
Calculation type:	Identifies whether the reported performance is cumulative, or non-cumulative

Births 0-30 days KPI

	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

Key activity list			
Number	Activity	Responsibility for Each Activity	Evidence for Each Activity
1	Finalise the process of appointing the service provider	Bid Adjudication Committee (BAC)	Minutes of BAC and actual certificate to appoint the service provider
2	Customise business requirements for mobile solution	DDG: CS	Signed off requirements
3	Technical specifications developed based on user requirement specifications	DDG: IS	Signed off technical specifications
4	The actual Development of mobile live capture solution as per the specifications and business requirements	Service Provider	Proof of delivery of the solution (sign off certificates for the delivery)
5	Pilot mobile live capture solution in 9 offices	Information Services, Chief Director: Back Office Identity Processing/Chief Director: Channel Management	Test certificates